



Ex -post evaluation of the EU Aid Volunteers initiative, 2014-2020

Volume II - Annexes



Written by ADE
May - 2021



EUROPEAN COMMISSION

Directorate-General for European Civil Protection and Humanitarian Aid Operations

Unit E.2: Programming, Control and Reporting

E-mail: echo-eval@ec.europa.eu

European Commission

B-1049 Brussels

Ex post evaluation of the EU Aid Volunteers initiative, 2014-2020

Volume 2 - Annexes

LEGAL NOTICE

This document has been prepared for the European Commission however it reflects the views only of the authors, and the European Commission is not liable for any consequence stemming from the reuse of this publication. More information on the European Union is available on the Internet (<http://www.europa.eu>).

EN PDF PDF/Volume_02 Catalogue number: KR-06-21-000-EN-N ISBN 978-92-76-40308-1 doi: 10.2795/828

Manuscript completed in July 2021.

The European Commission is not liable for any consequence stemming from the reuse of this publication.

Luxembourg: Publications Office of the European Union, 2021

© European Union, 2021



The reuse policy of European Commission documents is implemented by the Commission Decision 2011/833/EU of 12 December 2011 on the reuse of Commission documents (OJ L 330, 14.12.2011, p. 39). Except otherwise noted, the reuse of this document is authorised under a Creative Commons Attribution 4.0 International (CC-BY 4.0) licence (<https://creativecommons.org/licenses/by/4.0/>). This means that reuse is allowed provided appropriate credit is given and any changes are indicated.

For any use or reproduction of elements that are not owned by the European Union, permission may need to be sought directly from the respective rightholders.

TABLE OF CONTENTS

ANNEX 1.	CASE STUDY ON CAPACITY BUILDING/TECHNICAL ASSISTANCE	1
ANNEX 2.	CASE STUDY ON RECRUITMENT, DEPLOYMENT & APPRENTICESHIP	9
ANNEX 3.	CASE STUDY ON CERTIFICATION	26
ANNEX 4.	COUNTRY LEVEL EVIDENCE	33
ANNEX 5.	TARGETED SURVEY QUESTIONNAIRES	60
ANNEX 6.	SURVEY RESULTS	113
ANNEX 7.	EUAV INITIATIVE PUBLIC CONSULTATION	128
ANNEX 8.	MEMBERS OF THE EUROPEAN PARLIAMENT FGD.....	142
ANNEX 9.	INTERVIEW GUIDES.....	143
ANNEX 10.	PROJECT SAMPLE SUMMARY TABLES.....	163
ANNEX 11.	LIST OF DOCUMENTS CONSULTED	179
ANNEX 12.	LIST OF INTERVIEWEES.....	183
ANNEX 13.	EUAV INITIATIVE REGULATIONS	188
ANNEX 14.	TERMS OF REFERENCE.....	193

LIST OF TABLES

Table 1 – Sending and Hosting Organisation eligibility requirements.....	4
Table 2 – Organisations that benefited from online assignments	19
Table 3 – Snapshot on trainings provided by peer volunteering programmes	22
Table 4 – Length of the certification procedure.....	28
Table 5 – Certification Mechanism Requirements	28
Table 6 – Certifications awarded by year and organisation type (2015-2020)	29
Table 7 – Dates of certification and first deployments	35
Table 8 – Sending organisations deploying volunteers in Colombia	36
Table 9 – EUAV involvement in Kenya	51
Table 10 – Regulations governing the EUAV Initiative	191

LIST OF FIGURES

Figure 1 - Technical assistance project applications 2015-2019	1
Figure 2 - Capacity building project applications 2015-2019	2
Figure 3 – Results of deployment project applications 2015-2019	9
Figure 4 – Volunteer training and mentoring.....	15
Figure 5 – Number of apprenticeship placements by year (2016-2020).....	16
Figure 6 – EU Aid Volunteers deployment length distribution 2016-2020	17
Figure 7 – Online assignment vacancies by function.....	19
Figure 8 – Phasing of Surveys	113
Figure 9 – Nationality of respondents to the Public Consultation (N=15)	129
Figure 10 – Level of knowledge of respondents on the EUAV Initiative (N=15)	129

Figure 11 – How did you find out about the EUAV Initiative? (N=15)	130
Figure 12 – Channels respondents would use if they wanted to find additional information on the EUAV Initiative (N=15)	130
Figure 13 – In your view, does the EU need to increase its capacity to provide humanitarian assistance? (N=15)	134
Figure 14 – Do you agree that a volunteering scheme can be a suitable approach to increase the capacity of the EU to provide humanitarian assistance? (without judging whether the scheme has reached this objective, which will be covered in another section of the questionnaire) (N=15)	135
Figure 15 – In the context of setting up a volunteering scheme to increase the EU’s humanitarian assistance, how would you rate the importance of the following activities?(N=15)...	136
Figure 16 – If you would consider participating as volunteer in the EU Aid Volunteers Initiative, how much importance would you give to the following elements? (N=15)	137
Figure 17 – To what extent was the EU Aid Volunteers Initiative compatible with and/or did it contribute positively to the following other activities (more than one choice can be made)? (N=15)	138
Figure 18 – To what extent did the EU Aid Volunteers Initiative (EUAV) provide added value due to the fact that it was organised at the EU level rather than by individual Member States (as some have their own volunteering schemes)? Please indicate to what extent you agree with the following statements: (N=15)	139
Figure 19 – To what extent do you agree that the EU Aid Volunteers Initiative (EUAV) has contributed to the following? (N=15)	140
Figure 20 – To what extent do you agree with the following statements related to the efficiency of volunteering in the humanitarian context? (N=15).....	141

Annex 1. CASE STUDY ON CAPACITY BUILDING/TECHNICAL ASSISTANCE

1.1 Background

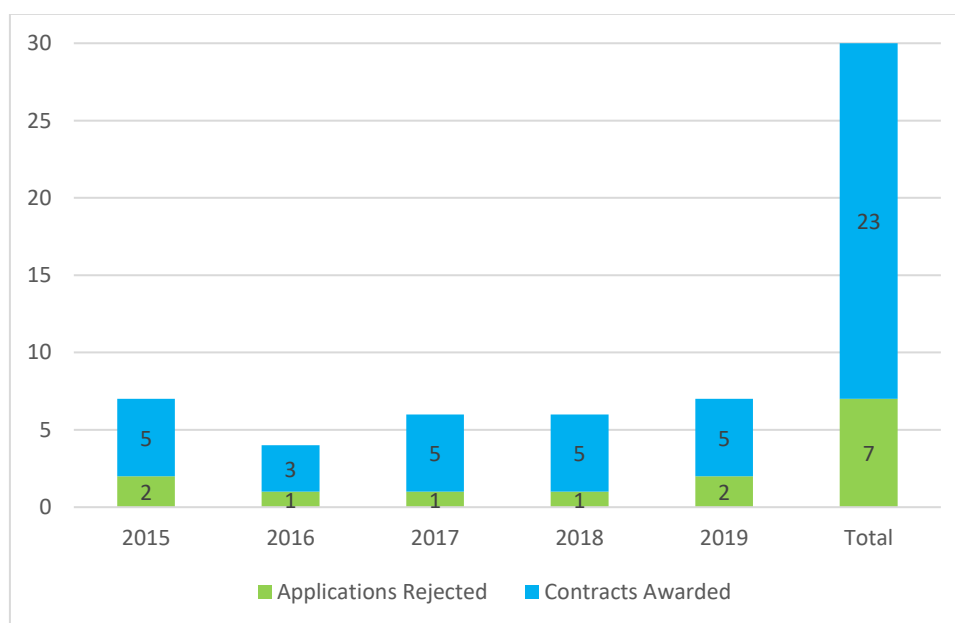
The EU Aid Volunteers Initiative (EUAV) was comprised of three main thematic priorities: volunteer deployment, technical assistance (TA), and capacity building (CB), along with relevant support measures. TA and CB projects were aimed at strengthening the capacities of sending (SO) and hosting organisations (HO) who intended to participate in the EUAV Initiative.

As stated in the October 2015 version of the FAQ for the EU Aid Volunteers (EUAV) Initiative 2015-2020, the TA component was specifically aimed at building the capacity of organisations inside Europe, whilst and the goal of the CB was to build the capacity of organisations in third countries outside Europe.

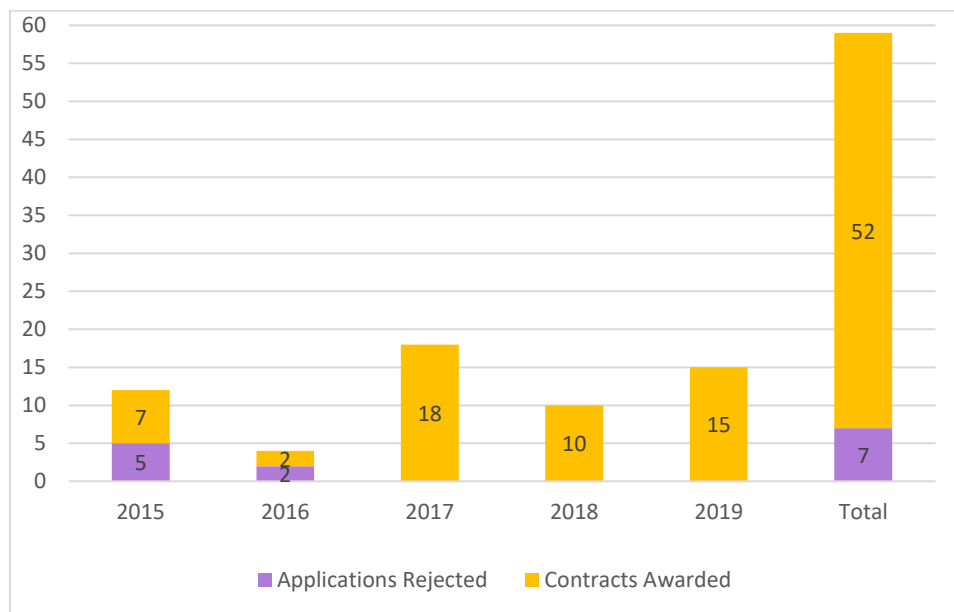
Eligible partners carried out the TA and CB activities, which were co-funded by grants based on annual EUAV calls for proposals. Consortia of EU-based organisations could apply for the technical assistance projects. Non-EU based organisations could apply for the capacity building projects as part of consortia led by EU-based organisations.

During the period 2015 – 2019, organisations’ consortia submitted 30 technical assistance project proposals, of which 23 were successful and led to a contract. In the same period, EACEA received 59 capacity building project proposals, and awarded 52 capacity building contracts. Figure 1 below provides a breakdown of the number of successful and rejected applications on a year-to-year basis.

Figure 1 - Technical assistance project applications 2015-2019



Source: ADE calculations based on data provided by the EACEA

Figure 2 - Capacity building project applications 2015-2019


Source: ADE calculations based on data provided by the EACEA

1.2 Purpose, Objectives and Methodology of the Cas Study

The main purpose of this case study was to review the effectiveness of the TA and CB projects of the EUAV Initiative. Specifically, the case study reviewed how the TA and CB projects had been identified and selected and what results had been achieved. It also explored what had worked (or not worked), and what lessons could be learned from these interventions.

Using illustrative case examples, the case study identified a range of different TA and CB projects and the effects of the activities on the respective organisations. For example, it determined the extent to which the TA and CB projects were effective in achieving the certification for host and sending organisations. Various stakeholders involved in the projects were asked to identify the issues they considered critically important to be achieved or changed, and what they considered to be significantly missed opportunities and setbacks. Individual and organisational changes were identified, highlighting changes in knowledge level, skills and behaviour, as well as systemic changes in practices.

Interviews with volunteers and staff from SOs and HOs, together with the desk review of documents, provided primary sources of evidence used to develop the case study. A desk review of documents was carried out that covered relevant EU regulations, project evaluation reports provided by SOs, manuals and internal documents developed by SOs and HOs as a part of TA and CB project activities. The case study also included the analysis of quantitative data on projects and participants, provided by the EACEA.

1.3 Regulatory Framework

The legal framework for Technical Assistance and Capacity Building is defined in Regulation 375/2014, specifically Articles 8, 10, and 15. In addition, regulation 1244/2014, Chapter 9, Article 32, which regulate the certification mechanism for sending and hosting organisations, is also relevant to TA and CB.

Article 8 states that the EUAV Initiative shall pursue its general and operational objectives through capacity building of hosting organisations and ancillary activities aimed to strengthen the accountability, transparency and effectiveness of the EUAV Initiative.

Article 10 states that, on the basis of a prior assessment of needs, sending organisations to be certified may benefit from TA to strengthen their capacities in volunteer management and ensure compliance with the standards and procedures referred to in **Article 9**.

Article 15 states that hosting organisations planning to apply for certification could also benefit from assistance, consistently with the needs identified at country level. In this regard, the Commission shall support actions aimed at strengthening the hosting organisations' capacity to provide humanitarian aid and enhance local preparedness and response to humanitarian crises, as well as ensure the effective and sustainable impact of the EU Aid Volunteers' work on the ground, including:

- a) Disaster risk management, preparedness and response, coaching, training in volunteer management, and other relevant areas for staff and volunteers from hosting organisations; and
- b) Exchange of best practices, technical assistance, twinning programmes and exchange of staff and volunteers, creation of networks and other relevant actions.

1.3.1 Comments on legal provisions

EUAV documents related to CB and TA, such as the calls for proposals for TA and CB, with related guidelines published on EACEA website,¹ were in alignment with the regulatory framework of the EUAV Initiative, according to which technical assistance is meant to help prospective SOs to achieve compliance with the Initiative standards, while capacity building has a broader perspective on volunteer management and preparation for humanitarian crisis response.

(i) Changes in Objectives

Each year, a call of proposals was launched by the EACEA. Since 2015, 6 calls for proposals for the TA and CB components were launched. The requirements set out in the respective calls for proposal were essentially the same for CB and TA, apart from minor changes. All the calls for proposal for 2015 – 2019 focused on the following recurring objectives:

- Disaster risk management, preparedness and response as well as linking relief, rehabilitation and development,
- Volunteer management according to the standards and procedures for the management of the candidate volunteers and the EU Aid Volunteers,
- Strengthening local volunteering in third countries, and
- Capacities to undergo certification, including administrative capacity.

Three objectives listed in the Call for Proposal 2015 did not appear in subsequent calls for proposal, namely:

- Tools and methods of needs assessment at a local level,
- Building partnerships with a view to develop joint projects in the context of the EU Aid Volunteers initiative, and
- Communicating the European Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid and raise awareness levels and visibility of its humanitarian aid.

Excluding the objective related to the communication of EU humanitarian aid principles and the visibility of EU humanitarian aid may have contributed to the modest performance of the EU Aid Volunteers Initiative in pursuing the operational objective of communicating

¹ https://eacea.ec.europa.eu/eu-aid-volunteers/actions/technical-assistance-and-capacity-building_en

humanitarian aid principles. Humanitarian principles were indeed not actively promoted during deployment².

(ii) Eligibility Criteria

Under the eligibility criteria, the term “eligible body” was consistently used in the calls for proposals until 2017. However, from 2018 onwards the terms “Sending Organisations” and “Hosting Organisations” were used instead.

Table 1 – Sending and Hosting Organisation eligibility requirements

2015 – 2017 Eligibility Requirements	2018 – 2019 Eligibility Requirements
<p>Non-governmental not-for-profit organisations formed in accordance with the law of a Member State and whose headquarters are located within the Union,</p> <p>Public law bodies of a civilian character governed by the law of a Member State, and</p> <p>The International Federation of National Red Cross and Red Crescent Societies.</p>	<p>Sending organisations:</p> <p>Non-governmental not-for-profit organisations formed in accordance with the law of a Member State and whose headquarters are located within the EU;</p> <p>Public law bodies of a civilian character governed by the law of a Member State; The International Federation of National Red Cross and Red Crescent Societies.</p> <p>Hosting organisations:</p> <p>Non-governmental not-for-profit organisations operating or established in a third country under the laws in force in that country,</p> <p>Public law bodies of a civilian character governed by the law of a third country, and</p> <p>International agencies and organisations.</p>

Source: EACEA Data

(iii) Changes in eligible activities

Additional eligible activities were added in later years.³ In 2018, the assistance to organisations in meeting the Core Humanitarian Standards (CHS)⁴, and activities to strengthen regional cooperation were added to the list of eligible activities. A new activity related to online volunteering was added in 2019.

Illustrative Example: CARITAS projects⁵

CARITAS member organisations implemented one technical assistance (TA) and two capacity building (CB) projects known as TEACH (Technical Assistance for European Caritas Organisations in Humanitarian Aid), PEACH (European-Asian Partnership for Building Capacities in Humanitarian Action) and SCORE (Strengthening Capacities for Local Organisations to Respond Effectively in Emergencies). The TEACH and PEACH projects contributed to strengthen CARITAS members’ organisational and technical competencies in volunteer management, accountability standards and humanitarian action. In total, 16 CARITAS organisations across the globe and 12 civil society organisations benefited from these three projects.

The TEACH project was implemented between 1 Feb 2018 and 31 Jan 2020 by a consortium

² Interview notes 14920, 14022, 3700, 16415, 30756, 30532, 2215, 37173.

³ Based on content analysis of the calls for proposals.

⁴ Interview Notes 14920, 39488, 16415; Annual work programme for the implementation of the EU Aid Volunteers initiative for the year 2019; Annual work programme for the implementation of the EUAV for the year 2018.

⁵ Interview notes 27988, 16415, 42600; TEACH Final Report, PEACH Final Report.

involving Caritas Europa and 5 other European Caritas organisations in Austria, Czech Republic, Ireland (Trocaire), the UK and Romania. The objectives of TEACH were to build strong volunteer management systems, strengthen European Caritas organisations' knowledge and capacity in technical and quality standards, and in awareness rising and communication on Humanitarian Aid and the EU Aid Volunteers Initiative.

The programme aimed to enable more Caritas organisations to become certified as 'sending organisations' of volunteers under the EUAV programme. For Caritas, one of the ways to achieve this objective was to improve partner organisations' performance in providing humanitarian assistance in compliance with Core Humanitarian Standards (CHS). Mainstreaming protection and safeguarding also received special attention and were the subject of two separate workshops within the project.

In order to raise the profile of humanitarian action and volunteering, especially in the newer EU Member States, activities performed included training sessions on public awareness-raising and communication and exchange visits. As a direct consequence of these specific capacity-building activities, Caritas Czech Republic and Caritas Romania organised two country-wide campaigns targeting the wider public on the concept of humanitarian action and promoting the EUAV Initiative.

TEACH project

Volunteer management, a key aspect in the EUAV Initiative, was the next step in the TEACH project. Partners shared their experiences on how to identify, select and best support volunteers during and after their deployment. Two handbooks, one for the volunteers and one for the volunteer managers, were disseminated within the global Caritas network.

Peer exchange, namely one partner sharing its knowledge and best practices with another one, was an important method of learning in the TEACH consortium. In January 2020, for example, a Trócaire expert facilitated a two-day workshop to Caritas Europa secretariat staff on safeguarding.

PEACH project

PEACH was a capacity building project designed for Asia, a continent prone to a multitude of disaster triggering humanitarian crises. The overall objective of the project was to strengthen organisational and technical competencies of Caritas organisations and their networks in 6 countries in Asia, to increase their effectiveness and efficiency in working for community resilience and preventing human, economic or environmental losses during disasters. The project was planned and implemented by ten Caritas agencies in Europe and Asia. The two-year project, with a total budget of €856,824, had started in April 2016 and was completed by March 2018. PEACH was developed as a collaborative partnership initiative, with Caritas Austria as the Coordinator and seven partner organisations in Asia responsible for participating in the training and cascading the training to reach out to further national level Caritas organisations: Caritas Bangladesh, Caritas India, Caritas Myanmar, Caritas Nepal, Caritas Pakistan, Caritas Philippines. Charita Ceska Republika (Caritas Czech Republic) and Confederatia Caritas Romania were responsible for supporting capacity building with the development of a volunteer management handbook, and for delivering a training of trainers on the implementation of humanitarian aid using the Caritas Internationalis Toolkit. ^[1]_{SEP}

This project increased the knowledge of staff and volunteers in humanitarian action.⁶ In addition, PEACH has contributed to the ongoing development of volunteer management systems and practices to be shared further at national and regional levels to foster wider participation and outreach. Staff and volunteers of participating Caritas Member Organisations and Dioceses involved in humanitarian response applied lessons learned during actual emergencies and developed more effective response mechanisms. Furthermore, Caritas can now dispose of a core group of trainers and sub-trainers at national and diocese level who can share their expertise and knowledge on humanitarian standards and volunteer management.

Both the TEACH and REACH were designed to support and complement one another to ultimately offer a comprehensive quality service to the Caritas network.

SCORE project

⁶ CARITAS Austria Final Evaluation Report, 2017; PEACH Final Report

SCORE was a capacity building project aimed at strengthening the capacity of humanitarian organisations to prepare for and respond to humanitarian crises. Working in partnership with Cordaid (the Netherlands), Trócaire helped build the capacity of 12 local civil society partner organisations in Ethiopia, Sierra Leone, Rwanda and the Democratic Republic of the Congo to be better prepared to respond quickly and effectively in the event of a crisis.

The project involves providing training sessions and working with local partner organisations to strengthen their systems and policies in areas such as: Emergency Preparedness, Protection Mainstreaming, Cash-based Assistance, Digital Data Collection, Rapid Needs, Assessments and Volunteer/Staff Management in emergencies.⁷

As part of the SCORE project, since January 2020, Oramia Pastoralist Association (OPA), one of the project partners, put in place a community-based feedback and complaints handling policy and procedure. This community-based system has provided community members with the opportunity to give feedback and register complaints about OPA staff and operations through safe and accessible channels. Complaints received and addressed help improve the quality of service provided to the communities. Thanks to the digital support received through SCORE, OPA has introduced the use of tablets (purchased with the project budget) for data collection. The digital data collection software in use is sponsored by Trócaire. The digital data collection system has yielded benefits in time management, accuracy, information processing and data analysis.

Illustrative Example: Mentoring

EU Implementation Regulations (1244/2014) state that *'mentoring should complement supervision and management and provide the volunteers with additional support before, during and after deployment'*. CB and TA calls for proposals include coaching and mentoring as part of the eligible activities.

Mentoring activities were widely appreciated by all stakeholders, particularly by SOs, HOs and volunteers⁸. SOs and HOs include a mentoring component in their projects, which is especially relevant during the deployment of volunteers⁹. Volunteer survey results indicate that volunteers found the mentoring component effective.

For example, MDM Palestine with support and in collaboration with its partner SO, developed a mentoring process to ensure effective volunteer management. The mentoring at the HO level focused on supporting volunteers to be aware of the context of their operating environment. One volunteer described how the mentoring process led to an action plan that outlined the areas of improvement throughout the volunteering journey.¹⁰

Among interviewees, two instances were found where the mentors were perceived as ineffective. This was found to mainly be due to a misunderstanding about the mentor's mandate, which is mainly to build the capacities of the volunteer, and not to interfere in the internal ways of working within the HO. In both cases reported, volunteers had expected mentors to intervene as mediators and bring their requests before their respective hosting organisations.¹¹

While the introduction of mentoring processes marked an improvement in volunteer management practice among participant organisations, these were not harmonized across the EUAV initiative.¹² SO and HO each have their own approach to mentoring, which is to some extent based on the context they operate in, therefore making it a challenge to demonstrate which mentoring system is most effective. Furthermore, there was no evidence of post-deployment mentoring practices that volunteers could tap into while transitioning into different career paths.

⁷ Emergency preparedness training resources for local partners – developed as part of the SCORE project (the capacity building one) – these would have been rolled out with the 12 local partners. Available here: <https://www.preventionweb.net/publications/view/74664>

⁸ Survey Results for Volunteers. Interview note 935.

⁹ Interview notes 935, 14920, 20828, 7401, 487, 36831, 30756, 37211, 26356, 36888.

¹⁰ Interview note 22908.

¹¹ Interview notes 6797, 33565.

¹² Review of selected guidelines for SO, HO, mentoring strategy, mentoring plan.

In peer agencies such as Returned Peace Corps Volunteers (RPCV) for example, there was a standardized approach to mentoring which includes post-deployment mentoring.¹³

Moving forward, the EUAV Initiative could look at ways of harmonizing the mentoring processes and approaches. The EUAV Initiative could also explore options of utilizing returned volunteers as peer mentors.

1.4. Key findings

TA and CB were perceived as highly relevant and valuable for beneficiary organisations, and the flexibility in the CB activities was perceived positively. For many partner-driven organisations, the CB projects had the advantage that they allowed for sufficient flexibility to accommodate the needs of the partners. This included the opportunity to allocate funds to all partners in a way that they could develop their own programmes.

TA and CB projects contributed to the capacity building of SOs and HOs in the areas of volunteer management and humanitarian response. These contributions were in the form of adaptation to new systems, policy revision, tools and guidelines for volunteer management in support of the certification process. Specific examples of capacity building activities were guidelines developed for SOs and HOs, guidelines for deployment, short videos to increase awareness on safeguarding, tools for needs assessment, self-assessment against accountability mechanisms such as the Core Humanitarian Standard (CHS).

It was difficult to access materials and knowledge produced as a part of TA and CB projects, since there is no single repository to share lessons learned. Furthermore, as highlighted in the Mid-Term Review (MTR) of the EUAV Initiative, in the calls for proposals there was no outlined requirement to make use of tools and guidelines produced by previous projects, and no attempt was made to mitigate the risk of duplicating work in this respect.¹⁴

A few SOs acted as core organisations in the field of TA and CB. Alianza Solidaridad, GVC, ADICE were examples of organisations that were repeatedly awarded the contracts for CB and TA, either as project leaders, or as project partners. In the process, these organisations have acquired considerable expertise in capacity building for volunteer management.

There was a greater diversity of actors following the 2017 Interim Evaluation recommendation to diversify actors. New actors such as CARITAS, Frances Volontaires, Mondo became project leaders or coordinators, after having gained experience as project partners earlier in the framework of the EUAV Initiative.

Capacity building of local organisations can contribute to the localisation agenda of the Grand Bargain, if the funding becomes more focused on supporting genuine local organisations in future and not predominantly country offices of INGOs. Some INGOs/ Country Offices who were working with local partners were supporting and building emergency preparedness systems that were locally owned and locally led. Local partners involved showed signs of becoming stronger, more effective and more accountable to communities, while serving them better.

Impact measurement was a requirement in the calls for proposals and in most cases, this was done in the form of project end evaluation. However, the impact of TA and CB

¹³ The RPCV/W Mentoring Program aims to connect RPCVs with mentors who will help them think through developing a career path, navigating personal growth, and making decisions regarding one's professional life. <https://www.rpcvw.org/mentoring>.

¹⁴ GVC produced Guidelines for Local Organisations. Alianza too (in collaboration with GVC, Baptist Aid, Volont Europe) produced guidelines for hosting and sending organisations. Engineers Without Borders Denmark produced guidelines that included numerous templates, forms for hosting organisations.

was not captured systematically and, moreover, was not part of the design of the projects. Impact was captured during the project evaluations undertaken by TA/CB project leaders.¹⁵

TA and CB projects have provided opportunities for new EU Member States to actively participate and contribute into the EUAV initiative. Mondo, for example, was the first NGO in Estonia that was certified through the EUAV initiative.

Mentoring practices showed signs of having a positive impact, but there was not a uniformed approach among the SOs and HOs.

Outcomes related to the promotion of humanitarian principles were not particularly evident and this could be due to the fact that the promotion of humanitarian principles was not listed as one of the objectives in TA and CB calls for proposals from 2016 onwards. Organisations such as the Red Cross naturally promoted the humanitarian principles as this activity is already part of their mandate. Organisations that had gone through Core Humanitarian Standard (CHS) training (from 2018 onwards), showed more signs of promoting humanitarian principles.

1.5. Positive and negative factors influencing outcomes of TA and CB

(+) The processes and effects of TA and CB tended to be smoother and faster when the organisations were familiar with consortium partners. This was evident for those belonging to the same umbrella organisation or network and sharing common aspirations and goals. Processes and effects of TB and CA took longer time where the consortium partners were unfamiliar with each other. It took longer time and effort to design and implement projects, although it also provided opportunities for new partnerships and mutual sharing of experience.

(+) The positive outcomes of TA and CB were possible thanks to the availability of funds for institutional capacity building that the organisations could not easily access elsewhere. The CB and TA projects were seen as relatively easy ways of accessing funding to allow institutional strengthening that otherwise SO / HO could not access.

(-) Lack of systematic way of measuring the outcomes made it challenging to measure the impact at individual, organisational and community levels. However, evaluations of projects showed positive outcome level changes at individual, organisational and community levels.

¹⁵ PEACH Final Evaluation Report, TEACH final evaluation report, Finnish Red Cross and German Red Cross Final Evaluation Report, Action Aid Austria Final Evaluation Report, Final External Evaluation MDM Capacity Building Project, GVC Final Project Evaluation Report, 2019.

Annex 2. CASE STUDY ON RECRUITMENT, DEPLOYMENT & APPRENTICESHIP

2.1 Background

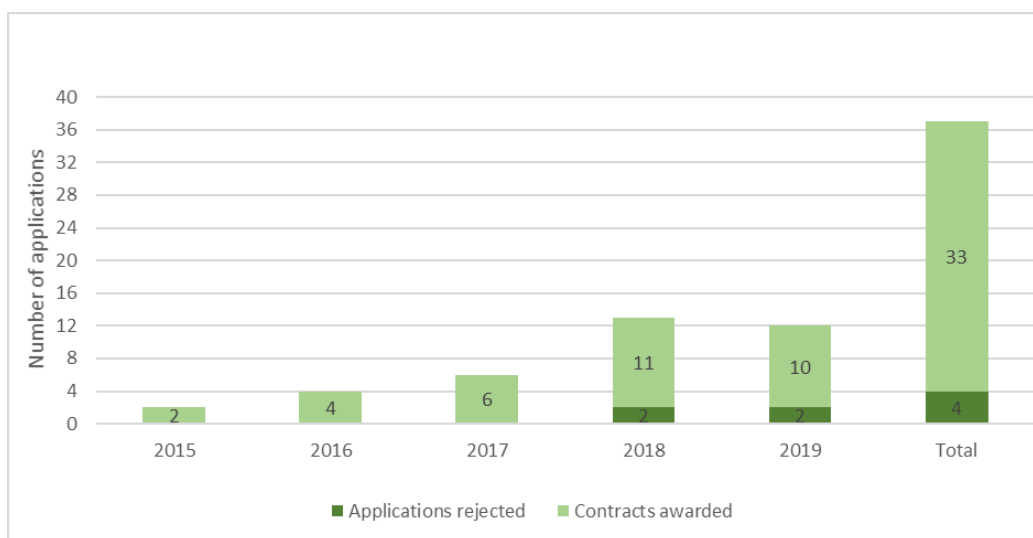
The participation in the EU Aid Volunteer Initiative was open to all citizens and long-term residents of the EU, without age limits. To be eligible as EU Aid Volunteer, applicants had to meet the following general requirements:

- Being at least 18 years old,
- Being available full-time for the entire period specified in the volunteer vacancy notice, which could be from 1 month to 18 months, and
- Being available to participate in a two-week pre-deployment training as part of the selection process.

While the participation in the EU Aid Volunteers Initiative did not require prior humanitarian aid experience or a specific educational background, applicants had to meet the specific requirements set by sending and hosting organisations and indicated in the specific vacancy notice.

During 2015 – 2019, the EACEA received a total of 37 deployment project proposals and awarded 32 contracts for the deployment of 1,173 volunteers (Figure 6). As of September 2020, 788 deployments had taken place.

Figure 3 – Results of deployment project applications 2015-2019



Source: ADE calculations based on data provided by the EACEA

2.2 Purpose, Objectives and Methodology of the Case Study

This case study describes the recruitment, selection, training, apprenticeship and deployment of EU Aid volunteers, and it comments on the Regulations relevant to the volunteer recruitment, deployment and apprenticeship. The case study further assesses the effectiveness and efficiency of each of the processes in the Volunteer Management Cycle by drawing on feedback from the different target groups. Cultural and other contextual considerations, including safety and security issues and their possible effects on the volunteers are also taken into consideration.

Interviews with relevant stakeholders, which in this case were SOs, HOs, volunteers and peer agencies, along with a desk review of documents are the primary sources of evidence used

to develop the case study. Interviews were also conducted with trainers who delivered the mandatory volunteer trainings. Furthermore, the case study is based on the analysis of quantitative data received from the EACEA.

To frame the EU Aid Volunteers Initiative in the broader context of existing development and humanitarian volunteering programmes in Europe and worldwide, the case study draws on the experiences of peer agencies such as UNV, VSO, and the Italian Civil Service (through the illustrative case of FOCSIV, one of the largest organisations participating in the programme).¹⁶

2.3 Regulatory Framework

2.3.1 Provisions on recruitment, apprenticeship and deployment

Regulation 375/2014 lays down the rules for the management of volunteers, starting from identification and selection, to post-deployment activities. Regulation 1244/2014 details the provisions for the training of volunteers, while regulation 1398/2014 includes the provisions for the identification, selection and training of Junior and Senior EU Aid Volunteers and the standards for the assessment, documentation and recognition of skills acquired by EU Aid Volunteers in line with other EU initiatives.

On recruitment, competencies, apprenticeship

The EU Commission Delegated Regulation N° 1398/2014 describes how the competence framework to be used for the EU Aid Volunteers Initiative shall cover three dimensions, namely: transversal competences, specific competences, and technical competences.¹⁷ The regulation also indicates that the competence framework shall be tailored to: (a) junior professionals, in particular recent graduates with less than five years' professional experience and less than five years' experience in humanitarian action; and (b) senior professionals with 5 or more years' professional experience in positions of responsibility or expert positions. The competence framework shall promote the continuous personal development of EU Aid Volunteers through the different stages of their participation in the EUAV Initiative and measure their progress.

The regulation describes how organisations should have a learning and development plan stating the learning outcomes that EU Aid Volunteers are expected to achieve and shall provide information about the EU Aid Volunteers' expected competences, learning needs and achievements over the different stages of their participation in the EU Aid Volunteers Initiative.

On the training of volunteers

- a) Regulation 375/2014, Article 12 Training programme and support for training and apprenticeship placement.
- b) Regulation 1244/2014, Chapter 3, Training programme of the EU Aid Volunteers.
- c) Regulation 1244/2014, Annex II.

¹⁶ Participate in the Italian Civil Service Scheme. FOCSIV participate in different volunteering schemes, including the EUAV Initiative.

¹⁷ "Transversal competences" are competences required in many sectors of volunteering and employment and which are not specific to humanitarian aid; "specific competences" are competences required for the EU Aid Volunteers Initiative and humanitarian aid more widely; "technical competences" are competences resulting from specialized knowledge relevant in the context of humanitarian aid.

On the deployment of volunteers:

Regulation 375/2014, Article 14.

Regulation 1244/2014, Chapter 5, Procedures for Deployment and management of EU Aid Volunteers.

On volunteer security during deployments:

- a) Regulation 375/2014, Article 5.3: “The safety and security of candidate volunteers and EU Aid Volunteers shall be a priority.”
- b)
- c) Regulation 1244/2014, Chapter 5, Procedures for Deployment and management of EU Aid Volunteers.
- d) Regulation 1244/2014, Chapter 7, Regulation Procedures to ensure duty of care, safety and security
- e) Regulation 1244/2014, Annex I, paragraphs 5-6

2.3.2. Comments on legal provisions

Overall, the legal provisions for the recruitment, selection, training, apprenticeship, and deployment of volunteers were understood and applied by the SOs, HOs, volunteers and service providers. Nonetheless, training regulations were perceived as too prescriptive. Training providers felt that they were mandated to comply with what they viewed as overly strict legal and policy requirements of the training process, and were not able to easily adjust their training sessions to suit the needs of participants.

A clear distinction between Junior and Senior EU Aid Volunteer profiles and roles was not always observed in practice. Even though the regulations distinguish between these categories, how this distinction was translated in practice was unclear. Volunteers interviewed felt there was no difference in terms of recognition, as well as terms and conditions, except that a senior volunteer had “more responsibilities”. By way of comparison, categorisation of volunteer types are clearly defined and articulated in peer organisations such as VSO. For example, VSO clearly identifies at least two categories: Professional Volunteers; Youth Volunteers (18 – 35 years old) and Corporate Volunteers. Purpose, criteria, terms and conditions and requirements for each of these categories of volunteers are clearly defined and readily available on VSO website.

On the positive side, the “no maximum age limit” criterion in the regulations was seen as one of the most attractive features of the EU Aid volunteer deployment, as that requirement provides flexibility for the SOs/HOs to hire diverse profiles of volunteers who could contribute to the needs of the HOs and communities.¹⁸

SOs, HOs and volunteers understand and acknowledge the importance of safety and security provisions set in the regulations; however, evidence collected shows a certain lack of clarity among the SOs and HOs on who ultimately bears responsibility for the ‘duty of care’ for the volunteers.¹⁹

¹⁸ The Italian Civil Service Scheme, for example, has an age limit criterion for volunteer selection which is between 18 to 28. European Voluntary Service (EVS) has an age limit from 18 to 30.

¹⁹ Interview notes 14920, 38373, 39488, 14022, 20828, 16415, 4247, 48772, 12588, 30532, 2215.

2.4 Summary of Interventions and Results

2.4.1. Recruitment

Deployment project proposals set out the targets for volunteer deployments in each participating country, specifying:

- The number of senior and junior volunteers to be deployed to participant hosting organisations,
- Programmatic areas and activities to be covered through EUAV deployments, and
- The number of pre-deployment apprenticeship placements envisaged for junior volunteers at sending organisations' headquarters.

Sending organisations have the responsibility for the identification and pre-selection of EU Aid Volunteers. As such, they are in charge of the preparation of job descriptions, job posting, screening of application and interviews with pre-selected applicants. Job descriptions include specific skills and experience requirements, as required by the nature of the assignment. The recruitment process is conducted in consultation with hosting organisations, which can intervene at any stages of the process and are usually involved in the final selection of volunteer candidates. Besides being published on the EUAV Platform, job openings were usually advertised by sending organisations within their networks, notably through their websites and social media channels. In case of dropouts and, in general, to fill volunteer positions on short notice, organisations could resort to the EUAV Platform to recruit already trained volunteers.

SOs generally have a recruitment system that allows them to identify high quality volunteer candidates. Survey results underlined the high quality of volunteer profiles that organisations are able to attract through the EUAV Initiative.²⁰

Sending organisations used different approaches to recruitment, depending on their specific operational contexts and needs. The availability of dedicated human resources within sending organisations, especially the presence of an EUAV Initiative project manager/coordinator, greatly contributed to the implementation of a robust recruitment and selection system. Moreover, volunteer-based organisations such as VSO, ADICE, Engineers Without Borders and Red Cross, which were already familiar with the Volunteer Management Cycle, could easily adapt to the EUAV Initiative requirements on volunteer recruitment and selection.

The decentralised nature of the recruitment process did not allow to collect systematic information on the number and quality of applications to EU Aid Volunteer positions for the purpose of this evaluation, nor on the number and reasons behind early-stage drop-outs.

Illustrative example: Red Cross volunteer recruitment system

The project supporting resilience of vulnerable communities and capacity building within the Red Cross Red Crescent Movement (VinReCa) deployed 32 volunteers to 9 countries between May 2019 to June 2020. The Finnish Red Cross (FRC) was consortium leader for this project, which saw the participation of the German Red Cross (GRC) as an associate partner.

Besides publishing volunteer position openings on the EUAV Platform, both FRC and GRC advertised the vacancies through their own channels (webpages, LinkedIn, Facebook, etc).

The recruitment of EU Aid Volunteers at FRC basically replicated the system in place for the recruitment of FRC delegates (staff deployed overseas).²¹ Additional services, such as mentoring, were introduced to comply with the requirements set by the EUAV Initiative regulations. The FRC

²⁰ Interview notes 7401, 487,14920, 38373, 3700, 14022, 417, 22908, 38524, 19846, 10672, 37457, 23811.

²¹ Delegates are selected from FRC personnel reserve. Prospective delegates in the reserve list should have passed FRC one-week basic training course (called IMPACT training).

recruited dedicated HR personnel to ensure a smooth identification, selection and recruitment of EU Aid Volunteers.

After having experienced some initial difficulties with the identification of suitable candidate profiles to cover some of the deployment positions, the Finnish Red Cross met its targets and recorded a commendable 0% drop out rate. Most of the volunteers expressed the desire to continue their deployment during the first wave of COVID-19. Prior to the final candidate selection, FRC sent 25 candidate volunteers to DG ECHO centralized training. Volunteers selected for deployment were then enrolled in FRC IMPACT training. Former FRC volunteers who responded to the volunteer survey specifically mentioned the high quality of the IMPACT training.

The German Red Cross deployed 14 of the 18 volunteers initially envisaged. The GRC did also register 3 dropouts. Official reasons mentioned for the dropouts were family needs and dissatisfaction with the tasks.

The recruitment of EUAV volunteers contributed to expand the pool of Red Cross young professionals, particularly in the case of the Finnish Red Cross. A few volunteers were hired within the RCRC Movement upon completion of their deployment.

The recruitment and deployment of EU Aid Volunteers by the Red Cross did not come without challenges. One of the challenges in the recruitment of EU Aid Volunteers within the Red Cross was related to the basic concept of volunteering. The RCRC Movement mobilises volunteers locally and does not deploy volunteers internationally. Local volunteers are not paid.

To comply with the requirements of the EU Aid Volunteers Initiative, the FRC and the GRC resorted to different contractual arrangements with EU Aid Volunteers. The FRC contracted EU Aid volunteers as junior delegates on a monthly salary, while the GRC contracted them as volunteers with a monthly allowance. Different titles created some confusion within HOs on the actual role of these volunteers. Moreover, as shown in the responses to the volunteer survey, the provision of a monthly salary or allowance to EU Aid Volunteers caused some tensions at field level, due to what was perceived as unequal treatment by local Red Cross volunteers.

2.4.2 Training of Volunteers

DG ECHO centralised training

The EUAV Initiative centralised training was organised and delivered by a consortium of 5 consultancies led by ICF.²² The training of volunteers was based on a detailed competency framework set-out in Regulation 375/2014.

The training curriculum was competency-based and included modules on the EU crisis response system, International Humanitarian Law and the EU Humanitarian principles, managing safety, security and health, project management, intercultural awareness and optional modules on advocacy and communication, psychological first aid, training of multipliers, volunteer management, and organisational development. The face-to-face training included a scenario-based simulation exercise module requiring candidate volunteers to apply the knowledge acquired during class modules.

All SOs interviewed²³ stated that they were not aware of the centralised training content and were not involved in the training design. The centralised training was part of the selection process and, at the same time, served as a pre-deployment training for EU Aid Volunteer candidates. Between 2016 and 2019, more than 1,000 volunteers have been trained through 24 training cycles organised in four EU countries.²⁴ An online preparatory phase preceded a two weeks-long face-to-face intensive training.

²² Consortium partners included the MDF Training and Consultancy (MDF), The Austrian Study Centre for Peace and Conflict Resolution (ASPR), Scuola Superiore Sant' Anna and Gopa Consulting

²³ Interview notes 14920, 38373, 39488, 20828, 3700, 16415, 4247, 48772.

²⁴ <https://www.icf.com/clients/disaster-management/eu-aid-volunteers-training>

The use of the training as a tool for assessment and selection is specific to the EUAV Initiative. Peer organisations consulted, including VSO, UNV and the Italian Civil Service Scheme do not use the training as part of their selection process, as they do not consider the volunteer training as a ‘competitive platform’.²⁵ In the EUAV Initiative, candidates’ competencies were however assessed throughout the training. Candidates considered as fit for deployment could be deployed by sending organisations or enter a reserve list of trained volunteers for rapid deployment.²⁶

During the EUAV Initiative 2-week training, volunteers were requested to fill a self-assessment form. Mentors provided feedback and volunteers received an overview on their strengths and weaknesses and some recommendations for improvement. Interviews conducted with representatives of SOs found that the feedback on volunteers’ skill gaps was useful. However, interviewees reported that they did not actually rely on the feedback received from the training providers to select their final candidates for deployment.²⁷ SOs interviewed in general appeared to have already selected their preferred candidates for volunteers’ positions prior to receiving the training feedback.

Interviews with volunteers and survey results showed high levels of satisfaction with the quality of the 2-weeks centralised training. The added value of the training included the fact that it provided opportunities to build valuable personal relationships with other prospective volunteers and colleagues working in the humanitarian field.

Volunteers who expressed dissatisfaction towards the centralised training mentioned the fact that the latter was too “generic” and catered for “less experienced volunteers”.²⁸ This was for instance highlighted by candidate volunteers who had already worked in the non-profit sector in middle management roles and were looking for a career shift or international posting. Another matter of criticism was the perceived disconnection between the focus of training modules and the skills and knowledge required in the actual deployment setting. For example, while the training had a strong “humanitarian focus” and included a simulation exercise revolving around humanitarian response, due to security restrictions most candidates were not deployed to humanitarian hot spots or to support emergency response, and therefore did not use what they had learned.

Safety and Security training

Modules on managing safety, health and security in the field (including a first aid training module delivered by the Red Cross) constituted an important component of the EU Aid Volunteers centralised training. Additional security-related modules were part of the training provided by sending organisations to volunteers selected for deployment. Country-specific security briefings were usually provided by hosting organisations upon volunteers’ arrival in country. According to the volunteers’ survey results, the training on security provided by DG ECHO was of high quality and adequately prepared the volunteers for their deployment. Criticisms from volunteers focused on the lack or poor quality of country-specific security briefings to inform the volunteers about the risks and security restrictions in their country of deployment. This criticism was raised more frequently by volunteers deployed to grassroots organisations.

²⁵ Interview notes 41578, 5992, 16394.

²⁶ Source: regulations article 9(2), Interview notes with Volunteers 30532, 2215, 34727, 12588. Websites of training providers.

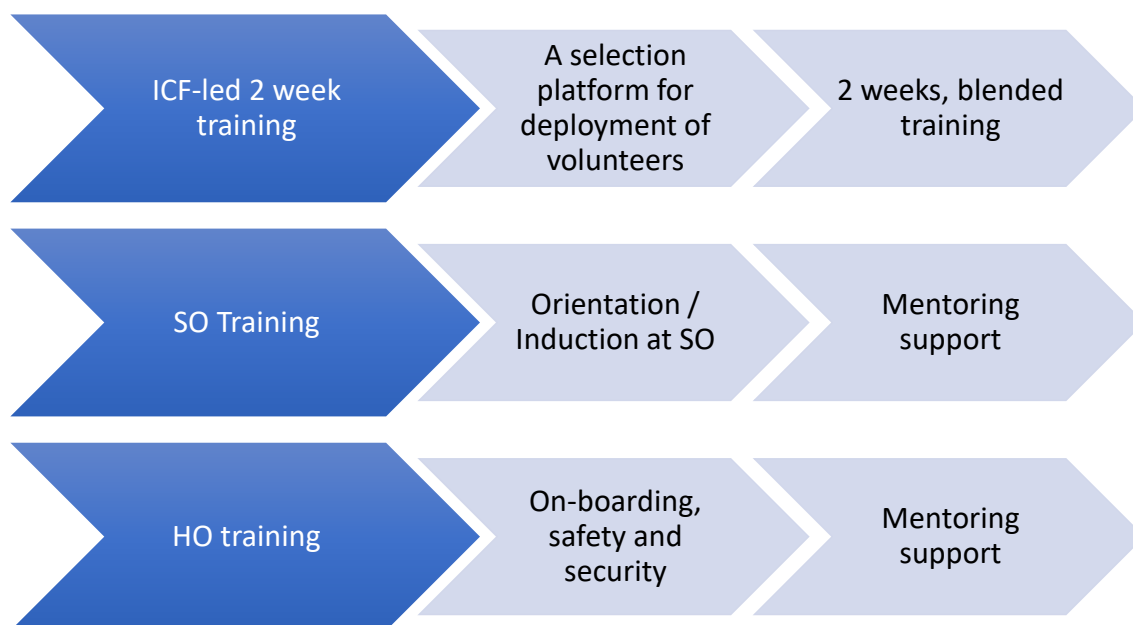
²⁷ Interview notes 14920, 38373, 39488, 14022, 20828, 16415, 4247, 48772, 12588, 30532, 2215

²⁸ Interview notes 30532, 2215.

Training provided by sending and hosting organisations

In addition to the 2-week central training, selected candidates attended additional trainings in preparation for deployment. Typically, these trainings were arranged at various levels, as illustrated below:

Figure 4 – Volunteer training and mentoring



Source: ADE.

Pre-deployment trainings provided by sending and hosting organisations targeted only selected volunteers and were designed to fill the gaps in volunteers' knowledge and skills, to enable them to better contribute to humanitarian aid or development operations during their deployment.

Most volunteer survey respondents were satisfied with the pre-deployment training provided by sending organisations, while only a half expressed a positive opinion on the training provided by hosting organisations. In some cases, volunteers pointed out the lack of coordination between DG ECHO centralised training and trainings provided by SOs, which resulted in duplications, with one or more topics covered twice. In other cases, the criticism focused on the fact that the training delivered by sending organisations had been too generic to address the specific learning needs of prospective volunteers to be deployed to cover a wide range of diverse roles and activities.

The recruitment process, from the identification of suitable profiles to the actual deployment of selected volunteers, could take several months. In some cases, it took as long as 9 months. Survey results and interviews with volunteers and participating organisations described the recruitment process as too long and tedious. In the absence of aggregate data on recruitment, it is not possible to estimate to what extent the length of the selection process led to an increase of the dropout rates as compared to other volunteer programmes.

Illustrative Example: Strengthening Volunteers’ Competencies

“Strengthening the resilience and response capacity of vulnerable and disaster-affected communities through the deployment of EU Aid Volunteers” was the first deployment project implemented by a consortium led by Action Against Hunger Spain (AAH) in 2017.

AAH used different methods and techniques to strengthen the competencies of prospective volunteers.

A comprehensive training plan was designed to ensure a strategic and systematic volunteers’ capacity building focusing on key competencies required for a successful deployment.

The training plan included both individual and group learning activities. Most collective training sessions were integrated in the pre-deployment training delivered by the sending organisation. Individual sessions were mostly connected to the learning and development plan developed by the volunteers in collaboration with their mentor and line manager.

The organisation collected volunteers’ feedbacks at various stages of the process, through:

- Pre-deployment training evaluation,
- Mid-term and final evaluation which were part of volunteers’ learning and development plan, and
- Satisfaction surveys and progress review calls with the sending organization team during deployment.

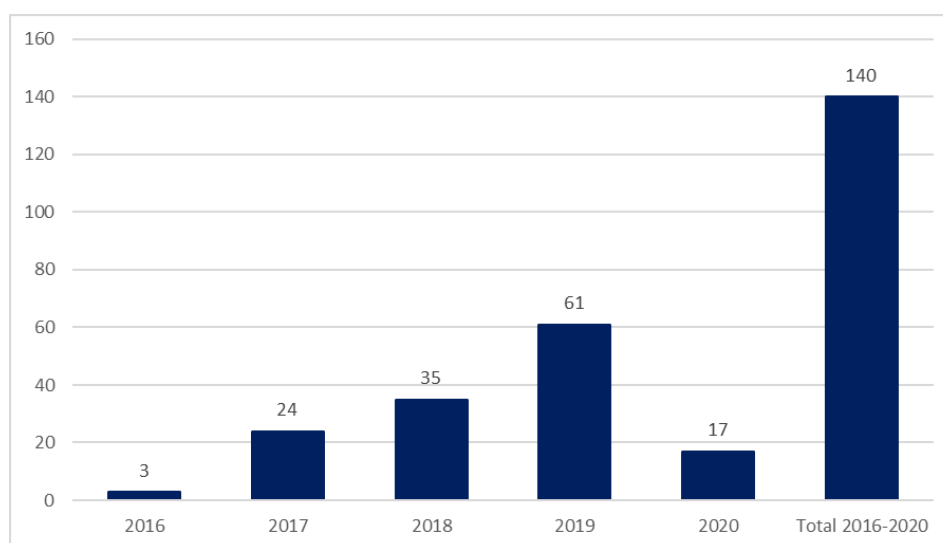
One of the lessons learned from this experience concerned the advantages of integrating mentoring activities at all stages of the volunteers’ training plan. For AAH, effective mentoring was a fundamental element to streamline the learning process, keep motivation high and ensure a better performance of volunteers throughout deployment.

Following the success of this approach, AAH decided to incorporate a comprehensive mentoring strategy within its own organisational strategy and developed specific support activities and tools for mentors.

Apprenticeship

In the period 2015 – 2019, a total of 140 apprenticeships were carried out. Apprenticeships were completed at sending organisations’ headquarters and lasted for a maximum of 3 months.

Figure 5 – Number of apprenticeship placements by year (2016-2020)



Source: EAECA data

As many as 48,3% of respondents to the sending organisation survey did not express an opinion on the usefulness of apprenticeships for their organisation. This is consistent with the relatively low number of organisations that had hosted apprentices at their headquarters before deployment. On the other hand, all feedbacks provided were positive, with all respondents agreeing that the apprenticeship placements had been beneficial to their organisations, and 60% of them strongly agreeing. The evaluation team interviewed three volunteers who had completed an apprenticeship before their deployment. All interviewees mentioned the possibility to get acquainted with the work of their sending organisations and expanding their professional and personal network among the advantages offered by apprenticeships at organisations' HQs. In the case of two volunteers working in project management, the apprenticeship was an opportunity to familiarise with EU grant management procedures and donor reporting, and to have a view on project cycle management from different perspectives. Both volunteers reported that having completed an apprenticeship prior to deployment contributed to improve the performance of their tasks once deployed, and reduced the time needed to adapt to their role in the hosting organisation, as compared to volunteer colleagues who had been deployed without prior apprenticeship.

2.4.3 Volunteer deployment and management

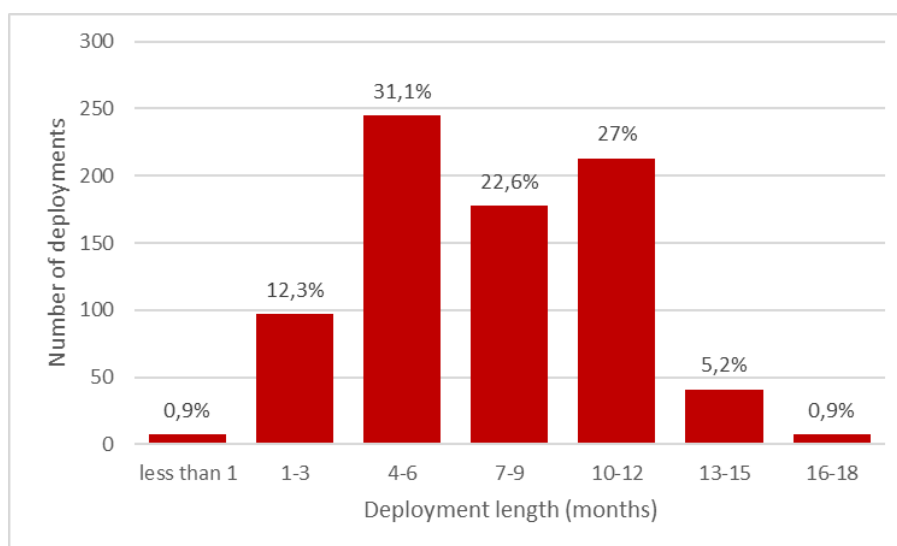
Volunteer activities during deployment

Activities performed by deployed volunteers covered three main types of tasks:²⁹

- Supporting hosting organisations with the performance of non-programmatic tasks in the areas of communication, fund-raising, administration, logistics, IT, finance.
- Conducting trainings for the hosting organisation and local stakeholders, often in the framework of EUAV Initiative capacity building projects.
- Working on humanitarian and/or development projects implemented by hosting organisations. This last type of activities could include direct contact with local communities.

The average deployment length per year varied from approximately 12 months in 2016 to 6 months in 2020.

Figure 6 – EU Aid Volunteers deployment length distribution 2016-2020



Source: ADE calculations based on data provided by the EACEA data

²⁹ Review of the vacancy announcements, EACEA volunteer database

Satisfaction levels among volunteers deployed to the RCRC Movement and INGOs were generally high. The volunteers deployed to these HOs were overall satisfied with the efficiency of the deployment process and the consistency between job descriptions and actual tasks, the availability of mentors, the clarity of objectives and the possibility to contribute to the achievement of concrete results. Volunteers stated that the Human Resources system is established in the INGOs wherein there are clear guidelines and processes for the volunteers to follow. On the other hand, **feedback from volunteers deployed to local grassroots organisations were mixed.** Volunteers interviewed felt that these HOs had been portrayed in a more positive way on paper than they were in reality. Vacancy notices did not always present an accurate picture of the HOs capacities and of the reality on the ground. Volunteers perceived the local organisations to have inadequate capacity to manage volunteer deployment. This included lack of clear tasks and inadequate human resource management. Accommodation was generally perceived to be more satisfactory in INGOs as compared to national HOs.

Security management

The majority of volunteers and organisations interviewed³⁰ stated that the management of EU Aid Volunteers safety and security sent conflicting messages. While some HOs lacked robust security management systems, most SOs and HOs felt that DG ECHO did not always take into account their views regarding safety and security. HOs particularly felt that they knew the country context well and should have been trusted of sound judgment regarding safety and security of volunteers. They felt it was a contradiction for volunteers to claim to work in the humanitarian arena while at the same time being banned from traveling to fragile areas, where the need for their support was especially high. This created tensions between the volunteers and the organisation professional staff.

There were also issues with the EU Aid Volunteers' work status within third countries. In Nepal, for example, the concept of "paid" volunteer is uncommon. Any person receiving a salary or allowance in exchange for her work is by default considered as an 'employee' in the country, and a foreign employee requires a work permit or working visa. Without the support of European presence in Nepal to obtain visas and work permits and to clarify their position in the host country, some EU Aid Volunteers remained "irregular workers" for the time of their deployment. These volunteers reported to the evaluators that, in such situation, travelling in Nepal, or sharing information on their volunteering experience on the social media or any online platform, would have put them at risk.

Mentoring during deployment

The volunteer survey registered nuanced feedbacks on mentoring support provided by sending organisations. Only 58% of respondents declared themselves satisfied at least to some extent, while 26% expressed dissatisfaction with mentoring services provided by their sending organisations. Feedbacks on mentoring provided by hosting organisations were more positive, with 95% of respondents declaring themselves satisfied with the support received at the level of their hosting organisation. Mentoring is described in greater detail in the case study on capacity building and technical assistance.

Redeployment

By September 2020, 77 volunteers had been deployed twice, and an additional 6 volunteers had been deployed three times. A total of 83 redeployments took place between 2017 and 2020. Of these, 24 took place at the same location and same organization of the first

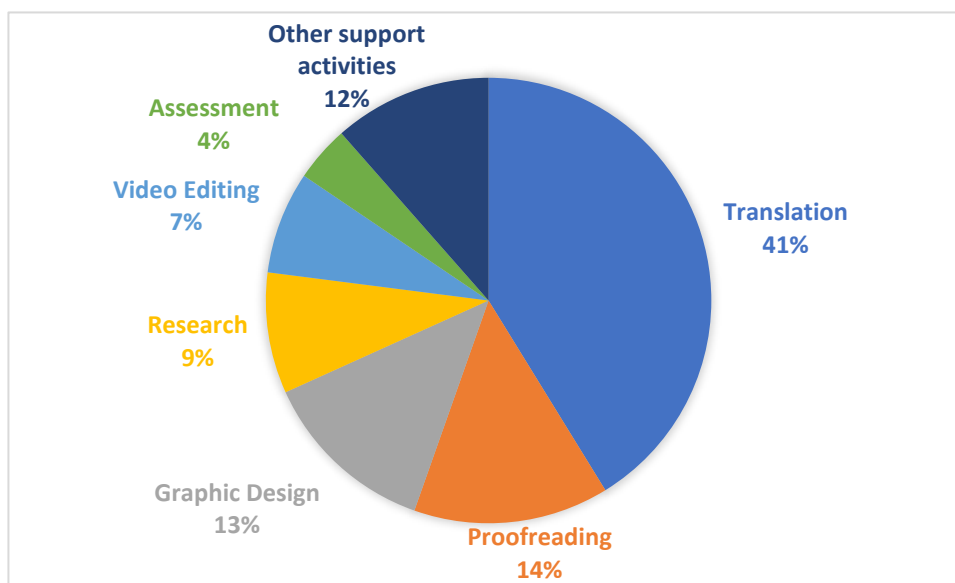
³⁰ Interview notes 14920, 38373, 39488, 20828, 3700, 16415, 4247, 48772, 12588, 30532, 2215, 48722, 4247.

deployment, with small time gap between the first and the second deployment, which allows to interpret them either as extended deployments or resumptions of interrupted deployments.

Online volunteering

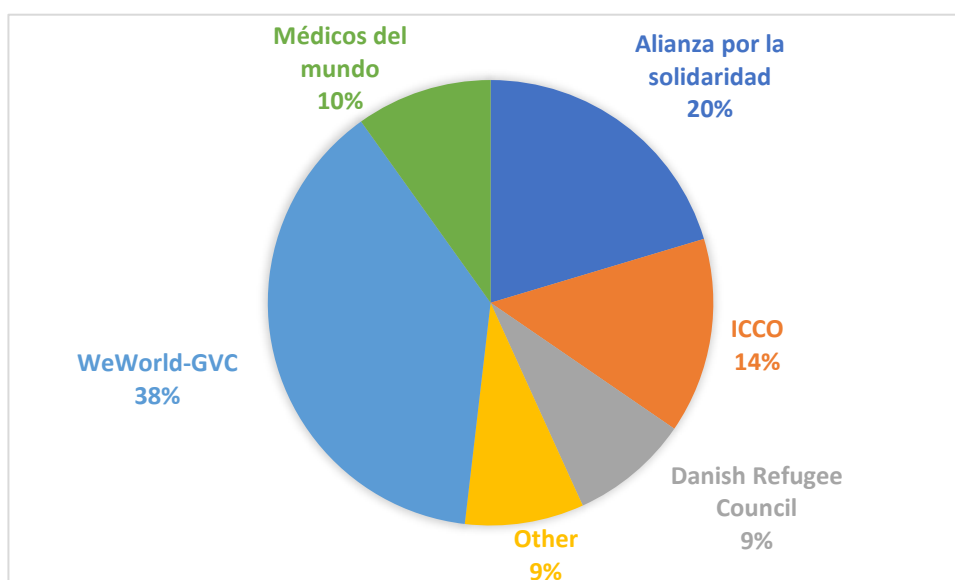
By September 2020, a total of 162 volunteers (110 men and 52 women) had participated in EUAV online volunteering activities. Translation was the most frequent type of online assignment, followed by proofreading. GVC-WeWorld hosted the highest number of online volunteers, followed by Alianza por la Solidaridad and ICCO.

Figure 7 – Online assignment vacancies by function



Source: ADE calculations on EUAV Initiative data

Table 2 – Organisations that benefited from online assignments



Source: ADE calculations on EUAV Initiative data

2.4.4. Key findings

- **Recruitment and selection of volunteers by SOs is perceived as effective in meeting the needs of HOs.** The technical skills of volunteers are generally considered of high quality by beneficiary organisations.
- **The numerous trainings and briefings which prospective volunteers are to attend are not coordinated to ensure complementary.** SOs are not involved in the central training design and final volunteer assessment, and their staff are largely unaware of the training content or modules. Interviews with SO staff indicate that organisations tend to disregard volunteer training assessments, so that the latter end up being “tick the box” exercise in a number of cases.
- The mandatory two-weeks training represents for volunteers a platform to build common knowledge, set common goals and develop a common language. The training also provides EU Aid volunteers with the opportunity to develop an *esprit de corps* and build a peer network prior to their deployment.
- **The two-weeks training focuses on skills rather than attitudes** and has the effect to increase volunteers’ expectations. Comparator peer agencies propose shorter trainings which largely focus on cultural fit and adaptability. This is the case of UNV and the Italian Civil Service Scheme.
- **Choices of EUAV training providers with regard to the training content and delivery modalities are severely limited** by the detailed prescriptions provided in the regulations. This limits the possibility to adapt the training offer to evolving needs. For instance, the EUAV Initiative could not shift to online trainings during Covid-19 emergency, unlike other peer agencies (e.g. UNV). This forced sending and hosting organisations to suspend or slow-down deployments to a large extent.
- **Volunteer satisfaction rates with regard to deployment are mixed.** Volunteers are not always satisfied with their deployments to small national grassroots NGOs, while higher satisfaction rates are registered among volunteers deployed to INGOs and IFRC member organisation, which have more developed Human Resources systems in place.
- The safety and security system is not seen to effectively balance the need to achieve humanitarian objectives with the mitigation of reputational risks for the EU. Organisations and volunteers consulted perceived safety measures as designed to minimise the reputational risks for the EU, without taking other factors sufficiently into account. Moreover, the implementation of the safety and security guidelines presented some inconsistencies (for instance, the lack of a proper visa support resulted in some cases in volunteers not being able to regularize their situation in the host countries for extended periods of time).

The distinction between junior and senior volunteers is not applied in a consistent way by recruiting organisations. Moreover, while senior positions usually entail more responsibility, this is not translated in differences in the terms and conditions of volunteers’ engagement.

The terms and conditions of volunteers’ engagement vary depending on the organisations. While there are standard terms and conditions applicable to all volunteering positions, these are interpreted differently by different organisations. Differences were observed in the volunteers’ allowances and living conditions offered by hosting organisations. Evaluators also observed that volunteers tended to select organisations providing the best terms and conditions for deployment.

2.4.5. Positive and negative factors influencing outcomes

- **(+) The robust recruitment and selection process** put in place by SOs attracts volunteers of high quality with the desired profiles.

- **(+)** The absence of an age limit to participate in the EUAV Initiative gives sufficient flexibility to the SOs, HOs and volunteers to recruit and select high quality and experienced volunteers.
- **(+)** A comprehensive two-week training results in common goals and common understanding among volunteers and helps build a network of volunteers who stay in touch beyond the training.
- **(-)** The humanitarian focus of the training provided by DG ECHO is not consistent with the type of activities most volunteers will perform in the field, increasing the risk of misunderstandings and false expectations among volunteers.
- **(-)** Provisions in the Regulations on the centralised training are too prescriptive and do not envisage an adequate involvement of and input from SOs, limiting coordination and increasing the risk of duplication of efforts.
- **(-)** Sending organisations often have a limited understanding of the operational context in the host country and insufficient knowledge of their partner hosting organisations. In most cases, SO staff interviewed had not visited the countries prior to deploying volunteers.

Volunteer training: the experience of peer volunteering agencies

The following table provides a snapshot of the trainings offered by peer volunteering agencies. The information has been collected through documentary review and interviews with organisations’ focal points, trainers and former volunteers. In the case of the Italian Civil Service and UNV, interviews with former volunteers having also participated in the EUAV initiative allowed to collect data for a comparison of these programmes from the participants’ point of view.

Table 3 – Snapshot on trainings provided by peer volunteering programmes

Training	Italian Civil Service	FOCSIV (as Italian Civil Service participant)	UNV
Overview of organisation	Created in the early 1970s as an alternative type of service for those who expressed their conscientious objection to undergo the (at the time compulsory) military service. ³¹ In its current form, the civil service is an elective type of service open to all EU citizens and non-EU citizens residing in Italy and younger than 29, willing to engage in solidarity projects for a period of 1 year, in Italy or abroad, in the domains of social assistance, civil protection, environmental protection, social, cultural and artistic heritage, education, agriculture and biodiversity, peace and nonarmed defense, human rights, development cooperation (Decree 40/2017). Civil Service is defined as an “institution devoted to the unarmed and nonviolent defense of the homeland”, intended as the safeguard and promotion of Italian constitutional values, the education to peace among peoples and the defense of Fundamental Human Rights (Decree 40/2017).	FOCSIV is an umbrella organisation which has been involved since 1972 in the cooperation with populations in the Southern Hemisphere and in the promotion of a culture of universality, inspired by the desire to remove the structural causes of poverty and underdevelopment, mainstream human rights and foster North-South solidarity. FOCSIV is one of the largest organisations participating in the Italian Civil Service scheme, deploying volunteers both in Italy and to third countries.	The United Nations Volunteer programme is a United Nations organization that contributes to peace and development through volunteerism worldwide. UNV, volunteerism is a powerful way to engage people in tackling development challenges, and can transform the pace and nature of development.
Purpose	There is no centralized training for Italian Civil Service volunteers. Ministerial guidelines establish a common framework for training of volunteers to be deployed under the Civil Service Scheme, with the purpose to provide young people with the tools to correctly approach the experience of civil service; develop a culture of civil service within participant organisations; ensure the national unitary character of the	To train prospective Civil Service volunteers to serve in FOCSIV projects in Italy and abroad. The aim of the training is to develop young participants’ behavioral competences and technical skills to better and quicker integrate in the host organisation. The training is also meant to provide volunteers with the opportunity to reflect on their role and objectives as civil service volunteers and future responsible citizens in a	To equip volunteers to be effective during their assignment and when they transition to a career. Volunteers’ learning journey is supported by an e-learning platform, known as E-Campus. The E-Campus Learning Management System (LMS) that responds to diverse learning needs of Volunteers and offers a wide range of learning modalities including self-guided e-lea

³¹ The compulsory military service has been abolished in Italy from 1 January 2005. Since then, the participation in the Civil Service is done on a voluntary basis. It is open to young citizens who do not serve in the army or the police.

	<p>civil service; promote universal human rights (Guidelines for the General training of young Civil Service Volunteers, page 1). The training is provided by participant organisations. It has to comply with the minimum requirements set in the ministerial guidelines, and it can be tailored to the organisations' needs, areas of intervention and values. Organisations' training plans developed on the basis of the ministerial guidelines have to receive formal approval by the responsible public entity.</p>	<p>globalized and interconnected world, actively participating in the life of their communities at various levels. In addition to mandatory modules prescribed by ministerial guidelines, FOCISV training includes additional modules on intercultural communication and conflict management.</p>	<p>modules, tutor-based e-learning programmes, online communities of practices, webinars, and resources and materials.</p>
Type of Trainings	<p>General Training and Project Specific Training that focuses on knowledge, skills and behaviour.</p>	<p>Training before starting the service (4 hours), General Training (50 hours), Specific training (75 hours) and End of service training (16 hours). The general training is provided during a one-week intensive face-to-face course and is intended as a full-immersion community life experience</p>	<p>Competency-based training, departure training for youths than regular volunteers. Specific trainings for fully trained volunteers, specific tailor-made trainings. Online learning platform that offers 'one stop shop' for volunteers learning journey. Additional USD500 for specific trainings related to professional growth of volunteers</p>
Target Audience	<p>National and overseas Volunteers between 18 and 28 years old</p>	<p>National and overseas volunteers, "White Helmets" (Volunteers Deployed Abroad under the Italian Civic Service Scheme by the largest consortium involved in overseas deployments, including FOCSIV, Caritas Italiana, Community Giovanni XXIII, Gavci)</p>	<p>Different categories of volunteers who are based in home countries abroad and online volunteers</p>
Methodology	<p>Possibility to adopt a blended approach, including face to face classes, experiential learning and online/distance learning.</p>	<p>In-presence training focusing on interactive methods and sharing of experience. The traditional intensive face-to-face pre-departure training offered by FOCSIV was replaced by an online 5-weeks training in 2020 due to restrictions imposed by the Covid-19 pandemic.</p>	<p>Competency Based Training with a focus on transferable skills. Mandatory online training on topics such as PSEA, Safety and Security.</p>
Duration	<p>Minimum 30 hours of general training; Minimum 50 hours of project-specific training (Decree 77/2002)</p>	<p>Approximately 12 days, staggered throughout pre-during-post deployment of volunteer</p>	<p>4 days</p>
When training is provided	<p>80% of the total hours allocated to the general training declared in the project proposal must be delivered no later than the 180th day from the start of the project.</p> <p>The remaining 20% of the hours allocated to the general training must be delivered starting from</p>	<p>Before deployment, during deployment and after deployment</p>	<p>Pre-Deployment / On-board During Assignment (available only to volunteers on assignment) and End of Assignment</p>

<p>Key Content of Training</p>	<p>the 210th day from the start of the project and no later than the 270th day.</p> <p>The minimum content requirements for the general training include a part on history and values, a part on project work and a part on communication and group dynamics. Main focus on "active citizenship", "youth participation", "service" and "solidarity", rather than on professional humanitarian assistance. The content of the "specific training" depends on the nature and requirements of each specific project and is not covered by the general guidelines.</p>	<p>Mandatory training modules prescribed by the civil service guidelines and additional modules provided by FOCSIV. Integration and co-development; civil protection and collective responsibility; Working for projects; Work with organisms Of international solidarity in Italy and in the South of the world. The White Helmets and the role of the civil service volunteer Abroad; Interpersonal conflict management; management of affectivity in the international cooperation experience; North south communication.</p>	<p>Focus not on technical skills transferable skills. Mandatory training, human rights, principles including bridging cultural diversity.</p> <p>Volunteer training is focused on soft skills and adaptability for volunteers in different contexts. Focus is not on technical skills.</p> <p>UNV has a set of competencies that Trainers refer to during training</p>
<p>Cost of Training</p>	<p>The direct contribution provided to organisations for the training of volunteers is 90 EUR per volunteer deployed in Italy and 180 EUR per volunteer deployed abroad (Report to the Italian Parliament on the organisation, management and implementation of the National/Universal Civil Service 2017).</p>	<p>The training for Civil Service Volunteers delivered by FOCSIV is co-financed for the largest share by FOCSIV member organisations</p>	<p>N/A</p>

One of the common features shared by the trainings provided by the peer agencies considered is the focus on ‘transferable skills and behaviour of volunteers’. The trainings are provided in stages, typically pre-deployment, during deployment and post-deployment. The trainings do not serve as a ‘selection platform’ as in the case of EUAV Initiative 2-week training. According to the interviews with peer agencies, candidates selected to join the training come with high motivation.

Some of the lessons learned by the peer agencies are the following:

- **Effective volunteer deployments required good quality training along with appropriate follow-up.** All the peer voluntary agencies reviewed have a post-deployment training that focuses on career transition. In UNV, the post-deployment training is conducted by the same training providers who had worked with the volunteers before they were deployed.
- **Expectations of volunteers deployed under the EUAV Initiative, particularly younger volunteers, are often unrealistically high.** Peer agencies are aware of the need to balance volunteers’ expectations, so that they are more realistic upon arrival in the host country. Pre-deployment trainings are designed to address this issue.
- There has been a focus on **developing new competencies in response to the COVID-19 pandemic.** For example, UNV quickly adapted their trainings to deliver them online and to include new competencies needed, while FOCSIV adapted their in-presence one-week pre-deployment training to deliver a fully-online, five-weeks training to prospective Civil Service volunteers to be deployed in 2020.

Annex 3. CASE STUDY ON CERTIFICATION

3.1 Background

The certification of hosting and sending organisations is meant to ensure that organisations willing to deploy and host EU Aid Volunteers meet the minimum quality standards set by the European Commission. Organisations willing to deploy or host volunteers are obliged to undergo the procedure to become certified as sending or hosting organisations respectively. The certification standards and procedures cover the following domains:

- Duty of Care and Safety and Security Measures
- Equal Opportunities and Non-Discrimination
- Professional and Social Recognition
- Safeguarding Children and Vulnerable Adults
- Health and Safety
- Data Protection
- Partnership
- Volunteer Task Assignments
- Identification and Selection of Candidate Volunteers
- Learning and Development Plan
- Procedures for pre-deployment preparation of EUAV
- Performance Management
- Mentoring
- Living Conditions
- Working Conditions
- Integrity and Code of Conduct (CoC)
- Debriefing³²

3.2 Purpose, Objectives and Methodology of the Case Study

This case study examined the certification process and procedures envisaged for organisations willing to deploy or host EU Aid Volunteers. It explored the extent to which the certification mechanism was based on the principles of simplification and non-duplication. The case study also explored the effectiveness of the certification outcomes and the consistency in organisations' implementation of standards and processes of volunteer management following the certification. Selected illustrative examples of certified organisations are included as concrete examples.

Interviews with relevant stakeholders, namely SOs, HOs and volunteers, along with desk review of documents, were the primary sources of evidence used to develop the case study. Desk review included key documents related to the certification process, project evaluation reports provided by SOs, review of the relevant Regulations, review of manuals and review of internal documents developed by SOs and HOs to support the process of certification, analysis of quantitative data provided by the EACEA.

3.3 Regulations

The certification and re-certification processes of the EU Volunteers initiative is governed by Regulation 375/2014 and Regulation 1244/2014.

- a) **Regulation 375/2014, Article 10:** Certification mechanisms for sending and hosting organisations.

³² EU Aid Volunteers (EUAV) 2015-2020 EACEA FAQ's, Updated October 2015; Sending and Hosting Organisations: Self-Assessment Forms

- b) Regulation 374/2014, Article 10.1: In designing the certification mechanism, the Commission shall seek synergies with the Commission's partnership instruments in the humanitarian field and existing humanitarian standards, with the aim of administrative simplification. The certification mechanism shall be inclusive and non-discriminatory as regards to any type of eligible organisation.
- c) **Implementing Regulation 1244/2014, Chapter 9 Article 32 and 33.** This chapter lays down the specific requirements for the certification of sending and hosting organisations. The application for certification requires, for both SOs and HOs, the submission of a truthful self-assessment detailing existing relevant policies and practices within the organisation, and disclosing any gaps against the requirements set in Annex III of the Regulation. In addition to the self-assessment, Hosting organisations are requested to provide three references. One of the requirements of SOs and HOs applying for certification is to prove that they are active in the field of humanitarian aid.³³
- d) **Regulation 1244/2014, Annex III** outlines the details of the self-assessment for both SOs and HOs and the references requested from HOs. The Annex sets the procedure for the suspension and the termination of the certification.

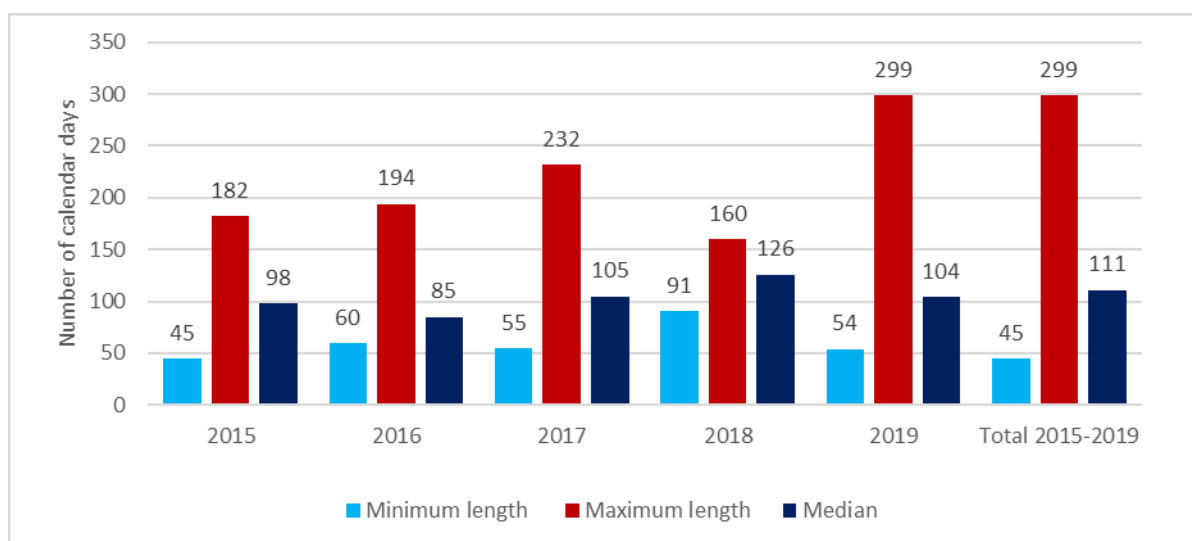
3.4. Certification procedure

Within six months from the receipt of the certification application, the Commission shall inform the applicant about the outcome of the certification procedure. In case of application rejection, the notification will specify opportunities for technical assistance (TA) and capacity building (CB), with a view to enabling the submission of a second application at a later stage.

During the period 2015-2019, the average time taken to be certified was just under 4 months. The minimum time taken for certification during this period was 1.5 months.

³³ Regulation 375/2014 establishing the EU Aid Volunteers Initiative defines humanitarian aid as: *Activities and operations in third countries intended to provide needs-based emergency assistance aimed at preserving life, preventing and alleviating human suffering, and maintaining human dignity in the face of man-made crises or natural disasters. [Humanitarian Aid] encompasses assistance, relief and protection operations in humanitarian crises or their immediate aftermath, supporting measures to ensure access to people in need and to facilitate the free flow of assistance, as well as actions aimed at reinforcing disaster preparedness and disaster risk reduction, and contributing towards strengthening resilience and capacity to cope with, and recover from, crises (Regulation 375/14 Art. 3(d))*

Table 4 – Length of the certification procedure³⁴



Source: ADE calculations based on data provided by the EACEA

Many European organisations participating in the EUAV Initiative have country offices in third countries. Country offices of certified EU-based organisations that are registered in a third country as separate legal entities and willing to host EU Aid Volunteers are required to undergo the full certification procedure individually. Where a certified SO can prove that it operates in a third country through a country office not registered as a separate legal entity, then the sending organisation can submit a simplified form to apply for the certification of its country office.

Table 5 – Certification Mechanism Requirements

Sending Organisations	Hosting Organisations	Hosting Organisations with Simplified Procedures
Application e-form	Application e-form	Application e-form
Self-assessment form	Self-assessment form	Self-assessment form
Declaration on Honour	Declaration on Honour	Declaration on Honour
Self-Assessment Security Checklist	Mandatory References	Mandatory References
Proof of experience in the field of humanitarian aid	Proof of experience in the field of humanitarian aid	

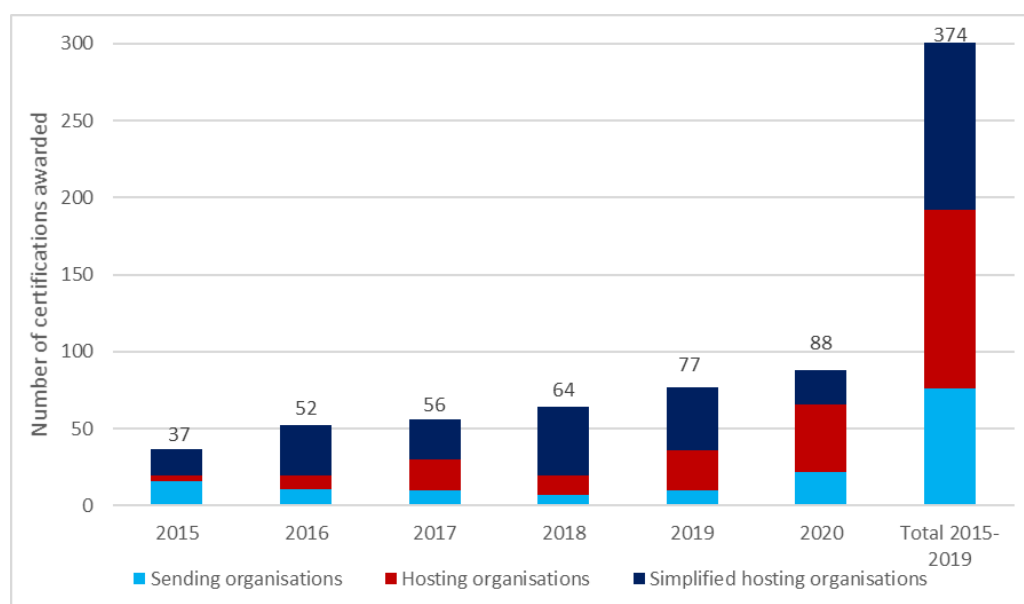
Source: EACEA

Between 2015 – 2019, 232 HOs and 54 SOs were awarded the certification. The number of HOs certified annually steadily increased from 2016 onwards, whereas the number new SO certifications remained stable throughout the EUAV Initiative implementation period. Data available did not allow to obtain reliable statistics on re-certification and re-certified organisations. An analysis of the available data on the EU Aid Volunteers Initiative showed that the use of the simplified certification procedure was widespread. 160 certifications of

³⁴ The length of the certification procedure has been calculated as the number of days between the certification submission until the publication of results.

simplified hosting organisations and 72 certifications of hosting organisations were registered in the period 2015-2019.

Table 6 – Certifications awarded by year and organisation type (2015-2020)



Source: ADE calculations based on data provided by the EACEA

SOs that had adopted the CHS generally found the certification requirements manageable. Voluntary organisations, such as those based in France, who had previous experience of undergoing a national certification procedure, also found EUAV certification relatively straightforward.³⁵ Moreover, 42% of respondents to the hosting organisation survey found the certification process challenging, but still manageable without assistance. As many as 19 % of respondents declared that they had to resort to external assistance to complete the certification procedure.

3.5. Synergies with existing international standards

While there were attempts to seek synergies with the Commission's partnership instruments in the humanitarian field and existing humanitarian standards, there was no evidence that the EUAV Initiative sought synergies with existing international standards specific to volunteering and participated in contemporary global debates on volunteering. For example, the Global Standard for Volunteering for Development has been launched in October 2019 in collaboration with VSO and FORUM. Some of EUAV Initiative SOs, such as FOCSIV, Frances Volontaires, IFRC, and Engineers Without Borders have contributed to this process³⁶. Although the emphasis of the standard is volunteering in development, lessons learned from this experience could be applicable in the humanitarian context. The Global Standard is a voluntary standard, with the aim of improving the outcomes of volunteering for development activities, ensuring organisations that work through and with volunteers are both impactful and responsible in their practice.³⁷

There are on-going attempts to ensure that the certification process is seen as a continuous improvement process. Standards such as CHS and standards based on adaptive risk-

³⁵ Sources: EU Member survey, Interview note 935

³⁶ VSO and FORUM, Global Standard for Volunteering for Development, Launched October 2019

³⁷ The Global Standard covers 4 themes: Designing and Delivering Project, Duty of Care, Managing Volunteers and Measuring Impact.

management approaches (such as the Harmonized Approach to Cash Transfer (HACT))³⁸ are moving away from a “one size-fit all” certification approach. While not directly related to volunteerism, the HACT system, for example, offers UN partners an incentive to continuously improve to achieve more flexibility in budget management. The EUAV Initiative could make further attempts to reduce duplication and promote simplification.

Illustrative example: Engineers Without Borders

Engineers Without Borders Denmark (EWK-DK) led a capacity building project in 2017 called ‘Engineers Without Borders and Partners platform for Technical Humanitarian Capacity Building’, with a consortium including several partners from both Nordic and developing countries. The objective of the project was to develop the capacities of Nordic organisations and their partners in Tanzania, Sierra Leone and Nepal to become part of the EUAV Initiative. The project focused on building organizational capacities and capacities in the field of linking Relief, Rehabilitation and Development and Disaster Risk Reduction.

Technical advice and guidance from the EWB-DK to prospective hosting organisations has contributed to a smooth certification process for partner organisations in third countries. Engineers Without Borders implemented a series of support measures, such as trainings and consultations. A simplified certification kit was developed to support the HOs.

As a result of this projects, both prospective SOs and HOs had become familiar with the EUAV standards in the areas of safety and security, due diligence, duty of care and other aspects of the volunteer management cycle. EWB-DK, being a volunteer organisation, aligned the CHS with the volunteer management cycle, ensuring that the policies, system and practices to manage the volunteers were in place. The internal capacity building of the HOs began with the development of a common understanding of volunteer management cycle.

EWB-DK translated, modified, adapted volunteer management requirements and material to make it relevant, easy and accessible for the prospective HOs. Numerous policies, templates, procedures, checklists and guidelines were adapted and translated for this purpose (See <https://iug.dk/en/eu-aid-volunteers-initiative>). This has made the process more meaningful and increased the ownership of the process within the HOs.

Illustrative example: WeWorld-GVC

WeWorld-GVC has become an ‘expert organisation’ in preparing organisations for the certification process. The expertise and experience is further cascaded through a train the trainer approach at national level.

WeWorld-GVC is an independent Italian organization formed during the merger of GVC NGO (constituted in Bologna in 1971) and WeWorld (founded in Milano in 1999), with the aim of increasing the impact of Development Cooperation and Humanitarian Aid projects in 29 countries, including Italy. It works to promote recognition and respect of the fundamental rights of every human being, fighting poverty, injustice and generating sustainable and durable socio-economic growth models. WeWorld-GVC was involved in the EUAV pilot phase and was the very first organisation to become certified. GVC has obtained the certification of all of its local branches and has been involved in the certification of other organisations. To date, GVC has deployed 190 volunteers under the EUAV initiative³⁹.

WeWorld-GVC participated in a 2-year project titled “More and Better EU Aid Volunteers: enhancing technical capacity of European organisations and improving opportunities for EU citizens to participate in humanitarian aid actions” (MOREUAV).

The project aimed at strengthening the capacities of sending and future SOs in providing humanitarian aid and implementing EUAV Initiative, and standards and procedures.

MOREUAV was led by Gruppo di Volontariato Civile (GVC) in partnership with eight partners organisations (three are national platforms), all from different European countries (Cyprus, Estonia,

³⁸ Deloitte Southeast Asia Ltd. (2019) Harmonised Approach to Cash Transfers (HACT): Strengthening capacities for management and accountability.

³⁹ Interview notes 11715, 19846.

Hungary, Latvia, Lithuania, Portugal, Slovenia, and Spain).

The project had three phases:

Phase 1: Kick off meeting with partners, mapping and motivating organisations and e-learning training.

Phase 2: Train the trainers with 18 experts followed by nine national trainings.

Phase 3: Upscaling toolkit developed in previous Capacity Building project and experience sharing between SOs and potential HOs.

GVC successfully supported the SO and HO to be certified and, furthermore, became one of the 'expert organisations' which subsequently provided technical advice to other organisations who were preparing for their own certification.⁴⁰ The project also included new Member States, increasing the participation and involvement of organisations from these countries in the EUAV Initiative.

3.6. Key findings

- **Certification was easier for the SOs who were international NGOs (INGOs)** and already had robust HR, financial, operational, knowledge management systems and established policies and procedures.
- **Certification was also easier for organisations that were members of the CHS Alliance** and familiar with the verification and certification system in humanitarian aid. Trends suggest that these organisations successfully went through a “simplified certification process”.
- Certification was a challenge for the HOs that were smaller and had relatively basic processes and systems. Nonetheless, the support given by SOs to HOs for the certification process was valued by HOs.
- **The quality of volunteer management was not consistent among certified organisations.** The purpose of the certification was to ensure “minimum and harmonized standards” in volunteer management and deployment. Standard is to some extent subjective in that what is perceived as high standard by one organisation may be perceived as low standard by a volunteer coming from outside the country. However, the HOs, especially the smaller organisations, have shown increased capacity in managing and hosting volunteers (the « before and after effect »).
- **There was no evidence of monitoring the standards applied by organisations** after the certification award. Organisations may have all the required policies in place and still not always apply them.
- **There were attempts to link to existing humanitarian standards.** Many organisations have adopted the Core Humanitarian Standard (CHS) as part of the technical assistance support. This is evident from 2018 onwards, where CHS was added as one of the eligible activities in the call for proposal.
- There were insufficient efforts to engage with international volunteer networks to facilitate mutual learning with peers.
- **Experiences of volunteers varied from one organisation to the other**, despite the effort to harmonise the volunteer management cycle through certification.
- **Organisations applying for certification were expected to prove that they were active in humanitarian aid** where the latter was intended according to a broad definition covering resilience- building and Nexus-related interventions. In fact, most EUAV projects had limited links with DG ECHO core humanitarian work and were rather focused on development cooperation, with Humanitarian-Development Nexus elements.

⁴⁰ GVC Guidelines for Local Organisations, 2016; Final Project Evaluation Report, “More and Better EU Aid Volunteers: enhancing technical capacity of European organisations and improving opportunities for EU citizens to participate in humanitarian aid actions,” 2019

- **There were insufficient learning exchanges between consortia**, which resulted in duplication of efforts. Numerous tools, templates, guidelines developed to support the certification process were not shared across the consortia.

3.7. Positive and negative factors influencing outcomes

(-) Lack of guidance despite the regulations and requirements delayed and complicated the certification process. Despite the regulations, guidelines and FAQs related to the certification process, organisations claimed that they were confused and had insufficient information and guidance on the certification, especially in the initial stages of the EUAV Initiative.

(-) A considerable amount of time and energy was invested by SOs to understand what was needed for certification. The SOs developed their own templates, and it should be noted that many HOs would not have succeeded with the certification without guidance and provision of tools and templates from SOs. The simplification process undertaken by the SOs positively supported the outcomes of certification for the HOs.

(+) (-) Profiles of organisations influenced the speed of the certification and outcomes of the certification processes. Organisations from the same network or umbrella organisations were familiar with each other's system and had global policies and procedures that could be easily referenced. SOs who partnered with local organisations that were not part of their system took a longer time and effort to ensure their HO was certified. These grassroots organisations did not have rigorous systems, policies, and processes to build on. Considerable efforts were required to build their capacity. Positive outcomes were more visible in organisations with enhanced capacity.

(+) Dedicated funds played a very positive role in building institutional capacity, specifically to allow the strengthening of volunteer management policies, processes and practices in the organisations.

(+) Technical advice and support from the SOs to HOs has contributed to facilitate certification process for HOs.

(-) Inadequate sharing of experiences between consortia led to duplication of efforts.

Annex 4. COUNTRY LEVEL EVIDENCE

This annex presents country-level evidence collected against the Evaluation Questions (EQs). This is complemented by context information where need be, as well as by details on the approach followed for data collection in each case.

It is structured along the three countries selected for in-depth study: **Colombia, Kenya, and Nepal.**

Colombia

1. Introduction

During November-December 2020 remote interviews were conducted via Microsoft Teams or via phone by evaluators based in the EU with the support of a national expert in Colombia. The evaluation team interviewed: a) 5 volunteers from 4 different hosting organisations deployed in 2019 and 2020, b) 7 hosting organisations, 6 of which had been certified and 5 of which had already hosted volunteers, c) 4 sending organisations that had deployed volunteers in Colombia or had led capacity building projects in the country, d) the ECHO field office in Colombia and e) the ECHO regional office for Latin America and the Caribbean.

The SO and HO staff interviewed were chosen based on the 15 projects that were selected for in depth study. Two additional hosting organisations with significant presence in the country were also interviewed. Three of the five volunteers were randomly selected from the respondents to the surveys and two were selected following a recommendation by their sending organisation. In addition to interviews, the evaluation team collected evidence through the surveys, the 2019 report from the ECHO mission in Colombia whose findings were largely confirmed by the present mission, data provided by DG ECHO and EACEA, the application forms, interim and final reports for selected projects implemented in Colombia as well as documents provided directly by the organisations. Due to time constraints and limitations imposed by the current COVID-19 pandemic, the evaluation team could not speak to community members or organisations indirectly benefitting from the EUAV Initiative. The first section of this report presents the country context and the second section present the findings per evaluation question.

2. Country Context

2.1 Humanitarian Context

Despite the 2016 Peace Agreement between the Government of Colombia and the FARC-EP, the country's largest guerrilla group, which ended decades of civil war, and despite the progress in economic and social conditions for a large share of its population, Colombia continues to face numerous humanitarian challenges. The continuing internal conflict, the Venezuelan refugee crisis, the high frequency of natural disasters in the country, and currently the COVID-19 pandemic, have left over 8.5 million people in need of humanitarian assistance and protection⁴¹.

Colombia has the largest number of internally displaced people (IDPs) in the world. In 2020 over 8 million of its 50 million citizens were registered as IDPs and the number continues to rise.⁴² In some regions of the country, hostilities and low-intensity armed violence have persisted despite the Peace Agreement. As a result, between 2016 and 2019, more than 400,000 people were newly displaced, and 1.4 million people faced confinement, restricted

⁴¹ UNOCHA (2020). Panorama de las necesidades humanitarias Colombia.

⁴² DG ECHO (2020). Colombia Factsheet 13/11/2020 (ES):

https://ec.europa.eu/echo/files/aid/countries/factsheets/colombia_es.pdf; see also The World Bank (2020). Population, total – Colombia 2019. <https://data.worldbank.org/indicator/SP.POP.TOTL?locations=CO>

mobility and restricted access to basic needs. Concurrently, there has been a rise in murders of, and threats against, human rights defenders and community leaders in the Pacific Coast region. Most of the victims were from indigenous and Afro-Colombian communities.⁴³

In addition, **Colombia hosts over 1.8 million Venezuelan refugees and migrants who very often leave in situations of extreme vulnerability.** Since the intensification of the Venezuelan crisis in 2016, many Venezuelans fled their country to escape violence, insecurity and threats as well as lack of food, medicine and essential services. The refugees need protection, food, healthcare, education and safe water and in many cases temporary housing as well as psychological and legal support. Finally, **the country is among the most disaster-prone areas of the world with millions of its citizens exposed to natural hazards and climate-related events.** About 11.5% of the people in humanitarian need in Colombia have been victims of natural disasters mainly floods during the annual rainy season but also earthquakes, hurricanes and volcanic eruptions. Only in 2019, there were 299.000 people significantly affected by natural disasters.⁴⁴

2.2. EU humanitarian assistance in Colombia

Colombia is the largest recipient of EU humanitarian aid in Latin America, having received more than €294 million since 1994.⁴⁵ In 2019 the Commission allocated over €25 million in humanitarian assistance to Colombia and was the second largest humanitarian donor to the country.⁴⁶ The largest share, about 81%, of the EU's humanitarian assistance to the country between 1994 and 2019 was directed to Colombians that due to the ongoing conflict were facing either displacement or confinement. The Commission has sought to provide protection, healthcare, water and sanitation to the most vulnerable groups such as women, children, and indigenous and Afro-Colombian populations. The Commission has also sought to strengthen food assistance, particularly for those whose livelihoods were constrained by the armed conflict, and to support education to ensure that internally displaced children continue attending school.

About 12% of the Commission's humanitarian assistance was dedicated to reducing the risks associated with natural hazards such as floods, droughts and earthquakes by strengthening the resilience and response capacity of institutions and of the most vulnerable communities. The remaining 8% was dedicated to projects supporting Venezuelan refugees and migrants to ensure they have adequate access to healthcare, education and protection. The share of EU humanitarian assistance dedicated to this objective has significantly increased in recent years with over 30 EU-funded humanitarian projects focused on Venezuelan refugees and migrants being implemented in Colombia since 2017.⁴⁷ During the COVID pandemic, the EU has adapted its ongoing projects to address the humanitarian consequences of the virus and has provided additional funding for the health, water, sanitation and hygiene sectors. Specific funds have been allocated to address the increased vulnerability of indigenous communities living in the country's remotest areas.⁴⁸

3. The EUAV Initiative in Colombia

Colombia was amongst the first countries to benefit from the EUAV Initiative, with volunteers arriving there already during the pilot phase. The table below provides information on the years

⁴³ UNHCR (2020). Colombia. Last accessed on: 04/01/2021. <https://www.unhcr.org/colombia.html>

⁴⁴ UNOCHA (2020). Panorama de las necesidades humanitarias Colombia.

⁴⁵ DG ECHO (2020). Colombia Factsheet 13/11/2020 (ES). https://ec.europa.eu/echo/files/aid/countries/factsheets/colombia_es.pdf

⁴⁶ UNOCHA (2020). Financial Tracking Services: Colombia 2019. <https://fts.unocha.org/countries/49/summary/2019>

⁴⁷ DG ECHO (2020). Colombia Factsheet 13/11/2020 (ES).

https://ec.europa.eu/echo/files/aid/countries/factsheets/colombia_es.pdf

⁴⁸ Ibid.

of certification of the hosting organisations in Colombia as well as on the year of the first deployments of volunteers in their offices.

Table 7 – Dates of certification and first deployments⁴⁹

Hosting organisation	Year of first certification	Year of first deployment of EUAV
Alianza por la Solidaridad Colombia (ApS)	July 2016	August 2017
Acción contra el Hambre Colombia (ACH)	Feb 2017	Sep 2018
Asociacion de Mujeres Afrodescendientes del Norte del Cauca (ASOM)	July 2019	-
Danish Refugee Council Colombia (DRC)	Sep 2019	Nov 2019
Fundación Hogar Juvenil	-	-
Fundación Servicio Jesuita para Refugiados Colombia (JRS)	-	-
Fundación un Techo para mi Pais Colombia (TECHO)	-	-
Movimiento por la Paz, el Desarme y la Libertad Colombia (MPDL)	July 2018	June 2019
Orden de Religiosas Adoratrices	Sep 2019	-
United Nations High Commissioner for Refugees Colombia (UNHCR)	-	May 2019

Source: EACEA data

HOs involved in the EUAV Initiative in Colombia covered a range of humanitarian actions. For example, Alianza and MPDL were strongly focused on the victims of the internal conflict, addressing their basic material needs and contributing to the development of framework for protection and for the recovery of decent living conditions through socioeconomic, political and cultural reestablishment of the affected regions. ACH is running nutrition programs for children suffering from acute malnutrition and is also providing several forms of humanitarian assistance as needed to the victims of the conflict in the rural areas and peripheral departments where it is operating. UNHCR, JRS and DRC were focusing on addressing the needs of Venezuelan migrants and refugees, offering protection, psychosocial support, cash assistance and livelihoods interventions and responding to gender based violence. Religiosas Adoratrices were working to address the needs of vulnerable women facing (or at risk of) trafficking or sexual exploitation. Several organisations were also working on peace building such as MPDL, ASOM and UNHCR. ASOM is particularly focused on addressing the needs of Afro-Colombian women living in some of the most strongly affected by the conflict regions.

All of the organisations that have hosted volunteers in Colombia were INGOs whose HQs were also actively involved in the EUAV Initiative. None of the local NGOs have managed to deploy volunteers although most of them have already been certified and were expected to receive volunteers in the future through projects such as the 2019 VOL4GEN. The table below summarises the number of volunteers deployed by each sending organisation in Colombia as well as the corresponding hosting organisations.

⁴⁹ Table based on data provided by EACEA as of September 2020.

In total, there had been 48 deployments in Colombia by September 2020. The majority (56%) of these were deployed in 2019. The percentage of female volunteers in Colombia was particularly high (87%) as compared to the total (72%). Most of the volunteers came from Spain (62%) and Italy (28%). A limited number of volunteers came from France, Belgium, Germany and the British West Indies. Volunteers deployed in Colombia were relatively young compared to other countries, with only 29% of volunteers being above 30. The average duration of deployment was 8.95 months. However, many deployments lasted for 6 or fewer months.

Table 8 – Sending organisations deploying volunteers in Colombia⁵⁰

Sending Organisations	Number of volunteers deployed	Corresponding hosting organisations
Alianza por la Solidaridad	26	Alianza por la Solidaridad Colombia
Acción contra el Hambre	10	Acción contra el Hambre Colombia
ActionAid Hellas	3	Alianza por la Solidaridad Colombia
Danish Refugee Council	6	Danish Refugee Council Colombia (2), UNHCR Colombia (4)
Gruppo di Volontariato Civile	1	Alianza por la Solidaridad Colombia
Movimiento por la Paz, el Desarme y la Libertad	2	Movimiento por la Paz, el Desarme y la Libertad Colombia

Source: EACEA data

4. Findings per evaluation question

Evidence and findings relating the Colombia are structured along the five evaluations questions (EQs): EQ1 on relevance; EQ2 on coherence; EQ3 on EU added value; EQ4 on effectiveness; and EQ5 on efficiency.

EQ1: Relevance

The design of projects in Colombia rendered them highly relevant to the needs of the local organisations and to volunteers. However, their relevance for addressing humanitarian needs was more limited.

The involvement of the local organisations in the needs-assessment and throughout the different stages of designing the projects, ensured that planned activities could potentially address the needs the organisations had identified as being most important for them. All of the interviewed hosting organisations indicated that they were highly satisfied by the capacity building they received in the fields of DRR, communication, administrative, financial and human resources management, project management, environmental management, and gender and suggested that it addressed priority needs for their organisation.

All of the interviewed hosting organisations felt that there was generally a very **good match between their needs and the skills and profiles of the volunteers**. The organisations were highly satisfied by the volunteers they received and felt that the volunteers had a key role to play in enabling their capacity building and implementation of certain activities. However, as

⁵⁰ All of the sending organisations deploying volunteers in Colombia and all of the hosting organisations having hosted volunteers in Colombia

confirmed by the surveys, they were less likely to agree that the volunteers filled a gap in local human resources.

However, the country mission did not acquire sufficient evidence to suggest that the EUAV Initiative is a highly relevant tool for addressing humanitarian needs (or reaches the most vulnerable as required by the principle of humanity), and that the volunteers were the most technically competent people to address local humanitarian needs. Although all of the interviewed volunteers agreed that their work was highly beneficial for the organisations they worked for and, mainly indirectly, for the local communities, they were not certain they were the best equipped to do field work despite being highly appreciative of the opportunity. A couple of volunteers indicated that their work might have been best done by locals who better understood the local context and culture. Even if the volunteers were native Spanish speakers, the small linguistic and cultural differences created an unnecessary barrier with the beneficiaries.

In addition, a series of elements linked to the design of the EUAV Initiative were potentially limiting the relevance of the EUAV Initiative for addressing humanitarian needs. Firstly, the volunteers, despite receiving a lot of security trainings and despite the fact that in most cases the organisations hosting them had a lot of experience working in high-risk settings, were **not allowed to go in conflict zones or high-risk zones which limited their capacity to directly contribute to emergency humanitarian needs**. This complaint was brought mainly by sending organisations who felt that their selection of projects was limited by the security standards, by the ECHO field offices, and also by one of the volunteers who suggested that other volunteers she worked with could go to certain areas while she couldn't despite this being important for her work. However, only one of the four organisations interviewed having hosted volunteers in Colombia presented this as an issue for their activities. The hosting organisations were also active in DRR, LRRD and development in which the volunteers could directly contribute. They appreciated the **opportunity to host volunteers mainly as a tool to contribute to their capacity building rather than a way to fill in a gap in their field work**.

Secondly, the sending organisations, the ECHO field office and several of the hosting organisations in Colombia raised the issue of the **long time-lags between the identification of needs and the implementation of projects as a limiting factor in addressing humanitarian needs**. It takes a lot of time between the project request by the organisation and its selection let alone implementation and this seems to make it really hard to pursue specific objectives linked to emergency situations. It was frequently reported that in some cases the needs assessments on the basis of which the projects were designed had to be reviewed as, given the large delays, they no longer reflected the reality in the organisation or even country. The 2-to-3-month **adaptation period** for volunteers was also regarded as a factor limiting the capacity of the EUAV Initiative to address emergency needs (see above). Even though the volunteers generally already had some experience in the humanitarian aid, they seldom had direct field experience.

Finally, the ECHO field offices as well as some hosting organisations, despite being highly satisfied with the quality of the volunteers they received, questioned whether the **young volunteers the EUAV Initiative tends to attract** were the most suitable to address humanitarian needs given the technical skills that were in many cases required. The example of Colombia's need for medical staff and volunteers was brought up to suggest that the young people that tend to come were unlikely to have the necessary expertise. Although currently the EUAV Initiative allows for adults of all ages to be deployed, only 29% of volunteers in Colombia were over 30.⁵¹

⁵¹ ADE's calculations based on data provided by EACEA (CIGA)

Despite these limitations in the relevance of the projects implemented in Colombia in addressing directly local humanitarian needs, it still seems that the EUAV Initiative was highly relevant for both the hosting organisations and the volunteers and to a significant extent to the local communities. Given the capacity building of organisations that the EUAV Initiative offers in several areas and the organisations' important role in the humanitarian sector in Colombia as discussed in section 1.3, its design may still be deemed relevant for the local humanitarian needs and its undertaking may therefore be justified in terms of relevance in particular when evaluating it against the totality of its objectives.

EQ2 and EQ3: Coherence and EU value added

The Colombia country study provided some evidence to suggest that there was EU added value in undertaking the EUAV Initiative primarily linked to its transnational character, its greater capacity to mobilize resources and its knowhow in terms of the training and deployment of volunteers in third countries. However, this was limited by insufficient capitalisation by the Commission and in particular ECHO upon its specific role and global presence, and similarly exploration of complementarities with the rest of its activities in the fields of humanitarian aid and development.

The quality of training provided by the EUAV Initiative their volunteers was a clear added value compared to other existing volunteering schemes in the EU. Speaking to both sending organisations and volunteers with knowledge of other initiatives revealed that existing European schemes do not provide such a high quality and comprehensive training mainly due to limitations in resources. Hosting organisations in Colombia also appeared to appreciate much the preparation volunteers had received.

Sending organisations as well as hosting organisations having participated in other volunteering schemes also spoke of the capacity building and technical assistance provided as particularly important sources of EU added value. It was indicated that other volunteering schemes, in which the organisations participated in, tended not to provide such organisational support or allocated much lower levels of budget to this. Although this aspect of the EUAV Initiative is largely linked to the vision behind its establishment, its EU character has greatly supported it.

It was suggested that the trans-national, large-scale nature of the EUAV Initiative, along with the establishment of common standards that it promoted, enabled organisations from different backgrounds and of different standards to work together, learn from one another and exchange best practices. More experienced sending organisations across Europe had the opportunity to support both other less experienced sending organisations and hosting organisations in their consortium even if they were not directly engaged in activities together. Hosting organisations in Colombia had the opportunity to learn from both their EU partners and other hosting organisations from Latin America or in many cases from different regions of the world and they highly appreciated the lessons they learnt through these interactions. They were also very happy about the opportunity to share themselves with others any expertise in specific areas they had developed.

Volunteers who were familiar with other EU volunteering schemes such as Member States schemes felt that the EUAV Initiative provided the best opportunity for them to explore and contribute to the humanitarian aid field mainly due its **high level of professionalisation**, with volunteers often seeing it as a professional experience directly contributing to the development of their careers in specific fields rather than simply a volunteering experience. Other European schemes were generally seen as more generic and requiring less experience and thus being less beneficial. **Only the UN volunteers were presented as an equally good and in some cases better and more prestigious opportunity.** UNHCR, the only organisation in Colombia, directly hosting both UNVs and EUAVs, confirmed that the volunteers from the two schemes were very comparable in terms of their background, skills and in the kind of activities

they undertook, although the conditions of deployment were generally much better for UNVs who benefitted from a much higher allowance, better insurance and provisions for childcare.

However, it must be noted that the interviewed volunteers who had also considered applying to the UNV, felt that **the EUAV Initiative was much more accessible to them as EU citizens**. The high level of professionalism of volunteers was also appreciated by both the sending and hosting organisations and was considered a significant source of added value by organisations which had experience with volunteers through other schemes. The professionalism of volunteers was attributed to a well-chosen vision for the EUAV Initiative at its set up, with national schemes mainly focused on providing the youth with opportunities to explore third countries, and was also linked to the capacity of the EUAV Initiative to dedicate more resources in the recruitment process, as well as to attract a **broader, more international pool of highly qualified candidates due to the increased attractiveness and visibility that accompanies its EU nature**.

Finally, all volunteers agreed that **the EUAV Initiative strengthened their sense of EU Identity and led to the development of an “esprit de corps”** primarily thanks to their interactions during the training sessions with other like-minded volunteers from all over Europe. All of the volunteers suggested that they had kept in touch through social media with other volunteers they met during the trainings and several of them stated that they really appreciated the subsequent formation of a network within which they could exchange about their post-deployment work and about other opportunities in the humanitarian field.

However, the Commission and in particular ECHO could have drawn more on its specific role and presence in the country and region to create additional value. The presence of ECHO in Colombia, through its regional and national field offices, could have provided a significant source of added value. The field offices possess an in-depth understanding of the local context that could have informed decisions in the country including during emergency situations like the COVID pandemic. In addition, they were in regular contact with the local ECHO partners and could have provided an opportunity for reaching out to other ECHO partners in the country and for reinforcing and benefitting from complementarities with other ECHO projects being implemented there. However, the ECHO field office in Colombia as well as the regional office reported having very limited information on the EUAV Initiative and admittedly no direct involvement in it. Although the field offices did not see it as necessary to have more control over the EUAV Initiative, they agreed that an increased exchange of information could prove beneficial. Field staff from the EU Delegation interviewed believed that the EUAV Initiative was probably consistent with their programme but did not see any direct link with the activities implemented under their supervision and could not comment - due to lack of information - on whether the projects implemented under the EUAV Initiative were relevant to the country's humanitarian needs.

A series of factors were seen as limiting the coherence of the EUAV Initiative with other projects implemented in Colombia in both the fields of humanitarian aid and development. Although, the EUAV activities, as mentioned earlier were largely seen as consistent and positively contributing to other EU activities in these areas – mainly through the capacity building of organisations engaged simultaneously in both of them-, there appeared to be a lack of synergies between them, primarily driven by the nature of the initiative, the lack of engagement of the ECHO field offices in the EUAV activities and a lack of a centralised effort to explore complementarities. The security restrictions meant that the EUAV often could not contribute to areas where the rest of ECHO activities tended to focus on. The large time lags in its implementation also meant that the EUAV Initiative could not directly contribute to the emergency response operations of ECHO. Although there appeared to be a number of opportunities for synergies with DEVCO activities in the fields of resilience, climate change, migration and forced displacement, these did not appear to have been explored. Some organisations reported having sought to capitalise on complementarities with other ECHO and

DEVCO projects they were involved in and some volunteers working on project and funds management reported having marginally worked on other ECHO and DEVCO projects. However, this was not done in a systematic manner.

EQ4: Effectiveness

The Colombia mission provided some evidence to suggest that the EUAV Initiative **contributed to increasing and improving the capacity of the Union to provide humanitarian aid (obj.1)** by reaching new organisations, by promoting new partnerships between organisations, and by encouraging EU citizens that may not have otherwise pursued a humanitarian career to volunteer and subsequently work in the field.

The EUAV Initiative provided a good opportunity for new organisations to start participating in ECHO projects. For a few of the hosting organisations in Colombia, the EUAV Initiative was the first project for which they received directly or indirectly not just ECHO but more generally EU funds. More importantly, as one of the organisations put it “the programme helped us improve our administrative and project management capacity and in doing so enabled us to apply for other projects and programmes and even to initiate discussions with other donors”.⁵² Hosting organisations becoming certified as part of the EUAV Initiative often continued to apply for other EU projects with the members of their consortium exploiting the beneficial ties that the EUAV Initiative had helped them form. The EUAV Initiative therefore not only encouraged organisations to engage for the first time with ECHO projects, it also increased their capacity to engage with other EU programmes that may otherwise not have been accessible to them. In the interviews as well as the surveys, the Colombian hosting organisations indicated their desire to continue participating in other EU projects and continue deploying international volunteers.

The EUAV Initiative also played an important role in building new partnerships both between local hosting organisations and sending organisations but also between hosting organisations in different countries that faced similar humanitarian contexts. All of the interviewed organisations agreed that the EUAV Initiative helped them form new partnerships and strengthen existing ones, leading to the development of an international network to which they could turn in case they needed advice or assistance. Although new partnerships were limited to within the different consortia and there appeared to be no broader interactions with other organisations participating in the EUAV Initiative, the partnership outcomes were nevertheless significant.

The EUAV Initiative also had a significant contribution in encouraging and enabling EU citizens to volunteer and work in the humanitarian field. Although all the volunteers interviewed suggested that they were already exploring the possibility of working in the humanitarian field prior to applying, the EUAV Initiative had played a central role in reaffirming their interest in the field. Four out of the five volunteers interviewed had already found a job in the humanitarian field following their deployment and agreed that their deployment had a large role to play in this. The fifth volunteer, who was still deployed, was in the process of looking for a job in the humanitarian sector. This finding was also corroborated by the surveys where only 2 of the 21 respondents who had been deployed in Colombia indicated that they were not sure if they would work in the humanitarian field after their deployment. The rest indicated that they had either already done so or that they intended to do so.⁵³

⁵² Interview note 9967

⁵³ It must also be noted that the majority of the respondents to the surveys having been deployed in Colombia (16 out of 21) indicated that Initiative had greatly facilitated their volunteering engagement in the humanitarian field with three of them suggesting that without the EUAV they probably would not have done it. Only 4 of the survey respondents believed that they would have certainly volunteered in humanitarian settings even without the Initiative. This information does not appear to have any link with how the Initiative was implemented in Colombia but is rather more general about the opportunities the Initiative is providing to EU citizens.

However, despite these important outcomes of the EUAV Initiative, it is difficult to establish whether they directly contributed to the capacity of the Union to deliver humanitarian aid in third countries including Colombia and the argument that they did lies primarily on the theoretical model behind the intervention logic and the assumption that these outcomes correspond to still persisting needs of the Union as these were identified in earlier needs assessments.

Overall, the Colombia mission revealed that the EUAV Initiative improved the skills, knowledge and competences of volunteers in the field of humanitarian aid through both the trainings and deployment and had a positive contribution to the terms and conditions of their engagement **(obj. 2)** despite a number of challenges the volunteers faced.

The volunteers appreciated the training provided by the EUAV Initiative and suggested it was very useful for both their deployment in Colombia and a future career in the sector. The satisfaction with the central training was particular high. The broad range of topics it covered, its rigorousness, the employment of a highly interactive approach to learning through the use of scenarios and the opportunity to meet and interact with other volunteers from all over Europe were highly valued by the volunteers. The volunteers reported that the central training reinforced their identity as EU citizens and helped establish ties with other volunteers that acted as an important support network during their deployment.

Satisfaction with the training provided by sending organisations was also high although volunteers generally appreciated it less than the central training. Some volunteers reported that this training was too general and was not sufficiently tailored to the tasks they did during their deployment and, in some cases, was seen as repetitive relative to the content of the central training. All of the volunteers were satisfied with the security training they received during both the central training and upon their arrival to their hosting organisation. **The appreciation by volunteers of the training provided by the hosting organisations tended to be low.**⁵⁴ Some volunteers complained that it was not tailored to the tasks they would be carrying out.

The degree and nature of mentoring support which volunteers received seemed to vary significantly across organisations with volunteers from certain organisations being systematically less satisfied. Specific good and bad practices emerged. The volunteers seemed to appreciate it significantly when their mentors provided them with a balance of both technical guidance for job-specific tasks and psychosocial support to help them adapt to the new situation they were facing. The fact that in one of the organisations, it was former volunteers that mentored the new volunteers was also highly regarded. Volunteers tended to be less satisfied when their only mentor was a more senior figure in the organisation that was not directly involved in their work or when there was bad coordination between the sending and hosting organisations. A lack of coordination often meant that even if their problems were communicated, they could not be resolved despite efforts. One of the volunteers mentioned that her mentor from the sending organisation despite being willing to help, was unable to do so as she had a complete lack of understanding of the local context and of the hosting organisation in which she was deployed.⁵⁵

The experience in the country helped the volunteers develop their knowledge and skills in the field of their activity but also skills such as communication, teamwork, time management, cultural adaptability and intercultural understanding. Some of the volunteers also suggested

⁵⁴ In the survey, 9 out of the 21 volunteers indicated that they were rather or fully dissatisfied with the training by hosting organisations as compared to 0 for the central training and 2 for the training by sending organisations.

⁵⁵ Interview note 37543

that the challenging and completely new environment they faced helped them grow personally, increased their resilience and capacity to cope under pressure.

The development of the skills and competences of volunteers was confirmed by almost all sending and hosting organisations in interviews and surveys, and was also reflected in the large development of responsibilities of volunteers over the months. Although initially, the volunteers mainly provided assistance to the staff of the organisation on specific tasks, after a couple of months, most of them were given the responsibility to run their own projects. All of the interviewed volunteers seemed to indicate that the organisations provided them with clear instructions, were very attentive to their needs and gradually developed their workplan in accordance with their skills and competences. As one of the volunteers put it “[the workload] was never too much and it was never too little, and this enabled me to grow”. This was in line with the statements of hosting organisations which reported using a participatory approach to constructing the work plan of volunteers so as to ensure that their tasks always aligned with their skills.

Although it was not possible to measure the impact of the EUAV Initiative on the employability of volunteers, all those interviewed stated that the experience with the EUAV Initiative positively contributed to their career and that finding a job in the sector would have been more challenging without it. Three out of the five interviewed volunteers were offered jobs after their deployment by their hosting organisation and one of them by one of their partners. Of the 10 volunteers who in the survey indicated that they already had a job in the humanitarian field, 8 stated that the EUAV Initiative significantly contributed to this. However, it must be noted that in the surveys, three of the volunteers that reported not yet having found a job in the field, commented that the EUAV Initiative was not doing enough to raise their employability in Europe and presented this as one of the main weaknesses of the EUAV Initiative. For them, the EUAV Initiative has not been sufficiently promoted among potential employers in Europe, which often leads to an underestimation of the value of their experience. Indeed, the vast majority of volunteers reporting having found a job in the sector, did so in Colombia or the broader region. However, according to the interviews, this was an active choice.

Despite the large satisfaction of volunteers with the skills, knowledge and competencies they developed through their training and deployment and with the subsequent employment opportunities they were provided with, they reported having faced **a series of challenges**. These were generally aligned with the findings of the mission report produced in 2019 as part of the EUAV field visit in Colombia.

Volunteers felt that their allowances were not adequate. All of the volunteers interviewed suggested that the subsistence allowance they received was not enough to meet their needs and this was in some case a significant source of stress for them. Some volunteers, especially those deployed for longer periods of time suggested that they had to draw on their savings, which left them particularly worried. One volunteer gave the example of an unexpected cost, such as breaking a phone.⁵⁶ Some volunteers suggested that because of the safety situation they had to take a taxi from the office to their places as public transport and walking were strongly advised against. This was particularly expensive. A volunteer indicated that when they took part in field work in different locations, they were asked to pay for their transportation and accommodation as this was seen as being covered by the subsistence allowance.⁵⁷

Volunteers were particularly dissatisfied about this, especially given that the same expenses were covered for the rest of their colleagues. However, it must be noted that this practice seems to vary across organisations with another volunteer suggesting that these expenses were fully covered for them. At the same time, some of the volunteers shared that the budget

⁵⁶ Interview note 13544.

⁵⁷ Interview note 8381.

for accommodation was much higher than needed and suggested that they would have appreciated more autonomy over how to allocate the budget dedicated to them.⁵⁸ The issue of allowances was also raised by the **hosting organisations** who surprisingly, in many cases, saw it as the main issue in terms of the budget allocation of the EUAV Initiative.

All of the HO staff interviewed agreed that the allowance for volunteers was insufficient to cover the volunteers' needs. They were very satisfied with the quality and quantity of the volunteers' work and they did not feel it was fair for them to receive such a low allowance. **Sending organisations** deploying volunteers in Colombia were generally less concerned about allowances but did agree that although the overall amount dedicated to volunteers is sufficiently high there were some issues that arise due to the way the budget is divided between accommodation and subsistence. They also recognized that the allowance does not take into account the large differences in living costs between the capital/ more touristic cities and the rest of the country. One of the sending organisations also suggested that the allowances were not updated sufficiently frequently given the rapid changes in living costs. DG ECHO updates the allowances annually prior to the call for proposals. In Colombia, there were significant changes across the years. The subsistence allowance was € 382.09 in 2017, € 364.38 in 2018 and € 462.71 in 2019.⁵⁹ However, as the allowances volunteers received depended on the year of launching/funding the project rather than on the year of their deployment, this created a lot of discrepancies.

Most of the volunteers complained that the process from the announcement of the vacancy to the real deployment was very long. This was particularly problematic for them, given the uncertainty linked to whether, when and where they will actually be deployed. In some cases, the volunteers already had jobs and had to take an unpaid leave in order to attend the trainings and complete the requirements of the selection process and did not know what kind of information they should provide to their employers. In addition to this, some candidates shared experience with deployment on a very short notice (3 weeks) after a long process of selection and training. The volunteers indicated that it was really challenging for them to prepare everything for quickly leaving for a year in a third country. While the volunteers fully understand that the necessary procedures might take time, they insist on the predictability, the good planning and transparency from the organisations' side.

It was not uncommon for them to face two to four weeks of delays in receiving expected information about their selection. It was also not uncommon to be invited to two to three interviews for different projects often in different countries before the decision for their deployment was made. The sending organisations interviewed also confirmed that the length of the process often had a demoralising effect with some volunteers often finding other jobs in the meantime and dropping out. This led to significant delays for the organisations that had to restart the process and left the local organisations without the help they needed.

Some volunteers expressed concerns on the contractual aspects of the accommodation. They suggested that they would have appreciated a greater flexibility with regard to the arrangements on who will sign the contract. One volunteer indicated that she faced a lot of challenges in finding accommodation because she could not directly sign the contract and for some landlords this was problematic.

Overall, the volunteers, especially when comparing it with other volunteering schemes in humanitarian settings they were familiar with, appreciated their experience for the high level of training and for the high level of responsibility they were allowed to undertake while being deployed. However, they tended to be less satisfied concerning the more specific terms of

⁵⁸ Interview notes 13316, 13544, 37543.

⁵⁹ DG ECHO (2019). Visiting EU Aid Volunteers in Bogota, Colombia, 15-22 October 2019. Mission Report.

their engagement such as the allowance, the length and the uncertainty of the selection process.

In general, the EUAV Initiative appears to have had a significant contribution to the capacity building of hosting organisations in Colombia in a broad range of activities. However, there was not sufficient evidence that the EUAV Initiative had fostered local volunteering (obj.3).

Most of the hosting organisations and in particular the smaller ones that did not have much previous experience in deploying volunteers, described the process of certification and the associated capacity building they received as a period of reflection and transformation that was highly beneficial despite being lengthy. With the support of the other organisations in their consortium, they managed to develop their capacities in a number of fields including but not limited to safety and security, communication, DRR, climate change adaptation, evaluation and monitoring, protection, financial and administrative management and of course human resources' and volunteers' management.

Smaller organisations were particularly appreciative of the communication capacity building they received with one organisation saying that "*the Initiative helped us transform our communication strategy which not only helped us improve our internal and external communication but also to increase our visibility*".⁶⁰ Particularly strong relative to other countries was the attention on capacity building in terms of gender, which strongly aligns with the current emphasis on the role of women in the peace-building efforts in the country. The capacity building involved a broad range of activities such as the adoption of policies, the sharing of best practices, the training of staff in certain tasks and the transmission of more practical tools such as templates for presentations and communication materials. All of these were highly valued by the organisations who recognised their direct contribution to their organisation.

All organisations interviewed were satisfied with the work of the volunteers and suggested that their presence covered real gaps within their organisation and had a significant contribution in strengthening their capacity. The volunteers were seen as **highly skilled** with very strong backgrounds and were appreciated for both the quantity and the quality of their work. This is confirmed by the fact that several organisations recruited their volunteers after deployment. During the Colombia mission we came across 5 volunteers who continued to work for their hosting organisations after deployment and 2 volunteers who ended-up working with partner organisations in the region.

While there was general satisfaction with the results of capacity building, areas identified as needing improvement included 1) duration of deployments, 2) visa status, 3) insufficient IT skills for administrative management. One of the organisations, although very satisfied with the contribution of volunteers, complained about the short **duration of deployment** for some volunteers.⁶¹ Whereas the average deployment time in Colombia was amongst the highest, with 21% of deployments lasting a year or even longer, there were indeed a large number of cases where volunteers stayed in Colombia for 6 or fewer months. All organisations agreed that it takes time for volunteers to understand the organisation and the local context and for the organisation to understand the skills and capabilities of volunteers and properly assign them tasks. This was corroborated by volunteers themselves, who suggested that the first few months of deployment (generally 3) were the most challenging as they constituted a period of adaptation and that it was only at later stages of their deployment that they felt that they were fully able to contribute to the organisations. This adaptation period left limited time for the

⁶⁰ Interview note 5060

⁶¹ Ibid.

execution of the envisaged work, and this was particularly problematic when the deployment was short to begin with.

Although the extension of deployment was generally feasible, another organisation highlighted the challenges of **extending the visa** for volunteers.⁶² This became particularly problematic during COVID times when several of the volunteers were stranded in Colombia and the organisation suggested that they would have appreciated more guidance from EACEA. Colombia allows for the acquisition of volunteering visas of up to two years, however if visas of shorter duration were acquired, the extension process is complicated.

Another area for improvement brought forward by a couple of hosting organisations, was the insufficient strengthening of **IT skills for administrative management**. HOs would have appreciated more training on how to use the different platforms of the EUAV Initiative as well as on other technological tools that could help them in completing their administrative obligations. A SOs confirmed that this gap and noted the challenges this creates for the management of the projects and argued that it would be very useful if the Commission provided the organisations with more information about how and when to use the different platforms and potentially to develop a training about it. Such a training would not only benefit the hosting organisations but also the sending organisations which despite their longer experience still face challenges with the platforms and do not feel that they were benefitting from their full potential.

A number of projects implemented in Colombia included trainings for local volunteers, the development of guides, and the organisation of events to promote volunteering across other local organisations. However, the team found no evidence indicating that the EUAV Initiative had actually helped to enhance local volunteerism.

The EUAV Initiative appears to have had a positive, but very limited, contribution to increasing the visibility of the European Union in Colombia. In addition, there is very limited evidence to suggest that the EUAV Initiative contributed to communicating the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid beyond the volunteers and sending and hosting organisations directly involved in the EUAV Initiative (obj.4).

Volunteers appear to have faced several challenges in engaging in communication activities for the promotion of the EU in the field and in many cases felt ill-equipped to carry out the communication work required. The volunteers tended to struggle with the double or even triple identity they were asked to represent (EU, SOs and HOs). As two volunteers noted *“you can't wear 3 shirts simultaneously”*.⁶³ Volunteers tended to take on the identity of their hosting organisation to promote teamwork and minimise confusion amongst beneficiaries. In some cases, they suggested that they even avoided making reference to their volunteer status to prevent any concerns about their competencies. Even those volunteers who had tried to explain their status and background suggested that the beneficiaries still tended to see them as staff of their HO.

Nonetheless, a number of communication activities for the EU were effectively conducted by the volunteers directly and by the EU embassy with the contribution of EUAV participants. All of the volunteers had written articles about their experiences that were in many cases shared on the pages of sending and hosting organisations, the EUAV platform and occasionally in local and European media. A number of volunteers made videos on their experience and attended events organised by the EU embassy. Most of the HOs shared news about the arrival and activities of the volunteers on their social media sites. The stories from

⁶² Interview note 39278

⁶³ Interview notes 13544, 13316

the field, written by volunteers they hosted, tended to be amongst their most popular posts, receiving several positive reactions in particular by young Colombian followers of their pages.⁶⁴ However, it was difficult to assess the extent that these communications increased the visibility of the EU.

The communication of EU humanitarian principles was limited. When asked about how the EU was perceived, only one organisation linked the EUAV Initiative to humanitarian aid principles. Almost all the interviewed volunteers and organisations suggested that the EU was perceived as an important donor but made no reference to its contributions in the field or to the humanitarian principles it stands for. This was despite the fact that all of the local hosting organisations and all of the volunteers deployed in Colombia (except for one) responded in the survey that the EUAV Initiative had increased their knowledge and understanding of EU Humanitarian principles and indicated that they highly valued this aspect of the EUAV Initiative. All of the interviewed participants reported having integrated the principles in their work but did not suggest that they actively sought to communicate them with the local community or with their partner organisations. Only one of the hosting organisations interviewed reported having actively sought to train their local partners in EU humanitarian principles.⁶⁵

Deployments in Colombia have made a positive, albeit relatively limited, contribution of the EUAV Initiative to enhancing coherence and consistency of volunteering across Member States (obj. 4). Although the EUAV Initiative contributed to the establishment and adoption of common volunteer management procedures and standards across participating sending organisations, practices varied significantly during the different phases from recruitment, to training, to deployment. Volunteers having been deployed more than once suggested that their experience had been very different mainly because of the processes employed by different HOs and SOs.

The Colombia mission also suggests that the EUAV Initiative took safety and security issues and duty of care very seriously, both in procedures and mandatory requirements and in actual deployment situations. All of the hosting organisations and volunteers interviewed appreciated the way the safety and security of volunteers is arranged within the EUAV Initiative including (i) common standards on safety and security which were a mandatory component required to achieve certification and (ii) the training of volunteers prior to deployment. Nevertheless, some of them mentioned that in some cases precautions and preparations may have been excessive, undermining the effectiveness of the EUAV Initiative and increasing administrative workloads.⁶⁶

The centralised security training of the volunteers included a series of critical incident scenarios (such as kidnapping, knife attack, need for first aid) which was highly appreciated by volunteers. However, a few volunteers questioned the usefulness of some of the elements with respect to the actual situation on the ground once they had been deployed since the security management system prevented deployment of volunteers to insecure environments. All the volunteers in Colombia were stationed in relatively safe environments with good medical facilities and did not feel exposed to any of the emergency scenarios which had been part of the training. Nevertheless, the volunteers admitted that it was better to be overprepared rather than underprepared.

Beyond the central training the volunteers also received security training by their HO and to a more limited extent by their SO. Upon arrival in the country, they received a briefing on the security situation and were given advice on how to behave with the local population, on which

⁶⁴ Observation based on analysis of social media posts of interviewed hosting organisations in Colombia.

⁶⁵ Interview note 5060

⁶⁶ Interview notes 41958, 8381, 13316.

hours they could stay out, on which places were safe for them and which places were not, on how to use transportation etc. Although the duration and nature of this training/briefing appeared to vary across organisations, volunteers seemed to be satisfied. The security situation was regularly monitored by the organisations and volunteers received regular updates. As a result, the volunteers indicated that they felt safe throughout their deployment and did not feel that they had been exposed to any security threats. All of the HOs had strict security protocols although there was some divergence across organisations.⁶⁷ Only one volunteer reported feeling unsafe in the offices of the organisation following an incident of sexual harassment by a staff member of the local organisation towards another volunteer. The volunteer felt that the situation was not properly dealt with and that neither the SO nor the HO had appropriate protocols in place to address such a situation.⁶⁸ The HO adopted stricter standards following the incident, but the evaluation team did not see evidence of how this lesson was shared more broadly within the EUAV Initiative.

EQ5: Efficiency and cost effectiveness

The budget allocation was generally considered appropriate for the achievement of the specific objectives of each project, despite some delays in the delivery of the funds. Only two of the organisations complained about the budget, highlighting the importance of increasing the funds allocated to human resources and mentoring.⁶⁹ The EUAV Initiative was putting a significant strain on the organisations' staff who often reported having to dedicate more hours than were covered by the budget. The main problem in terms of budget, raised by all hosting organisations and volunteers interviewed, was that the **allowance rates** failed to meet the financial needs of the volunteers.

There was insufficient data to assess cost-effectiveness of the EUAV Initiative in Colombia although some examples of inefficiencies were identified. These included 1) the need to repeat needs assessments due to delays in the implementation of projects, 2) the need to reinitiate several steps of the volunteers' selection process due to the drop-out of volunteers and 3) challenges in project management across organisations due to the insufficient technological capacity of certain organisations and the complexities of the online platforms. **However, all actors seemed to feel that the project costs were generally justified in terms of the outcomes achieved**, even if the outcomes were not very well defined.

The process of certification was described as long, complex, and sometimes inefficient due to certain technical requirements which were deemed as unnecessarily repetitive. Nevertheless, all organisations appreciated the importance of this process. Similarly, although project implementation requirements were seen as administratively quite heavy, they were considered to be manageable. This was largely attributed to the user-friendly guidelines that were being continuously produced and support provided by SOs. HOs found that the cumulative experience over the years and, even if relatively minor, revisions by the Commission to the reporting and application system resulted in a more user-friendly process compared to the early phases of the EUAV Initiative.⁷⁰ Finally, although for some volunteers their work in the field was seen as less cost-effective relative to that of local experts in terms of providing support to the local community, the additional costs of their deployment seemed to be justified when considering the value of the field experience for the volunteers. Many of the volunteers mentioned that this field experience was one of the most important outcomes of their deployment.

⁶⁷ For example, in Bogota the volunteers from ACH were not allowed to take public transport while the volunteers from ApS allowed it.

⁶⁸ Interview note 37543

⁶⁹ Interview notes 9967 and 41958

⁷⁰ 4 out of the 7 HOs responded to the survey indicated felt that participation in the EUAV Initiative required an acceptable administrative burden while admitting that the burden was much higher for the smaller HOs.

Kenya

1. Introduction

During November-December 2020 remote interviews were conducted by evaluators based in the EU with the support of a national expert in Kenya. The evaluation team interviewed: a) 3 volunteers from 3 different hosting organisations deployed during 2019 and 2020, b) 6 hosting organisations, c) 2 sending organisations that had deployed volunteers in Kenya or had led capacity building projects in the country, d) two beneficiary organisations of the volunteer deployments, e) two staff from the ECHO field office in Kenya and f) the EU Ambassador in Kenya.

The SO and HO staff interviewed were chosen based on the 15 projects that were selected for in depth study. In addition to interviews, the evaluation team collected evidence through the surveys, the 2019 report from the ECHO mission in Kenya (whose findings were largely confirmed by the present mission), data provided by DG ECHO and EACEA, the application forms, interim and final reports for selected projects implemented in Kenya as well as documents provided directly by the organisations.

2. Country context

2.1 History of volunteerism in Kenya

The history of volunteerism in Kenya is rooted in the 1970s to help address the government's lack of capacity to deliver development assistance to all of its citizens throughout the country.⁷¹ This resulted in non-state actors such as the church, self-help groups, non-governmental organisations, charities, along with volunteerism, growing in to fill the gap. Volunteerism assumed a national as well as an international character.⁷² The volunteer sector in Kenya was for a long time unregulated and lacked a policy framework. However, a national volunteerism policy was published in 2015 that provided guidelines that aimed to make the coordination and management of volunteerism in Kenya more coherent.⁷³

Volunteerism in Kenya has been recognised to include thematic areas of disaster preparedness, management and response; communal (mutual aid or self-help), philanthropy and volunteering in advocacy a civic engagement through creating awareness and lobbying for better governance. Kenya has hosted all kinds of volunteers including youth volunteers, retirees, online volunteers, Institutional based volunteers, international volunteers, diaspora volunteers, community-based volunteers, children volunteers and professional volunteers.

Kenya labour laws nevertheless treat volunteerism as formal employment. Those working in the sector hope this will be rationalized by the National Volunteerism Board which holds responsible for overall legislation, policy coordination, strategic interventions, programs and resource directions on volunteerism in Kenya.

2.2 EU humanitarian assistance in Kenya

Much of DG ECHO' resources in Kenya have targeted refugee assistance in Daadab and Kakuma refugee camps which harbour refugees from Somalia, South Sudan, the Democratic Republic of Congo and other nationalities. Otherwise, DG ECHO have been focused on building the resilience of communities and capacities of the authorities to prepare for emergencies. Since 2012 the EU has provided more than €190 million.⁷⁴ In the Kakuma and

⁷¹ Kiuna, S. (2003) *Voluntarism and Development in Kenya: A study of the perceptions of voluntarism among selected stakeholders*. University of Nairobi.

⁷² Loguh, B. (2018) *Participatory Research on the impacts of International volunteers in Kenya; Provisional Results*. University of Illinois.

⁷³ Republic of Kenya (2015) *The National Volunteerism Policy*. February 2015.

⁷⁴ https://ec.europa.eu/echo/where/africa/kenya_en

Dadaab refugee camps, the EU has provided basic life-saving aid such as food assistance, healthcare, nutrition, water, sanitation and hygiene (WASH), protection and education. It has also supported an electronic food voucher called “Bamba Chakula” (Get your food) and a cash transfer programme implemented by the World Food Programme. In addition, DG ECHO has supported comprehensive health care and victims of gender-based violence for both refugee and host communities. The EU has also associated with accelerated learning programme which is benefitting about 135,000 pupils enrolled in schools in Daadab and Kakuma Camps to cover for the lost period during conflict. ECHO has also been active in controlling the invasion of locusts that have raved parts of Kenya since 2019 by allocating €11 million to the Food and Agricultural Organization (FAO) to fight locusts whose devastating attacks led to food shortages. The EU-funded humanitarian projects in Kenya adopted measures to help beneficiaries and staff keep safe during Covid-19 pandemic period.

2.3 Hosting agencies programming in Kenya

During the Country study four interviews were conducted with respondents from six hosting agencies including The Girl Child Network, SVI- Kenya, WEWORLD Kenya and the Western Focus Community Organisation (WEFOCO). Others Included PACIDA and Jukumu Letu.

THE GIRL CHILD NETWORK⁷⁵

Girl Child Network Programme has been promoting the rights of rights of children, youth and women in Africa. It has operated within 7 thematic areas including education, health and nutrition, human rights and legislation, gender and governance, institutional strengthening; research and documentation; disaster risk reduction which has been about enhancing community resilience and sustainable livelihoods. Its main work of the agency at the moment is with informal settlements within Nairobi.

SVI KENYA⁷⁶

Located in Babadogo in Kenya SVI targets projects in informal settlements in Kenya. SVI runs a vibrant volunteer programme, through its programmes the organization welcomes volunteers from all over the world on short-, medium- and long-term projects in rural areas. Activities implemented were around, Water, Hygiene, the vulnerability of children, HIV/AIDS, good governance and emergency relief.

WEWORLD-GVC KENYA⁷⁷

WeWorld-GVC works towards fostering a culture of mutual support, social commitment and respect for human rights. The organization operates in areas of high poverty index. Partnering with local organisations, WeWorld-GVC has been implementing programmes on health and nutrition, water sanitation; food security agriculture, resilience, livelihood, education and learning; socio-economic development. Currently WeWorld-GVC was a part of a consortium that was awarded a 4 year grant by the EU to build community resilience in Isiolo County.

WESTERN FOCUS COMMUNITY ORGANISATION (WEFOCO)⁷⁸

Western Focus Community Organization (WEFOCO) is a community-based organization in Shianda in Western Kenya that has been working with women groups focusing on unaccompanied minors, families suffering due to HIV/AIDS and generating incomes for those in need. WEFOCO has more than 100 children benefitting from its programmes. Additionally, 600 women have been benefitting through welfare programmes in the field of education, livelihood and women’s empowerment. WEFOCO has hosted international volunteers on regular basis often for periods of 6 months. While cooperating with the sending organizations

⁷⁵ <https://girlchildnetwork.org/>

⁷⁶ <https://www.servicevolontaire.org/mission-volontariat/en/kenya-2/>

⁷⁷ <https://www.weworld.it/en/discover-weworld/our-mission/>

⁷⁸ <https://wefoco.org/>

of NGO Mondo, WEFOCO has hosted volunteers who were experts in the area of education, tailoring, design, community development, ICT and health.

Pastoralists community initiative and development assistance (PACIDA)⁷⁹

PACIDA is a development and community relief organization that empowers pastoralist communities through sustainable community driven development interventions. Formed in 2008 PACIDA has worked in five thematic areas including sustainable livelihoods development, water sanitation and hygiene (WASH), education, peace, conflict management and governance, disaster risk reduction and climate change adaptation. The organization completed the certification process but has not received volunteers yet owing to security restrictions that prevent EU volunteers from going to intervention areas.

JUKUMU LETU

Formed in 2007, Jukumu Letu supports orphans and vulnerable children. The programmes of Jukumu Letu were in education, outreach and advocacy and rights programme. They have also been involved in food security programmes working in urban slum areas in Nairobi. They were still working on getting certification.

3. EU volunteers in Kenya and in the region

The EU framework relevant to Kenya has been the regional framework for the Horn of Africa⁸⁰ and related Action Plans.⁸¹ A focus area of the regional strategy for the Horn of Africa has been on mitigating the effects of repetitive droughts that has led to successive humanitarian crises. EU efforts in the East Africa Region have been based on the Valletta summit on migration's political declaration and Action Plan (2015).⁸² A key area covered by the Valletta summit declaration was to enhance humanitarian response through the provision of humanitarian assistance in countries that were most affected by forced displacement. It tried to ensure that lifesaving emergency assistance was available to cover basics such as education, health and nutrition, sanitation and protection. Additionally, it aimed to strengthen the link between humanitarian assistance and long-term development.

Work supported by the EUAV Initiative in Kenya can be traced back to the period between 2015-2017 when capacity building projects were implemented by WEFOCO. For Action Aid the capacity building programme was the Gender Sensitive Humanitarian Aid Volunteering while for WEFOCO, it supported their Platform on Humanitarian Aid for a Sustainable Empowerment. Action Aid was hoping for deployment of volunteers for supporting gender mainstreaming in humanitarian action in 2019 but this did not happen due mainly to the effects of the pandemic.

The table below summaries the history of EUAV programmes in Kenya with respect to host organizations along the Framework of capacity building and deployment.

⁷⁹ <http://pacida.org/who-we-are/>

⁸⁰ Horn of Africa comprises those countries under the Intergovernmental Authority for Development (IGAD) including Djibouti, Ethiopia, Uganda, Somalia, Sudan and South Sudan.

⁸¹ Council of the European Union (2015) Council Conclusions on the EU Horn of Africa Regional Action Plan 2015-2020. Outcome of Proceedings.

⁸² Valletta Summit on Migration (2015) Valletta Summit, 11-12 November 2015 Political Declaration

Table 9 – EUAV involvement in Kenya

Project Type	Year			
	2015	2017	2018	2019
Capacity Building	WEFOCO	ACTION AID	ACTION AID JUKUMU LETU WE WORLD	GIRL CHILD NETWORK
Deployment		PACIDA WEFOCO	DRC WEFOCO	WEFOCO. WE WORLD, SVI, ICCO, FINAID, DRC, ACTION AID

Source: EACEA Data

4. Findings per evaluation question

Evidence and findings relating the Kenya are structured along the five evaluations questions (EQs): EQ1 on relevance; EQ2 on coherence; EQ3 on EU added value; EQ4 on effectiveness; and EQ5 on efficiency.

EQ1: Relevance

The overall perception amongst HOs and volunteers was that the initiative was relevant. EU staff interviewed generally saw the potential relevance of the EUAV Initiative but felt that security-related restrictions, weak links with EU-supported interventions and lack of awareness about what volunteer-supported activities meant that they were unable to judge its relevance.⁸³ HOs found the EUAV Initiative relevant because it addressed the capacity-building needs of their organisations. For one of the organisations, work by the volunteers boosted its communications capacity. Another volunteer helped to update their project data base while for another host organisation the volunteers helped address community needs in a school for persons with disabilities and helped to build self-helps group member who benefitted from capacity building processes in western Kenya.

One volunteer saw her contribution relevant in complementing management since the organisation was being run by one person. Volunteers saw their contribution as being particularly relevant in the field of gender and empowerment training, and climate change adaptation.⁸⁴

EQ2: Coherence

HOs and SOs participating in the EUAV Initiative in Kenya generally viewed it as complementary to their activities.⁸⁵ However, with the exception of interventions by the Danish Refugee Council (DRC), which was implementing DG ECHO-supported humanitarian interventions in and around refugee camps in northern Kenya, interventions implemented by organisations were more orientated towards development. One volunteer interviewed has been supporting a HO as a climate change adaptation specialist, but the other HOs were focused on development without any humanitarian or disaster risk reduction components. Interviewees saw little coherence with EU-supported interventions apart from the DRC

⁸³ Interview notes 18259,23811,38524, 47261, 7368, 16679, 26959.

⁸⁴ Interview notes 37211, 29600, 36888.

⁸⁵ Interview notes 32590, Interview notes 36831,32590, 29600.

interventions and, even then, since volunteers could not be based in intervention areas, they were based in the head office in Nairobi so they were perceived by some interviewees as mainly filling staffing gaps.⁸⁶

EQ3: Added value

Volunteers and HOs agreed that their work in Kenya contributed to the work of HOs, but were unable to judge whether they had actually added value to the EU. Apart from an informal lunch organised by the EU Delegation when Nairobi-based volunteers attended, there was little direct contact with the EU Delegation and there was accordingly little awareness amongst volunteers about the EU programme in Kenya. HOs who had been hosting volunteers from different organisations found that volunteers deployed under the EUAV Initiative were more professional, arrived better prepared compared to volunteers from other organisations and were better equipped to support using specific areas of expertise. A SO noted that prior to their participation in the EUAV Initiative they had only sent nationals from their own country, but it became easier to fulfil HO requirements since they now had a much larger pool of volunteer candidates to draw upon.⁸⁷

Volunteers both increased the visibility of the EU in the communities where they were working and, after their return, many wrote articles and gave presentations to help raise awareness of humanitarian and development issues in their respective countries.⁸⁸

EQ4: Effectiveness

The structured approach of the EUAV Initiative made it more effective in the eyes of the HOs, who felt in general that the volunteer skillsets blended well with the strategic aspirations of the organization. Specific contributions of volunteers cited by HOs included prepare a visibility, training, supporting development of monitoring and evaluations systems, helping to establish community gender-based violence prevention campaign and support community interventions for persons with disability.⁸⁹ Volunteer support also helped members of self-help women's groups to increase income generating activities.

HOs had found certification processes to be quite time-consuming but, thanks to support received from SOs, HOs found certification to have been helpful in improving some of their policies and filling important gaps, including due diligence with respect to beneficiary privacy and confidentiality.⁹⁰

Two features of the EUAV Initiative were seen to have reduced effectiveness, 1) restrictions on volunteer travel due to security-related restrictions and 2) the relatively short duration of deployments. Restrictions imposed by DG ECHO meant that volunteers could not be based and, in many cases, not even travel to areas where the HO was implementing humanitarian activities. The only EU volunteers in Kenya who were directly supporting humanitarian interventions were thus limited to office work in Nairobi, despite a recommendation by DG ECHO field staff. EU volunteers were only given permission to undertake limited field visit after extensive, and prolonged negotiations with DG ECHO HQ.⁹¹ Some felt that effectiveness could have been improved with longer deployments. Volunteers' activities generally produced a satisfactory result, but deployments were often seen to be too brief to help ensure the sustainability of actions. This was more apparent in situations where the HO did not have an exit or transition strategy.⁹²

⁸⁶ Interview notes 47261, 36831, 32590.

⁸⁷ Interview notes 7368, 18259, 23811, 38524, 29600, 47261, 36831.

⁸⁸ Interview notes 29600, 36888.

⁸⁹ Interview notes 36888, 23811, 18259.

⁹⁰ Interview notes 7368, 6925, 36831.

⁹¹ Interview notes 26900, 32590, 30428, 16679, 26959.

⁹² Interview notes 32590, 29600, 47261.

EQ5: Efficiency

Since most of the cost of the volunteers was covered, HOs tended to view the efficiency of EUAV initiative from the perspective of whether volunteers felt that their living situation was satisfactory. Volunteers felt their allowances were minimal, which was largely judged to be adequate for those based in rural areas but insufficient for those based in Nairobi. The inadequate living allowances for an urban environment, together with the frustration of being stuck in the office unable to travel to refugee camps, led to the impression that the EUAV Initiative was essentially providing cheap labour.⁹³

HOs noted that the EUAV Initiative had a complicated application procedure, extended training and a long wait for volunteers to be deployed. Changes to systems took a long time. One example mentioned was the request to change currency exchange rate rules to avoid a situation where volunteers and HOs were losing money.⁹⁴

Members of beneficiary communities noted that volunteers were provided cost-free, and from their perspective it was very cost effective since their community would never have been able to afford to hire specialists of a similarly high calibre.

Key findings

For most volunteers, host organisations and representatives of beneficiary communities interviewed, the operational objectives of EUAV Initiative at the organizational level largely met the needs of the HOs. There was a general appreciation amongst HOs for the contributions made by EU volunteers. Many stakeholders felt it was a missed opportunity to be more relevant when they were denied the chance to do field work due to security-related restrictions imposed by DG ECHO HQ.

There was little evidence linking the EUAV Initiative to the strategic objectives of the HOs. This was partly due to the fact that most of the smaller HOs did not have a strategic plan or exit/transition strategies to ensure follow up after the volunteers had completed their deployments.

The lack of direct involvement in humanitarian interventions also meant that deployments accomplished little in terms of increasing awareness of humanitarian aid principles. Most volunteers had only been supporting development activities in orientation and had virtually no contact with DG ECHO.

Lessons learned

- The restrictions imposed by DG ECHO HQ's security management system was a significant obstacle in reaching the humanitarian-related objectives of the EAUV Initiative. HOs felt they should have more of a say in making decisions about security restricted areas since they had a much better understanding of the situation on the ground than DG ECHO HQ, since their staff had been working in those areas for many years. The SOs and HOs also pointed out that they actually were legally responsible for the security of volunteers under the terms of their participation in the EUAV Initiative, not DG ECHO.
- There was little peer learning between HOs. A notable exception was the consortium led by NGO Mondo, which initiated a joint training that complemented capacity building training for HOs with support for their certification processes that brought together HOs from Kenya, Uganda and Ghana.

⁹³ Interview notes 23811, 29600, 32590

⁹⁴ Interview notes 7368, 36831

Nepal

1. Introduction

During November-December 2020 remote interviews were conducted by international evaluators with the support of a national expert in Nepal. They conducted interviews with relevant stakeholders, Sending Organisations (SO)⁹⁵ who have projects in Nepal, Hosting Organisations (HO), Volunteers and ECHO Office in Nepal, along with desk review of project documents constituted.

Out of the total 10 HOs, four were contacted for interviews and project site visits. They were Nepal Red Cross Society (NRCS), Caritas, Action Aid and Volunteer Initiative Nepal (VIN). All organizations had assigned focal points for the EUAV Initiative so that an in-depth strategic discussion was possible. Selection was done so that perspectives of grassroots local NGOs and international organisations were represented. A site visit was conducted to Action Aid's youth capacity building project in one of the biggest slums in Nepal. Slum dwellers originated from all over the country and had constructed their houses along the riverbank where there was a significant risk of flooding during the annual monsoon.

Interviews were also conducted with 3 volunteers who have been deployed to Nepal and with the ECHO Satellite Office representative in Nepal.

2. Country context

2.1 Nepal Disaster Profile

Nepal is in the list of the top 20 most multi-hazard prone countries in the world.⁹⁶ Hazards include impacts of climate change, earthquakes, flooding, fire, and landslides. The country is particularly prone to earthquakes as it lies in the Himalayan Range where Tibetan and Indian Plates collide. On average, the annual death rate due to natural disasters is around 100 per year due to the disasters.⁹⁷ The country went through an armed conflict for a 10-year period from 1996 to 2005 when almost 17,000 deaths were recorded. The armed conflict has still been continuing on a small scale.⁹⁸

2.2 Volunteerism in Nepal

Voluntarism has a long history in Nepal and is embedded in its social life and culture. Voluntarism has been incorporated into religious and cultural values and practices. Teachings of both Buddhism and Hinduism, the two main religions in Nepal, say that volunteer work can lead to salvation. Some national organizations and programmes, which are today also known as NGOs, were originally established to promote voluntary work. Examples are the Nepal Charkha Pracharak Mahaguthi and government-promoted university programs for graduate students, Guthis of certain ethnic groups, dispensaries (aushadhalya), orphanages (anathalaya) and public schools (pathshala). In remote areas of Nepal, there was and still is strong practice of volunteers assembling to construct foot trails and bridges, digging wells and building schools.⁹⁹

After the country opened its borders to the outside world during the 1950s, some international organisations started sending volunteers. VSO (British Volunteer Overseas) deployed 14

⁹⁵ Finnish Red Cross, Action Aid Greece, Caritas Austria, Engineers without Borders, Denmark, ICCO, MONDO, 3 volunteers deployed to Nepal

⁹⁶ UNDP/BCPR (2004). Reducing disaster risk. A challenge for development. New York. UNDP/Bureau For Crisis Prevention and Recovery.

⁹⁷ Nepal Disaster Report 2019, June 2019, Ministry of Home Affairs, Government of Nepal

⁹⁸ Human Rights Watch: <https://www.hrw.org/world-report/2019/country-chapters/nepal>

⁹⁹ Traditions of Volunteerism & Civic Service In Nepal, (Features Issue 85 Jul, 2010, Text By Bhuvan Silwal & Don Messerschmidt) and Volunteerism in Nepal Bishnu Hari Bhatta Director - Volunteer Program PSD – Nepal (The International Journal of Volunteer Administration Volume xxiv, Number 6).

volunteers in 1964. Since then, VSO has been deploying volunteers to assist communities in various sectors. They have supported a range of activities such as English language teaching, engineering, medical works, forestry management, etc. Similarly, the USA introduced Peace Core Volunteer service in Nepal in 1962 and to-date they have deployed almost four thousand volunteers to support agriculture, education, engineering interventions. UNV has also deployed several volunteers to support UN agencies and it has also recruited a number of Nepalese to work on international volunteer assignments in other countries.¹⁰⁰

The largest volunteer programme in the country is led by the Nepal Red Cross society, which was founded in 1963, which in 2015 counted over 21,000 volunteers spread throughout all 77 districts of Nepal.¹⁰¹

2.3 History of EU volunteers in Nepal

The EU started operations in Nepal since 2001 providing humanitarian support to the people affected by conflict and disasters.¹⁰² The first EU volunteers were deployed in 2016 and, since then, a total of 37 volunteers have been deployed to Nepal making it one of the countries with highest number of volunteer deployments.

EU volunteers provided support in the following areas:

- Capacity building of vulnerable or disaster-affected communities,
- Resilience building and disaster risk management in vulnerable, fragile or disaster-affected communities,
- Disaster prevention, preparedness, disaster risk reduction and recovery from natural and man-made disasters, and
- Enhancing the link between relief, rehabilitation and development.

3. ECHO and hosting organisation programming in the country

The EU has been present in Nepal since 2001 providing humanitarian assistance to people affected by conflict and major natural hazards, including the devastating 7.8 magnitude earthquake in 2015 which claimed close to 9,000 lives and destroyed more than half a million homes. EU humanitarian actions also supported thousands of conflict-affected people during Nepal's internal conflict, especially in rural areas, by providing healthcare as well as water and sanitation.¹⁰³ In 2020, the EU allocated over €2.15 million in humanitarian assistance to the country, bringing the total humanitarian funding to more than €107 million since 2001, including more than €30 million allocated to disaster preparedness and risk reduction activities.

EU funding in Nepal during recent years has supported initiatives to strengthen the disaster preparedness of local institutions and assisting them in programme implementation. Key priorities include strengthening the emergency response capacity of rural and urban municipal authorities to manage natural hazards such as floods, landslides, fires and earthquakes. One area of interventions focuses on assessing the risk of future floods and assisting the communities before they occur. This support is designed to improve the preparedness and response capacities of the government towards a timely, effective and targeted response to emergencies.

In response to the widespread monsoon floods that struck several South Asian countries in mid-2020, including Nepal, the EU provided €150,000 in emergency aid to address the most

¹⁰⁰ American Peace Core Volunteer Services <https://www.peacecorps.gov/>, VSO <https://www.vsointernational.org/volunteering>, UNDP for UNV <https://www.unv.org/partners/unv-partnering-with-undp>

¹⁰¹ <https://media.ifrc.org/ifrc/where-we-work/asia-pacific/nepal-red-cross-society/>

¹⁰² European Commission (2020) Facts and Figures: Nepal. Version 01/12/2020.

¹⁰³ European Commission, Nepal Factsheet, 1 December 2020

pressing needs of those affected. The aid focuses on providing emergency shelter materials, essential household items, as well as access to clean water and sanitation facilities.

EUAV initiative has been focusing on two main pillars, namely capacity building and deployment projects. As of 2019, there were ten certified Hosting Organisations (HO) in Nepal, and 16 projects had been launched.

4. Findings per evaluation question

Evidence and findings relating the Nepal are structured along the five evaluations questions (EQs): EQ1 on relevance; EQ2 on coherence; EQ3 on EU added value; EQ4 on effectiveness; and EQ5 on efficiency.

EQ1: Relevance

In the context of Nepal, support by the EUAV Initiative to increase community resilience and building capacities of civil society organizations were welcomed. The deployment of volunteers helped HOs to meet the needs of the local communities' capacity building for disaster preparedness and first response during the disasters. The initiative also helped improve HO staff technical skill in areas such as cash-based assistance based on Sphere Standards. Humanitarian principles were seen as relevant when designing, implementation and monitoring of projects.

The EU program also provided the opportunities for the organizations and communities to develop knowledge and professional skills for emergency response to resettlement and early recovery. Volunteers supported Action Aid's Empowering Youth led Volunteers locally led response that aimed to improve resilience by providing training to youths who were doing voluntary work responding to the COVID19 coordinate by local governments.¹⁰⁴

Local communities were involved in DRR project design, implementation and monitoring while promoting the youths (both male and female). Volunteers supported efforts by Caritas Nepal to collect needs assessment data in Saptari, Jhapa and Nawalparasi districts during flood disaster.¹⁰⁵

EQ2: Coherence

Volunteers complemented capacity building interventions funded by EU to help in training local volunteers distributing relief items following disaster events.¹⁰⁶ There were also complementarities since volunteers helped to reinforce humanitarian principles and cross cutting standards cutting within HOs.

ECHO / EC in Nepal has not been actively involved in the EUAV and there was little evidence of added value by the EUAV Initiative for DG ECHO and the rest of the EU Delegation in Nepal.

EQ4: Effectiveness

The EUAV Initiative has supported HOs in various ways, including:

- Improving professional skills of staff, including local volunteers, through supporting training of volunteers in needs assessments and delivery of assistance when

¹⁰⁴ Interview note 14920, 26789

¹⁰⁵ Interview note 42600

¹⁰⁶ Interview notes 14920, 26789

responding to disasters.¹⁰⁷ Contributed to development of a training module on emergency response.¹⁰⁸

- Volunteers have also built the skills of proposal writing for resources mobilization for disaster response and monitoring.
- Supported the development of IEC materials, websites, social media websites and improved report qualities.¹⁰⁹
- Helped in the development of COVID-19 protocols for VIN, which was seen as very timely and relevant support.

Partly as a result of their participation in the EUAV Initiative, HOs received EU newsletters and participated in conferences that covered themes such as environmental education, health and DRR.

Some volunteers were able to develop networks through their participation in the EUAV initiative and SOs based in the EU established new partnerships with HOs.

While EUAV Initiative security protocols were seen to be a necessary component of the EUAV Initiative. The protocols were nevertheless found at times to be unnecessarily strict. One example cited was the requirement that the volunteers be back at station when it was still daylight, which made it difficult to make community visits since there was usually no accommodation available locally that satisfied the EUAV Initiative security protocols. This resulted in frustration amongst both volunteers and HO staff since field visits involving volunteers had to be planned around EUAV security protocols which made it difficult to visit more remote communities and/or spend the necessary amount of time in communities.¹¹⁰

EQ5: Efficiency and cost effectiveness

From the HO perspective, there was a general feeling that the EAUV Initiative represented a good use of financial resources in view of outputs and outcomes¹¹¹.

Volunteers living in communities were hosted by families with small amounts given to the families for their food and accommodation. The approach was found to be cost efficient for both hosting family and the volunteers.

Interviews with HO suggest that local organizations generally were conducting the training at a cheaper rate in comparison to others.

EU rules and reference documents helped smooth implementation of the project and, for local HOs in particular, helped to reinforce standards in assessment, program development and monitoring.

The main operational cost driver for the EUAV Initiative was for accommodation and transportation related to training and capacity building activities. The training was organized at suitable points in the districts which required lower travel costs. The organizations tended to conduct the training in their training facilities which also reduced costs.

¹⁰⁷ Interview notes 49374, 3599, 3700

¹⁰⁸ This was a general statement that many HOs organized local level DRR training. In each training they conducted post training assessments and reported accordingly. Another example is Action Aid's volunteers work for COVID 19 response which has been highly praised. Action Aid's local volunteers work during COVID 19 pandemic. <https://fb.watch/2qJkZgb5t2/>

¹⁰⁹ VIN's Annual report link: <https://www.volunteersinitiativenepal.org/wp-content/uploads/2020/04/VIN-Annual-Report-2019.pdf>

¹¹⁰ Interview notes 37510, 2215, 34727.

¹¹¹ Interview notes 37510, 35599, 48772, 42600, 26879.

Field observations

The national consultant for Nepal conducted a field visit to Manahara Kathmandy to observe a youth-focused intervention supported by the EUAV Initiative which had been restarted after being shut down for three months due to the COVID 19 pandemic. Community level local volunteers conducted needs assessment and presented to Action Aid, which was a EU partner agency. The volunteers also helped with the distribution of food and sanitary items (thermometer, sanitary pads, soaps, hand sanitizer, etc.). Youths interviewed noted that conflicts had arisen during the distributions, but they were able to resolve them. The youths were quite motivated and requested more project management type of training (project design, implementation, monitoring and reporting) and vocational training focusing on DRR (natural disaster in this case). The youth's work was also appreciated by the local government.

4. Challenges

Legal Requirements

The Government of Nepal does not allow any foreigner to work without a valid work permit. While this has been government law, many organizations have been bringing different categories of short time workers (full salary paid or incentive paid volunteers). EU volunteers were found to be working under the current arrangement assigned to different organizations on tourist visas, which is against the law.

Covid-19 pandemic

The COVID19 pandemic cut short volunteer deployments when volunteers were evacuated to their home countries. This had a negative impact on organisations, as volunteers could not complete the action plans they had prepared.

Out of the four partners those were contacted for evaluation shared the information that all three - NCRS, VIN and Caritas had to cut down the EUAV's time due to pandemic. Action Aid was planning to bring in some time during the first quarter of 2020. The deployment has not taken place so far. They were currently discussing on 2021 deployment. Therefore, no interview with Action Aid is taken although their field site visit was done.

Organizations have introduced remote management due to restricted movement and social distancing. Many training and meetings were also virtually carried out. Although they have saved some money but the quality of the events was questionable. Field implementation has been hampered due to lock down for a long period of time (3 months in most of the cases). This issue has negatively affected the program.

Intercultural challenges

Volunteers arrived with insufficient knowledge of the Nepali culture and language, something that subsequently caused stress and frustration amongst both volunteers and HOs. Volunteers complained about the food, which also contributed to tensions.

5. Achievements

HOs who went through the interview process for this exercise agreed that the deployment program was worth continuing. It has many benefits, including the fact that it provides opportunities for HOs staff capacity building, opportunities for learning from individual volunteers and to contributing to well-being of the local communities.

HOs in Nepal have been hosting volunteers deployed under the EUAV Initiative that have successfully supported both their capacity development and their work with communities. For example, Nepal volunteers have assisted Caritas Nepal with improving their project designs,

M&E system revision, communications policy and development of emergency livelihoods guidelines. Volunteers also supported research on early childhood development. Other activities included the preparation of a booklet for life skill education, preparation of a community learning centre operation manual (<https://www.ntclc.org/>), support to Women Business Centre operation), DRR risks and hazards map preparation.

Moreover, volunteers contributed to fulfil capacity gaps in the areas of communications, resources mobilization, monitoring for Caritas, VIN and NRCS.

6. Lessons Learned

- **Adaptability and cultural sensitivity have been a key element during deployments to small national HOs.** Volunteers generally preferred to work with larger organizations with more robust management systems and many struggled to work effectively with small local organisations. Working with small national HOs required “soft skills” in addition to volunteer’s technical skills, which by themselves were not sufficient for a successful deployment. Behavioural competencies and cross-cultural skills were also viewed as important, particularly with smaller HOs.
- There have been **different expectations about what is a “volunteer”**, since in Nepal volunteerism is an altruistic action and volunteers are usually unpaid.
- HOs display different standards of volunteer management despite having gone through a common certification process.

Annex 5. TARGETED SURVEY QUESTIONNAIRES

Survey for EUAV Sending Organisations in the context of the Ex-post Evaluation of the EU Aid Volunteers initiative (EUAV)

Fields marked with * are mandatory.

*

A - Introduction

The EU Aid Volunteers initiative (EUAV) is currently being evaluated (Ex-post evaluation). The evaluation looks at qualitative and quantitative aspects of the implementation of the Regulation including its impact in the humanitarian sector and the effectiveness and efficiency of the initiative.

The present survey is addressed to all EUAV sending organisations having received technical assistance and /or having participated in capacity building projects and/ or having deployed volunteers under the EUAV initiative. The survey focuses on capturing your experience working under the EUAV initiative, the impact of the activities, your perception of the strengths and weaknesses of the initiative as well as recommendations for the improvement of EU volunteering in the humanitarian aid field.

B - General Information about yourself

Confidentiality and data protection

Please note that your personal data will be collected and processed in compliance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001). Please consult the European Commission privacy statement below for detailed information on reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data.

[Privacy_statement.pdf](#)

* B1. Your Organisation

B2. Your Function in the Organisation

B3. Your Name

B4. Your Email Address

* In case we have any further questions, do you agree to be contacted by email?

- Yes
- No

* B5. Did your organisation involve international volunteers in its third country projects before its participation in the EUAV initiative?

- Yes
- No
- Do not know

* B6. Is your organisation working with local volunteers in third countries aside from the EUAV Initiative?

- Yes
- No
- Do not know

* B7. Are you certified as an EUAV sending organisation?

- Yes
- No
- No, but we have applied for certification
- Do not know

* B8. How would you describe the process of certification?

- Simple and straightforward
- Challenging but manageable without assistance
- Challenging and we needed assistance to complete it
- Very cumbersome, the process needs simplification

Feel free to comment on your experience from the certification process:

1000 character(s) maximum

* B9. Have you already deployed EU Aid Volunteers?

- Yes
- No
- No, but we expect to deploy volunteers soon
- Do not know

*

B10. Have you received technical assistance under EUAV with respect to strengthening your volunteer management / deployment capacities?

- Yes
- No
- Do not know

* B11. Has your organisation participated in capacity building projects under the EUAV Initiative?

- Yes
- No
- Do not know

* B12. In which years has your organisation participated in EUAV projects? (select all that apply)

- 2015
- 2016
- 2017
- 2018
- 2019
- 2020

* B13. Have you benefitted from EU funded assistance projects (directly or indirectly) before the EUAV Initiative?

- Yes
- No
- Do not know

If yes, please provide additional details:

1000 character(s) maximum

* B14. Is your organisation an FPA (Framework Partnership Agreement) or FAFA (Financial and Administrative Framework Agreement) partner of DG ECHO ?

- Yes
- No
- Do not know

B15. How did you first learn about the EUAV Initiative? Please briefly explain:

1000 character(s) maximum

B16. How did you find your EUAV consortium partners for the projects in which you participated? Please briefly explain:

1000 character(s) maximum

C – Addressing needs

C1. Why did your organisation participate in the EUAV? Please indicate how important the following reasons were in your decision to participate:

*	Very important	Important	Not so important	Not at all important	No opinion
* To increase our capacity to deploy volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To increase our capacity to deliver humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To increase the visibility of our organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To create new partnerships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other reasons contributed to your decision to participate please explain:

1000 character(s) maximum

C2. In your view, to what extent are the following issues obstacles to delivering EU humanitarian aid via volunteering schemes?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Lack of a structured EU approach to volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Insufficient qualified volunteers for Humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Lack of consistent selection mechanisms for volunteers by different Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Shortcomings in the surge capacity of the humanitarian sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Weak capacity of hosting organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Poor visibility of EU humanitarian action/ solidarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C3. In your view to what extent are the following important for the success of a volunteering scheme such as the EUAV Initiative?

--	--	--	--

*	Very Important	Important	Not so important	Not at all important	No opinion/ Cannot judge
* Support on identifying volunteering opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Development of a platform for communication with volunteers and sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of training of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provisions of capacity building to hosting organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of technical assistance to sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Raising visibility of the EU's humanitarian principles among the stakeholders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increase consistency between the various schemes existing at the Member States level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you think there are other needs that a volunteering scheme like the EUAV needs to address, please specify:

1000 character(s) maximum

C4. To what extent do you agree with the following statements:

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The needs of my organization were sufficiently considered in the design of the project(s) in which we participated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The technical assistance addressed a priority need of my organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The deployment of volunteers addressed an important need of the hosting organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The deployment of volunteers addressed an important need of the local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* The EUAV initiative addresses a clear gap in the humanitarian aid provision by the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organisation would not have been able to deploy international volunteers in third countries without the EUAV Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C5. Please feel free to comment on your answers to questions C1 to C4:

1000 character(s) maximum

D- Meeting goals

D1. Overall, how satisfied are you with the following:

*	Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	No opinion/ cannot judge
* Your overall experience deploying volunteers under the EUAV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The technical assistance received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The certification process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Our experience participating in capacity building projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D2. Please indicate to what extent you agree with the following statements about the EUAV Initiative:

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The EUAV Initiative benefitted my organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV initiative effectively strengthened the EU capacity to deliver humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV increased stakeholders' awareness of the EU humanitarian aid principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV initiative has led to an improvement in the terms and conditions of deployment for volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*					

The EUAV initiative has improved opportunities for EU citizens to volunteer in humanitarian contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV Initiative has increased the visibility of EU Humanitarian Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV Initiative dedicated sufficient attention to the safety of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The tools put in place by the Commission to manage the volunteer cycle (e.g. EUAV platform) were useful for us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Our participation at the initiative has enabled us to form new partnerships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The formation of Trans-European Partnerships facilitated the implementation of projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly comment on your answers:

1000 character(s) maximum

D3. To what extent do you agree with the following statements concerning the technical assistance your organization received under the EUAV Initiative?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The technical assistance we received from our EU partners was of high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It helped us acquire certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It improved our organization's capacity to manage international volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The technical assistance we received generated long-lasting results in our organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide concrete examples of how (if applicable) the EUAV technical assistance projects contributed to developing your organisation's capacity.

1000 character(s) maximum

D4. To what extent do you agree with the following statements concerning the provision of capacity building under the EUAV Initiative?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The capacity building we provided to our partners enabled a sustainable partnership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It generated long-lasting results in our organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It supported mutual learning of sending and hosting organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D5. To what extent do you agree with the following statements concerning your experience with EUAV volunteers:

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The applications received from volunteers were of high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The training provided by the Commission to volunteers was of high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* There was a significant improvement in the knowledge and/or skills of volunteers through training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* There was a significant improvement in the knowledge and/or skills of volunteers through deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV volunteers contributed to the development of the hosting organisation's capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The work of EUAV volunteers directly benefitted the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The work of EUAV volunteers in third countries improved the perception of the EU in local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Volunteers were sufficiently prepared for the local context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The knowledge of EU humanitarian aid principles amongst volunteers increased through their participation in the EUAV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Apprenticeships conducted at our offices were useful for our organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Initiative created an 'esprit de corps' among the participating volunteers that goes beyond the duration of their deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide concrete examples of how (if applicable) your experience with EUAV volunteers benefitted your organisation:

1000 character(s) maximum

D6. To what extent do you agree that the EUAV Platform was useful for the following activities?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Did not use it
* The recruitment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The project management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The promotion of the organisations' activities under the EUAV Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Interactions with other sending and hosting organisations/ Peer-support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Staying up to date concerning the Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* D7. Is your organisation planning to continue deploying international volunteers after the EUAV Initiative?

- Yes
- No
- Not sure
- No answer

D8. Can you provide examples of good and/or bad practices of how the EUAV initiative ensured the safety of volunteers and do you have suggestions with respect to lessons to be learnt in this respect?

1000 character(s) maximum

D9. Please feel free to comment on questions D1 to D8:

1000 character(s) maximum

E- Specific EU Value added and coherence with other initiatives

E1. To what extent do you agree with the following statements?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The EUAV initiative addresses persisting needs in the humanitarian sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* National initiatives of the EU Member States could not have addressed these needs as effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E2. To what extent do you agree that the following provided additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Compensating for insufficient capacity to organise humanitarian volunteering in some Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Widespread EU presence over the world as a way to facilitate the deployment of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Better coordination of international, multi-stakeholder projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The capacity to undertake larger projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of training and deploying volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E3. Please specify any other added value offered by the EUAV in comparison with other volunteering mechanisms:

1000 character(s) maximum

E4. To what extent do you agree that the EU Aid Volunteers Initiative was compatible with and/or contributed positively to the following other activities?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Other EU activities in the field of Humanitarian Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other EU activities in the field of Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other EU activities in the field of Civil Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other volunteering schemes at the EU level (e.g. the European Voluntary Service /Solidarity Corps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other volunteering schemes at the Member States level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other international volunteering schemes (e.g. UN Volunteers, Voluntary Service Overseas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly explain your answers to the previous question:

1000 character(s) maximum

E5. To what extent do you agree with the following statement?

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
The EUAV helped reduce inconsistencies related to international volunteering in the Member States of the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F- Timeliness and Efficiency

F1. Please indicate to what extent you agree with the following statements

*	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge

Participating in the initiative required little administrative burden from our side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial support received was sufficient to implement the technical assistance project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient funding was provided to enable my organisation to deploy EUAV volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time lag between volunteers' application and their deployment in the field was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information and administrative support our organisation received from the Commission/ DG ECHO and EACEA throughout the process was adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The identification of European partners was easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was good coordination between my organisation, the Commission/ DG ECHO, EACEA and other hosting and sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cost per volunteer under the EUAV Initiative was reasonable compared to the benefits of volunteering (your perception)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The formation of Trans-European partnerships lowered the cost of implementing projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F2. Please briefly explain your answers. Feel free to make additional comments on the efficiency of the EUAV Initiative.

1000 character(s) maximum

G - Strengths, Weaknesses and Areas for Improvement - EUAV initiative

G1. Strengths of the EUAV Initiative

Please briefly highlight the strengths of the Initiative (5 bullet points)

1000 character(s) maximum

G2. Weaknesses of the EUAV Initiative

Please briefly highlight any weaknesses of the Initiative (5 bullet points)

1000 character(s) maximum

G3. Areas for Improvement

Please briefly highlight any aspects of the Initiative which could be improved (5 bullet points)

1000 character(s) maximum

H- Comments and suggestions

H1. Please feel free to provide here any further comments you would like to share:

1000 character(s) maximum

End of survey.

Thank you very much for your contribution.

Survey for EUAV Hosting Organizations in the context of the Ex-post Evaluation of the European Aid Volunteers initiative (EUAV)

Fields marked with * are mandatory.

INTRODUCTION

A - Introduction

The European Union Aid Volunteers initiative (EUAV) is currently being evaluated (Ex-post evaluation). The evaluation looks at qualitative and quantitative aspects of the implementation of the Regulation including its impact in the humanitarian sector and the effectiveness and efficiency of the initiative.

The present survey is addressed to all EUAV hosting organisations having received capacity building assistance and /or having hosted volunteers under the EUAV initiative. The survey focuses on capturing your experience with working under EUAV, the impact of the activities, your perception of the strengths and weaknesses of the EUAV initiative as well as recommendations for the improvement of volunteering in the humanitarian aid field.

B - General Information about yourself

Confidentiality and data protection

Please note that your personal data will be collected and processed in compliance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001). Please consult the European Commission privacy statement below for detailed information on reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data.

[Privacy statement.pdf](#)

* B1. Your Organisation

B2. Your Function in the Organisation

B3. Your Name

B4. Your Email Address

* In case we have any further questions, do you agree to be contacted by email?

- Yes
- No

* B5. Did your organisation host international volunteers before its participation in the EUAV Initiative?

- Yes
- No
- Do not know

* B6. Is your organisation working with local volunteers aside from the EU Aid Volunteers Initiative?

- Yes
- No
- Do not know

* B7. Are you certified as an EUAV hosting organisation?

- Yes
- No
- No, but we have applied for certification
- Do not know

* B8. How would you describe the process of certification?

- Simple and straightforward
- Challenging but manageable without assistance
- Challenging and we needed assistance to complete it
- Very cumbersome, the process needs simplification

Feel free to comment on your experience from the certification process:

1000 character(s) maximum

* B9. Have you already hosted EU Aid Volunteers?

- Yes
- No
- No, but we expect to host volunteers soon
- Do not know

* B10. Have you received capacity building assistance under the EUAV Initiative?

- Yes
- No
- Do not know

* B11. If yes, in what fields? (select all that apply)

- Funds management
- Project management
- Human resources management
- Volunteers management
- Others

If others, please briefly explain:

* B12. Have you benefitted from EU funded assistance projects (directly or indirectly) before the EUAV Initiative?

- Yes
- No
- Do not know

If yes, please provide additional details:

1000 character(s) maximum

B13. How did you first learn about the EUAV Initiative? Please briefly explain:

1000 character(s) maximum

B14. How did you find your EUAV sending organisation in the EU? Please explain:

1000 character(s) maximum

C – Addressing needs

C1. Why did your organisation participate in the EUAV? Please indicate how important the following reasons were in your decision to participate:

	Very important	Important	Not so important	Not at all important	No opinion/ Cannot judge

* To increase our capacity to host and manage volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To increase our capacity to deliver humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To better deal with a specific crisis situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To increase our capacity to contribute to the resilience of the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To increase the visibility of our organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To improve, through certification, the public image of the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other reasons contributed to your decision to participate please explain:

1000 character(s) maximum

C2. In your view, to what extent are the following issues obstacles in delivering EU humanitarian aid via volunteering schemes?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Lack of a structured EU approach to volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Insufficient qualified volunteers for Humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Lack of consistent selection mechanisms for volunteers by different Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Shortcomings in the surge capacity of the humanitarian sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Weak capacity of hosting organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Poor visibility of EU humanitarian action/ solidarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C3. In your view to what extent are the following important for the success of a volunteering scheme such as the EUAV Initiative?

	Very Important	Important	Not so important	Not at all important	No opinion/ Cannot judge
* Support on identifying volunteering opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Development of a platform for communication with volunteers and sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of training of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of capacity building to hosting organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of technical assistance to sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Raising visibility of the EU's humanitarian principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increase consistency between the various schemes existing at the Member States level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you think there are other needs that a volunteering scheme like the EUAV needs to address, please specify:

1000 character(s) maximum

C4. To what extent do you agree with the following statements:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The needs of my organisation were sufficiently considered in the design of the EUAV project(s) in which we participated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The capacity building addressed a priority need of my organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The hosting of European volunteers addressed a gap for local human resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* My organisation would not have been able to host international volunteers without the support of the EUAV Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C5. Please feel free to comment on questions C1 to C4:

1000 character(s) maximum

D- Meeting goals

D1. Overall, how satisfied are you with the following:

	Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	No opinion/ Cannot judge
* Your overall experience hosting volunteers under the EUAV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The capacity building received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The certification process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D2. Please indicate to what extent you agree with the following statements about the EUAV Initiative:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* It benefitted my organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It benefitted the local community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It increased our organisation's capacity to provide humanitarian aid to the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It increased our capacity to host and manage volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It helped us form new partnerships extending beyond the implementation of the EUAV projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It contributed to an increase in local volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It dedicated sufficient attention to the safety of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It has led to an improvement in the terms and conditions of volunteers' engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It increased our awareness and understanding of EU humanitarian aid principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* It increased stakeholders' awareness of the EU humanitarian aid principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It effectively strengthened the EU capacity to deliver humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It has improved opportunities for EU citizens to volunteer in humanitarian contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It has increased the visibility of EU Humanitarian Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The tools put in place by the Commission to manage the volunteer cycle (e.g. EUAV platform) were useful for us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Our participation at the initiative has enabled us to form new partnerships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly comment on your answers:

1000 character(s) maximum

D3. To what extent do you agree with the following statements concerning the capacity building your organisation received under the EUAV Initiative?

	Fully Agree	Mostly Agree	Mostly Disagree	Strongly Disagree	Do not know
* The capacity building assistance we received from our EU partners was of high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It helped us acquire certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It improved our organisation's capacity to prepare for disasters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It improved our human resources management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It improved our funds management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It improved our project management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It improved our capacity to manage and host volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It contributed to the development of the skills of our staff and local volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It increased the knowledge of EU humanitarian aid principles amongst our staff and community members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Initial expectations were met by the actual implementation of the capacity building exercises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
---	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Please provide concrete examples of how (if applicable) the EUAV capacity building projects contributed to developing your organisation’s capacity to provide humanitarian assistance:

1000 character(s) maximum

D4. To what extent do you agree with the following statements concerning your experience with EUAV volunteers:

	Fully Agree	Mostly Agree	Mostly Disagree	Strongly Disagree	Do not know
* Upon arrival, the volunteers were sufficiently trained to fulfil their tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Upon arrival, the volunteers had a sufficient understanding of the local context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV volunteers contributed to the development of our organization’s capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The work of EUAV volunteers directly benefitted the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The European volunteers during their presence our organisation were able to develop their skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The knowledge of EU humanitarian aid principles amongst our community members improved through the interaction with the European volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Our organization’s capacity to provide humanitarian assistance improved through the hosting of EUAV volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The hosting exercise contributed to the development of a shared identity (EUAV volunteers, local staff and volunteers, our organisation and the community)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide concrete examples of how (if applicable) the deployment of volunteers at your organisation contributed to developing your organisation’s capacity to provide humanitarian assistance.

1000 character(s) maximum

D5. To what extent do you agree that the EUAV Platform was useful for the following activities?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Did not use it
* The recruitment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The project management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The promotion of the organisations' activities under the EUAV Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Interactions with other sending and hosting organisations/ Peer-support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Staying up to date concerning the Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* D6. Is your organisations planning to continue hosting international volunteers after the EUAV Initiatives?

- Yes
- No
- Not sure
- No answer

D7. Can you provide examples of good and/or bad practices of how the EUAV ensured the safety of volunteers and do you have suggestions with respect to lessons to be learnt in this respect?

1000 character(s) maximum

D9. Please feel free to comment on questions D1 to D7:

1000 character(s) maximum

E- Specific EU Value added and coherence with other initiatives

E1. To what extent do you agree with the following statements?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The EUAV initiative addresses persisting needs in the humanitarian sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* National initiatives of the EU Member States could not have addressed these needs as effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E2. To what extent do you agree that the following provided additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Compensating for insufficient capacity to organise humanitarian volunteering in some Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Widespread EU presence over the world as a way to facilitate the deployment of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Better coordination of international, multi-stakeholder projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The capacity to undertake larger projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E3. Please specify any other added value offered by the EUAV in comparison with other volunteering mechanisms:

1000 character(s) maximum

E4. To what extent do you agree that the EU Aid Volunteers Initiative was compatible with and/or contributed positively to the following other activities?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Other EU activities in the field of Humanitarian Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other EU activities in the field of Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other EU activities in the field of Civil Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Other volunteering schemes at the EU level (e.g. the European Voluntary Service /Solidarity Corps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other volunteering schemes at the Member States level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other international volunteering schemes (e.g. UN Volunteers, Voluntary Service Overseas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly explain your answers to the previous question:

1000 character(s) maximum

E5. To what extent do you agree with the following statement?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
The EUAV helped reduce inconsistencies related to international volunteering in the Member States of the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F- Timeliness and Efficiency

F1. Please indicate to what extent you agree with the following statements

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Participating in the initiative required little administrative burden from our side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The financial support received was sufficient to implement the capacity building project as planned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Sufficient funding was provided to enable my organisation to host EUAV volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The time lag between volunteers' application and their deployment in the field was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*					

The information and administrative support support our organisation received from ECHO throughout the process was adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The support I received from EU partners throughout the process was adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The identification of European partners was easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* There was good coordination between my organisation, ECHO/EACEA and other hosting and sending organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The cost per volunteer under the EUAV Initiative was reasonable compared to the benefits of volunteering (your perception)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F2. Please briefly explain your answers. Feel free to make additional comments on the efficiency of the EUAV Initiative:

1000 character(s) maximum

G - Strengths, Weaknesses and Areas for Improvement - EUAV initiative

G1. Strengths of the EUAV Initiative

Please briefly highlight the strengths of the Initiative(max. 5 bullet points)

G2. Weaknesses of the EUAV Initiative

Please briefly highlight any weaknesses of the Initiative (max. 5 bullet points)

G3. Areas for Improvement

Please briefly highlight any aspects of the Initiative which could be improved (max. 5 bullet points)

H- Comments and suggestions

H1. Please, feel free to provide here any further comments you want to share

1000 character(s) maximum

End of survey.

Thank you very much for your contribution.

Survey for EU Aid Volunteers in the context of the Ex-post Evaluation of the EU Aid Volunteers initiative (EUAV)

Fields marked with * are mandatory.

A - Introduction

The European Union Aid Volunteers initiative (EUAV) is currently being evaluated (Ex-post evaluation). The evaluation looks at qualitative and quantitative aspects of the implementation of the Regulation including its impact in the humanitarian sector and the effectiveness and efficiency of the initiative.

The present survey is addressed to all EUAV volunteers who have been deployed and/or trained under the EUAV initiative. The survey seeks to capture your experience with EUAV, your perceptions of any strengths and weaknesses of the EUAV initiative as well as potential improvements to the process.

B - General Information about yourself

Confidentiality and data protection

Please note that your personal data will be collected and processed in compliance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001). Please consult the European Commission privacy statement below for detailed information on reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data.

[Privacy statement.pdf](#)

B1. Your Name

B2. Your Email

* In case we have any further questions, do you agree to be contacted at this email address?

- Yes
 No

* B3. Age

Only values of at least 0 are allowed

* B4. Gender

- Female
- Male
- Other
- Prefer not to say

* B5. Nationality

- AF - Afghanistan
- AL - Albania
- DZ - Algeria
- AD - Andorra
- AO - Angola
- AG - Antigua and Barbuda
- AR - Argentina
- AM - Armenia
- AU - Australia
- AT - Austria
- AZ - Azerbaijan
- BS - Bahamas
- BH - Bahrain
- BD - Bangladesh
- BB - Barbados
- BY - Belarus
- BE - Belgium
- BZ - Belize
- BJ - Benin
- BT - Bhutan
- BO - Bolivia
- BA - Bosnia and Herzegovina
- BW - Botswana
- BR - Brazil
- BN - Brunei Darussalam
- BG - Bulgaria
- BF - Burkina Faso
- BI - Burundi
- CV - Cabo Verde
- KH - Cambodia
- CM - Cameroon
- CA - Canada
- CF - Central African Republic
- TD - Chad
- CL - Chile
- CN - China

- CO - Colombia
- KM - Comoros
- CG - Congo
- CR - Costa Rica
- HR - Croatia
- CU - Cuba
- CY - Cyprus
- CZ - Czechia
- CI - Côte D'Ivoire
- CD - Democratic Republic of the Congo
- DK - Denmark
- DJ - Djibouti
- DM - Dominica
- DO - Dominican Republic
- EC - Ecuador
- EG - Egypt
- SV - El Salvador
- GQ - Equatorial Guinea
- ER - Eritrea
- EE - Estonia
- SZ - Eswatini
- ET - Ethiopia
- FJ - Fiji
- FI - Finland
- FR - France
- GA - Gabon
- GM - Gambia
- GE - Georgia
- DE - Germany
- GH - Ghana
- GR - Greece
- GD - Grenada
- GT - Guatemala
- GN - Guinea
- GW - Guinea Bissau
- GY - Guyana
- HT - Haiti
- HN - Honduras
- HU - Hungary
- IS - Iceland
- IN - India
- ID - Indonesia
- IR - Iran
- IQ - Iraq
- IE - Ireland
- IL - Israel
- IT - Italy

- JM - Jamaica
- JP - Japan
- JO - Jordan
- KZ - Kazakhstan
- KE - Kenya
- KI - Kiribati
- KW - Kuwait
- KG - Kyrgyzstan
- LA - Laos
- LV - Latvia
- LB - Lebanon
- LS - Lesotho
- LR - Liberia
- LY - Libya
- LI - Liechtenstein
- LT - Lithuania
- LU - Luxembourg
- MG - Madagascar
- MW - Malawi
- MY - Malaysia
- MV - Maldives
- ML - Mali
- MT - Malta
- MH - Marshall Islands
- MR - Mauritania
- MU - Mauritius
- MX - Mexico
- FM - Micronesia
- MC - Monaco
- MN - Mongolia
- ME - Montenegro
- MA - Morocco
- MZ - Mozambique
- MM - Myanmar
- NA - Namibia
- NR - Nauru
- NP - Nepal
- NL - Netherlands
- NZ - New Zealand
- NI - Nicaragua
- NE - Niger
- NG - Nigeria
- KP - North Korea
- MK - North Macedonia
- NO - Norway
- OM - Oman
- PK - Pakistan

- PW - Palau
- PA - Panama
- PG - Papua New Guinea
- PY - Paraguay
- PE - Peru
- PH - Philippines
- PL - Poland
- PT - Portugal
- QA - Qatar
- MD - Republic of Moldova
- RO - Romania
- RU - Russian Federation
- RW - Rwanda
- KN - Saint Kitts and Nevis
- LC - Saint Lucia
- VC - Saint Vincent and the Grenadines
- WS - Samoa
- SM - San Marino
- ST - Sao Tome and Principe
- SA - Saudi Arabia
- SN - Senegal
- RS - Serbia
- SC - Seychelles
- SL - Sierra Leone
- SG - Singapore
- SK - Slovakia
- SI - Slovenia
- SB - Solomon Islands
- SO - Somalia
- ZA - South Africa
- KR - South Korea
- SS - South Sudan
- ES - Spain
- LK - Sri Lanka
- SD - Sudan
- SR - Suriname
- SE - Sweden
- CH - Switzerland
- SY - Syrian Arab Republic
- TJ - Tajikistan
- TZ - Tanzania
- TH - Thailand
- TL - Timor-Leste
- TG - Togo
- TO - Tonga
- TT - Trinidad and Tobago
- TN - Tunisia

- TR - Turkey
- TM - Turkmenistan
- TV - Tuvalu
- UG - Uganda
- UA - Ukraine
- AE - United Arab Emirates
- GB - United Kingdom
- US - United States of America
- UY - Uruguay
- UZ - Uzbekistan
- VU - Vanuatu
- VE - Venezuela
- VN - Viet Nam
- YE - Yemen
- ZM - Zambia
- ZW - Zimbabwe

* B6. What is the highest education level you had reached by the time you joined the EUAV Initiative?

- High School
- Bachelor
- Master
- PhD
- Other

* B7. Your situation with respect to the EUAV Initiative:

- Trained but not selected for deployment
- Trained and selected for deployment but not yet deployed
- Currently deployed
- Former EUAV volunteer, returned after complete assignment
- Former EUAV volunteer, returned after interrupted assignment
- Other

If you selected "Former EUAV volunteer, returned after interrupted assignment" or "Other" in the previous question, please explain:

1000 character(s) maximum

* B8. Country of deployment

List of Countries

* B9. Year of deployment

Only values between 2010 and 2022 are allowed

* B10. Your field of volunteering activity

- Disaster Risk Reduction (DRR)/ Disaster Risk Management
- Finance/ Administration / Human Resources
- Communication
- Project management (PM)
- Gender
- Logistics
- Agriculture
- Education
- Monitoring, evaluation and learning
- Other

If other, please explain:

* B11. How many years of professional experience did you have when you applied to the EUAV Initiative?

- Less than year
- Between 1 and 5 years
- Between 5 and 10 years
- Over 10 years

* B12. Did you have professional experience in the field of humanitarian aid before joining the EUAV Initiative?

- Yes
- No

* B13. How did you learn about the EUAV Initiative?

- From a friend / colleague / another person
- EU websites (DG ECHO / EUAV Platform)
- Website of an EUAV sending organization
- Website of an EUAV hosting organization
- Social Media
- At an event
- In the written press
- On TV and/or radio
- Other

* B14. Did you have experience with other volunteering schemes prior to becoming an EUAV volunteer?

- Yes

No

* B15. If yes, which of the following match your previous experience (select all that apply)

- Volunteer in humanitarian settings
- Volunteer in non-humanitarian settings
- Volunteer deployed in third countries

* B16. Have you worked in the humanitarian aid field following your experience with EUAV?

- Yes
- No, but I intend to
- No, and I do not intend to
- No, and I do not know whether I will

* B17. If yes, please indicate the organisations you have worked for:

- DG ECHO
- Other EU Institutions or Agencies
- Member States
- UN
- International NGO
- National NGO in the field
- Other international organisation
- Private sector
- Other

C – Addressing needs

C1. Why did you participate in the EUAV Initiative? Please indicate the importance of the following reasons for your decision to participate

	Very important	Important	Not so important	Not at all important	No opinion
* As a useful addition to your experience in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To explore the field of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To decide better in what field you wanted to build your career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To build a career in humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* To contribute through volunteering work to addressing crisis situations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other reasons contributed to your decision to participate please explain

1000 character(s) maximum

* C2. Would you have volunteered in humanitarian settings without the EUAV?

- Without the EUAV Initiative, I would probably not have done it
- I would have done it, but the EUAV has facilitated it
- I would have done it whether through this initiative or another means
- I do not know

C3. In your view to what extent are the following needed in a volunteering scheme such as the EUAV Initiative?

	Very Important	Important	Not so important	Not at all important	No opinion
* Support on identifying volunteering opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Development of a platform for communication with volunteers and sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of training of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provisions of training to hosting organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Provision of training to sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Raising visibility of the EU's humanitarian principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increase consistency between the various schemes existing at the Member States level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you think there are other needs that a volunteering scheme like the EUAV needs to address, please specify

1000 character(s) maximum

C4. Please feel free to comment on questions C1 to C3

1000 character(s) maximum

D- Meeting goals

D1. To what extent do you agree with the following statements

	Strongly agree	Mostly Agree	Mostly Disagree	Strongly Disagree	No opinion / Cannot judge
* I received good quality training through the initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* During the deployment I gathered experience that contributed to my career development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The experience allowed me to build valuable personal relations with other volunteers and people working in the humanitarian field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* I felt safe throughout my deployment under the EUAV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* I received sufficient information through the EUAV on safety issues and how to deal with them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D2. To what extent do you agree that the EUAV contributed to the following?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion / Cannot judge
* Increasing your knowledge on humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Development of your skills to provide humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing your knowledge on humanitarian principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing your knowledge of the reality on the field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing the EU capacity to provide humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing the resilience of disaster affected communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing stakeholders' awareness of the EU humanitarian aid principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Confirming or increasing your desire to work in the field of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing the capacities of sending organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Increasing the capacities of hosting organisations to deliver humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Improving the terms and conditions of volunteers' engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Fostering volunteering in third countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D3. Please provide concrete examples of how (if applicable) the EUAV contributed to developing your competences and/or skills in humanitarian assistance

1000 character(s) maximum

D4. Please indicate to what extent you agree with the following statements

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion / Cannot judge
* My work as a volunteer benefited the hosting organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* My work as a volunteer benefited the local population	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV Initiative dedicated sufficient attention to the safety of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV Initiative contributed to creating an "esprit de corps" among the participating volunteers, going beyond the duration of their deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* When arriving on location there was a good match between my skills as a volunteer and the needs of the hosting organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The EUAV Initiative contributed to making sure that my skills as a volunteer matched the needs of the hosting organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* My sending organisation was sufficiently supported by the EUAV Initiative to facilitate my participation as a volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* My hosting organisation was sufficiently prepared to host me as a volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Volunteering presented a positive picture of the European Union in communities where volunteers serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* There was a good coordination between the different instances implied in the volunteering, in particular between the EU, the sending organisation, the hosting organisation and me as a volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D5. To what extent were you satisfied with the quality and usefulness of the following aspects of your experience under the EUAV Initiative?

	Very satisfied	Rather satisfied	Rather dissatisfied	Fully dissatisfied	No opinion/ Cannot judge
* Central training provided by DG ECHO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Pre-deployment training provided by the sending organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* In country-induction training provided by the hosting organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Mentoring support provided by my sending organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Mentoring support provided by my hosting organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Debriefing by sending organization after deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* D6. Have you continued to work or volunteer in the humanitarian aid field?

- Yes
- No
- Prefer not to say

* D7. If yes, did the EUAV Initiative contribute to this?

- Yes
- No
- Do not know

D8. Can you provide examples of good and/or bad practices of how the EUAV ensured the safety of volunteers and do you have suggestions with respect to lessons to be learnt in this respect

1000 character(s) maximum

* D9. After your deployment, did you remain in contact with other volunteers that have participated in the initiative?

- Yes
- Yes but only for a short period of time
- No

D10. To what extent do you agree with the following statements about the EUAV Platform:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Did not use it
* It was useful for acquiring information on the initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It was useful for getting in contact with other volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* It was useful for finding a deployment opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D11. Please feel free to comment on questions D1 to D9

1000 character(s) maximum

E- Specific EU Value added and coherence with other initiatives

* E1. Are you familiar with other volunteering schemes in the field of humanitarian aid?

- Yes
- No

If yes, which ones?

200 character(s) maximum

E2. To what extent do you agree with the following statements?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* The EUAV initiative addresses persisting needs in the humanitarian sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* National initiatives of the EU member states could not have addressed these needs as effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
--	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

E3. To what extent do you agree that the following provided additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
* Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Compensating for insufficient capacity to organize humanitarian volunteering in some Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Widespread EU presence over the world as a way to facilitate the deployment of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Better coordination of international, multi-stakeholder projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The capacity to undertake larger projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E4. Please specify any other **added value** offered by the EUAV in comparison with other volunteering mechanisms

1000 character(s) maximum

* E5. Would you say that there were complementarities between the EUAV Initiative and other EU activities in the field (e.g. Civil Protection mechanism) or other volunteering schemes (e.g. European Voluntary Service, Solidarity Corps, UN Volunteers or Member states volunteering schemes)?

- Yes
- No
- Do not know

Please briefly explain

1000 character(s) maximum

F- Timeliness and Efficiency

F1. Please indicate to what extent you agree with the following statements:

	Strongly Agree	Mostly Agree	Mostly Disagree	Strongly Disagree	No opinion/ Cannot judge
* Participating in the initiative required little administrative burden from my side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The time lag between application and deployment in the field was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* My financial costs for participating in the initiative were sufficiently covered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The support I received from the EUAV Initiative throughout the process was adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* I find the overall cost of volunteering under the EUAV Initiative reasonable compared to the benefit for the volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* I find the overall cost of volunteering under the EUAV Initiative reasonable compared to the benefit for the local populations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F2. Please briefly explain your answers. Feel free to make additional comments on the efficiency of the EUAV Initiative.

1000 character(s) maximum

G - Strengths, Weaknesses and Areas for Improvement - EUAV initiative

G1. Strengths of the EUAV Initiative

Please briefly highlight the strengths of the Initiative(max. 5 bullet points)

1000 character(s) maximum

G2. Weaknesses of the EUAV Initiative

Please briefly highlight the weaknesses of the Initiative(max. 5 bullet points)

1000 character(s) maximum

G3. Areas for Improvement of the EUAV Initiative

Please briefly highlight any aspects of the Initiative which could be improved (max. 5 bullet points)

1000 character(s) maximum

H- Comments and suggestions

H1. Feel free to provide here any further comments about the Initiative you would like to share:

1000 character(s) maximum

End of survey.

Thank you very much for your contribution.

Survey for EU Member States in the context of the Ex-Post Evaluation of the EU Aid Volunteers Initiative (EUAV)

Fields marked with * are mandatory.

A - Introduction

The EU Aid Volunteers initiative (EUAV) is currently being evaluated (Ex-post evaluation). The evaluation looks at qualitative and quantitative aspects of the implementation of the Regulation including its impact in the humanitarian sector and the effectiveness and efficiency of the initiative.

The EUAV aimed at setting up a "framework for joint contributions from young Europeans to the Humanitarian Aid operations of the Union". More specifically, the initiative pursued the following 5 operational objectives:

1. Contribute to increasing and improving the capacity of the Union to provide humanitarian aid.
2. Improve the skills, knowledge and competences of volunteers in the field of humanitarian aid and the terms and conditions of their engagement.
3. Build the capacity of hosting organisations and foster volunteering in third countries.
4. Communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid.
5. Enhance coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations.

In a nutshell, the activities of the Initiative included the recruitment, training and deployment of volunteers from the European Union to third countries. The volunteers are being recruited by a sending organisation based in the EU and certified by the initiative, and hosted by a host organisation based in a third country. (Potential sending and hosting organisations have also access to technical assistance and capacity building activities). One of the objectives of the organisation-targeted activities is to support the certification process for potential sending and hosting organisations.

After a pilot phase from 2011 to 2014, the legislation establishing the initiative was adopted in its current form in 2014. The first calls were launched in 2015, the first trainings were organized in 2016 and the first volunteer deployments took place end of 2016. As of today, over 1000 volunteers have been trained and 788 have been deployed.

B - General information about yourself

Confidentiality and data protection

Please note that your personal data will be collected and processed in compliance with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001). Please consult the European Commission privacy statement below for detailed information on reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data.

[Privacy statement.pdf](#)

B1. Your country:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czechia
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden

B2. Your Ministry/Department:

B3. Your name:

B4. Your position:

B5. Your Email Address

* B6. In case we have any further questions, do you agree to be contacted at this email address?

- Yes
- No

* B7. You are a member of the:

- Humanitarian Aid Committee (HAC)
- Working Party on Humanitarian Aid and Food Aid (COHAFA)
- Working Party on Civil Protection (PROCIV)
- Other Committee or Working Party that is relevant to the EUAV Initiative
- None of the above

* B8. Are you familiar with the EU Aid Volunteers initiative?

- Yes
- No

If you are unfamiliar with the EUAV initiative please click on the link (http://ec.europa.eu/echo/what/humanitarian-aid/eu-aid-volunteers_en) where you can find additional information about this initiative.

* B9. If yes, have you in the past consulted the following? (please select all that apply)

- The EUAV website
- The annual reports of the EUAV Initiative
- The report on the interim evaluation of the EUAV Initiative
- The EUAV newsletter

* B10. Does the Member State you represent have a national volunteering scheme comparable to the EUAV Initiative?

- Yes
- No
- Do not know

If yes, please provide some details on the existing national schemes:

1000 character(s) maximum

C - Addressing needs

* C1. Overall, how relevant have you found the EUAV initiative as an instrument to provide humanitarian assistance in the current EU humanitarian system?

- Highly relevant
- Relevant
- Not so relevant
- Not at all relevant
- Cannot judge / No opinion

C2. How relevant do you consider the operational objectives of the EUAV?

Operational objectives EUAV (Art. 7)	Highly relevant	Relevant	Not so relevant	Not at all relevant	Cannot judge / No opinion
* Contribute to increasing and improving the capacity of the Union to provide humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Improvement of the skills of volunteers in the field of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Improving the terms and conditions of their engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building the capacity of hosting organizations in third countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Fostering volunteering in third countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Communicating the Union's humanitarian aid principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Enhancing coherence and consistency of volunteering across Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments related to the **relevance** of EUAV and / or to your ratings:

1000 character(s) maximum

D - Meeting goals

D1. To what extent do you agree that the EUAV Initiative has contributed to the following?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Cannot judge / No opinion
Strengthening the capacity of the Union to provide needs-based humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening the capacity and resilience of vulnerable or disaster-affected communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing the visibility of the European Union's humanitarian values and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving the opportunities for EU citizens to volunteer in humanitarian contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing the opportunities for EU citizens to volunteer in humanitarian contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E - Specific EU Value added and coherence with other initiatives

E1. To what extent do you agree to the following statement on EU added value?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Cannot judge / No opinion
* What the EUAV initiative aims to achieve cannot be achieved by Member States acting at national/regional level or through the initiatives of other actors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* What the EUAV initiative aims to achieve cannot be achieved through the initiatives of other non-EU actors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E2. At which level do you think a volunteering scheme focused on the provision of humanitarian aid in third countries is best provided at? (select all that apply)

- The EU level
- The Member States level
- The UN level

Please provide any additional comments related to the **EU added value** of EUAV and/or to your ratings:

1000 character(s) maximum

E3. To what extent do you agree that the following provide additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Cannot judge / No opinion
* Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Compensating for insufficient capacity to organise humanitarian volunteering in some Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Widespread EU presence over the world as a way to facilitate the deployment of volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Better coordination of international, multi-stakeholder projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* The capacity to undertake larger projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of humanitarian aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Technical knowledge of the EU in terms of training and deploying volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E4. Please specify any other **added value** offered by the EUAV in comparison with other volunteering mechanisms

1000 character(s) maximum

E5. To what extent do you agree that the EU Aid Volunteers Initiative was compatible with and/or contributed positively to the following other activities?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Cannot judge / No opinion
* Other EU activities in the field of Humanitarian Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other EU activities in the field of Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other EU activities in the field of Civil Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other volunteering schemes at the EU level (e.g. the European Voluntary Service/Solidarity Corps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other volunteering schemes at the Member State level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Other international volunteering schemes (e.g. UN Volunteers, Voluntary Service Overseas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please briefly explain:

1000 character(s) maximum

E6. To what extent do you agree with the following statement concerning the cost of the EUAV?

	Strongly agree	Rather agree	Rather disagree	Strongly disagree	Cannot judge / No opinion
The overall cost of the EUAV is reasonable given its benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is more cost effective to organise such an initiative at EU than at the Member States level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F - Strengths, Weaknesses and Areas for Improvement - EUAV initiative

Based on your experience and knowledge about the EUAV initiative please indicate briefly the strengths and weaknesses of EUAV as well as the areas for improvement.

F1. Strengths of the EUAV Initiative

Please briefly highlight the strengths of the Initiative (max. 5 bullet points):

F2. Weaknesses of the EUAV Initiative

Please briefly highlight any weaknesses of the Initiative (max. 5 bullet points):

F3. Areas for Improvement

Please briefly highlight any aspects of the initiative which could be improved (max. 5 bullet points):

G - Comments and suggestions

G1. Feel free to provide here any further comments you want to share:

1000 character(s) maximum

End of survey

Thank you very much for your valuable contribution to the EUAV Ex-Post Evaluation!

Annex 6. SURVEY RESULTS

Altogether, four targeted surveys were prepared in the context of this evaluation: one for EUAV Volunteers, one for EUAV sending organisations, one for EUAV hosting organisations and one for EU Member states. Details on each of the targeted stakeholders' group are provided below:

1. EUAV Volunteers: This group includes people trained but not deployed, people about to be deployed, apprentices, currently deployed volunteers, and returned volunteers.
2. EUAV Sending Organisations: This group includes all EU based organisations that have been certified and/or have received technical assistance and/or have provided specific technical assistance under the EUAV Initiative.
3. EUAV Hosting Organisations: This group includes organisations based in third countries that have received capacity building assistance and/or have been certified and/or have deployed volunteers or are in the process of doing so.
4. EU Member States: This group includes all Member States representatives that are members of the Working Party on Humanitarian Aid and Food Aid (COHAFA).

The questions of the surveys were formulated based on the judgement criteria and indicators and built on the surveys conducted as part of the interim evaluation. The surveys have provided significant evidence on the perception of the different stakeholders on the five evaluation questions and have facilitated the identification of the benefits, challenges and areas for improvement at the different stages of the Initiative. Details on each of the surveys, as well as a presentation of the results are provided in the following sections of this annex.

Figure 8 – Phasing of Surveys



The surveys were launched on the 2nd of November 2020 using the EU Survey Platform and remained open until the 26th of November. A detailed phasing of the surveys is shown in . All surveys were published in English. The surveys for sending and hosting organisations were also published in French, following the request of several organisations. Survey questionnaires for sending and hosting organisations were distributed by ADE, while questionnaires for volunteers and COHAFA members were distributed by the DG ECHO EU Aid Volunteers Team.

Communication Strategy

A high level of participation by all groups and sub-groups of targeted stakeholders was necessary to allow for a robust analysis to be conducted. A communication strategy, detailed below, was thus developed to facilitate and foster participation and to ensure that all relevant groups of stakeholders are properly reached:

1. A simple and concise formulation of survey questions that resonates with the experiences of specific stakeholder groups, as confirmed by testing.
2. Use of the EU Survey Platform for the launch of the surveys. The tool is user-friendly, mobile usable and complies with the GDPR requirements of the European Union.
3. Extension of the surveys' deadline to allow sufficient time for all interested stakeholders to participate.
4. Sending of two reminders to the targeted stakeholders for the completion of the surveys, the first one after a week from the launch of the survey and the second one after the end of the Initial deadline to inform the targeted stakeholders about the deadline's extension.

5. Encouragement of sending and hosting organisations receiving the survey to share it with all of their partners to ensure that all relevant stakeholders are reached. In some cases, mainly due to staff turnover, the contact details of EUAV focal points within participating organisations provided to the Evaluation team were outdated, as revealed by the large number of undelivered survey invitations.
6. Encouragement of targeted stakeholders contacted for interviews to complete the surveys and share them within their respective networks (volunteers with other volunteers they had worked with, hosting and sending organisations with their project partners, as well as with volunteers they trained/deployed or hosted).
7. Identification of possible “supporters” (e.g. VOICE) to stimulate participation to the surveys amongst their member base.

Response Rate and Sample Representativeness

The surveys for volunteers, sending and hosting organisations achieved a high response allowing to acquire a highly representative sample as indicated by a comparison of key population and sample variables.¹¹² The response rate to the Member States survey was very low, with only 4 representatives having participated. The table below summarises the responses received per each targeted group and provides key information for each of the surveys conducted.

ID	Target Group	Number of stakeholders ¹¹³	Total number of targeted stakeholders having responded ¹¹⁴¹¹⁵	Remarks
1	EUAV Volunteers	1,065	304 (28.5%)	DG ECHO invited the stakeholders and conducted the follow-up. The survey was available in English.
2	EUAV Sending Organisations	54 certified organisations	46 of which 29 were certified (53.7%) ¹¹⁶	ADE invited the stakeholders and conducted the follow-up. The survey was available both in English and French.
3	EUAV Hosting Organisations	233 certified organisations	129 of which 85 were certified (36.5%) ¹¹⁷	ADE invited the stakeholders and conducted the follow-up. The survey was available both in English and French.
4	EU Member States	27	4 (14.8%)	DG ECHO invited the stakeholders and conducted the follow-up. The survey available in English.

The respondents provided their answers to open questions in English, French, Spanish and Italian. When deemed relevant, comments extracted from the surveys that were submitted in languages other than English, are presented throughout this report as translated in English by the Evaluation Team. A complete summary of the results of the different surveys are presented hereunder in

¹¹² Details on the representativeness of the sample are provided separately for each survey in the following sections of this annex.

¹¹³ The numbers presented in this column were last updated in September 2020. The numbers of sending and hosting organisations only concern a subgroup of the targeted stakeholders (those that were certified). An accurate estimate of the total population of these groups could not be acquired on the basis of the available data.

¹¹⁴ The numbers in this column include direct submissions on the EU Survey Platform, submissions provided in word format and submissions to a limited set of questions via email.

¹¹⁵ It must be noted that there is a divergence between the number of responses received per survey and the number of stakeholders reached. This is due to several reasons. In the case of the survey for EUAV volunteers, 4 volunteers replied twice: 2 of them providing identical answers both times and two of them providing feedback separately for each of the two deployments they participated in. In the case of the survey for sending organisations, we received 4 responses from 3 hosting organisations (1 HO submitted their response twice), and 2 responses from a single sending organisation (from different staff members). In addition, we received the feedback of one organisation via email. In the case of the survey for hosting organisations, 1 organisation responded 3 times giving identical answers and the answers of three organisations having responded to the SO survey were considered – when possible – as part of this survey. A detailed explanation of the methodology used to address the issue of multiple responses by individuals/organisations is provided in the subsections of this annex dedicated to the presentation of each individual survey.

¹¹⁶ The percentage presented here captures the share of certified organisations (a subgroup of the targeted stakeholders) reached and does not reflect the share of the total targeted stakeholders reached. Due to limitations in the available data, the total number of targeted stakeholders pertaining to this group could not be accurately estimated.

¹¹⁷ See footnote 5.

sections 1, 2, 3 and 4 of this Annex. Selected findings are also systematically integrated in the body of the evaluation.

Expected Risks, Challenges, and Mitigation Strategies

An early identification of risks and the use of effective mitigation strategies allowed to successfully tackle the challenges that survey data collection entailed:

1. **Low response rate:** A high response rate was necessary to allow for a meaningful analysis, in particular for hosting and sending organisations, and also for EU Member States representatives, for which population was already very small. Thanks to the tools employed by the Evaluation Team, as detailed under the communication strategy section above, a sufficiently high response rate was achieved for the surveys for volunteers and sending and hosting organisations. The response rate to the Member States survey was however very low, with only 4 representatives having participated. To address the resulting gap in data concerning the perceptions of EU Member States, the evaluation team employed a series of additional tools, including the organisation of DEVE Committee MEPs involved in the negotiations for the new branch of the Initiative under the European Solidarity Corps. The focus group was attended by representatives from 4 of the political groups of the European Parliament¹¹⁸, including 2 MEPs, allowing for the collection of substantial evidence on the perspective of parliamentarians.
2. **Biased responses:** Different sub-groups for each targeted stakeholder group may have different perceptions of the Initiative and their insufficient identification and targeting may result in a biased analysis (for example, volunteers who have completed their deployment and volunteers who are yet to be deployed or whose deployment has been interrupted). For this reason, a series of questions were incorporated in the surveys to enable the systematic identification of each sub-group, verify the representativeness of the sample and examine the need of applying post-stratification weights. As explained below, the comparison of key population and sample variables, revealed that a highly representative sample was acquired for volunteers, sending and hosting organisations.

¹¹⁸ The 4 political groups represented were the group of the European People's Party, the Group of the Progressive Alliance of Socialists and Democrats in the European Parliament, the Group of the Greens/European Free Alliance and the European Conservatives and Reformists Group.

6.1 Responses to the Survey for EUAV Volunteers

This survey targeted EUAV Volunteers. Between 2016 and September 2020, there had been 1065 volunteers trained and/or deployed under the EUAV Initiative.

A total of 308 responses were received for this survey representing 304 different volunteers. We therefore estimate a response rate of about 28.5%. It must be noted however, that during interviews with volunteers, some of them remarked that they had not received the survey, while others mentioned that it had been placed in their spam folder which may indicate that a significant number of volunteers wasn't reached at all by the survey.

Four volunteers replied twice to the survey: 2 of them provided identical answers both times and two of them provided feedback separately for each of the two deployments they had participated in. For the two volunteers that had provided identical answers, only their latest submission was considered. Answers from volunteers who had responded twice referring each time to a different deployment were treated separately, except in the case of identification questions (not connected with their deployment experience). The latter were only counted once.

When comparing the population variables of respondents with the population basis data, as analysed based the insurance data provided by EACEA, it becomes clear that they align quite well so that the quality and solidity of survey data can be confirmed. A brief comparison with population variables is presented under certain identification questions where this was deemed relevant. All in all, the data built a solid basis of information about the perception of the volunteers on the different phases of the Initiative and the evaluation team saw many of the findings of field missions and interviews with volunteers and project partners confirmed through the survey.

Important remarks:

The number of respondents varies across questions, as sometimes no answer was provided by a respondent in relation to a specific item. Depending on the answers to previous questions, certain questions were hidden, to prevent confusion, if the volunteers had stated that they had not experienced the aspect of the Initiative addressed by these questions. Moreover, as explained earlier, for the two volunteers replying separately for their different experiences, in some cases both responses were counted while in others only once.

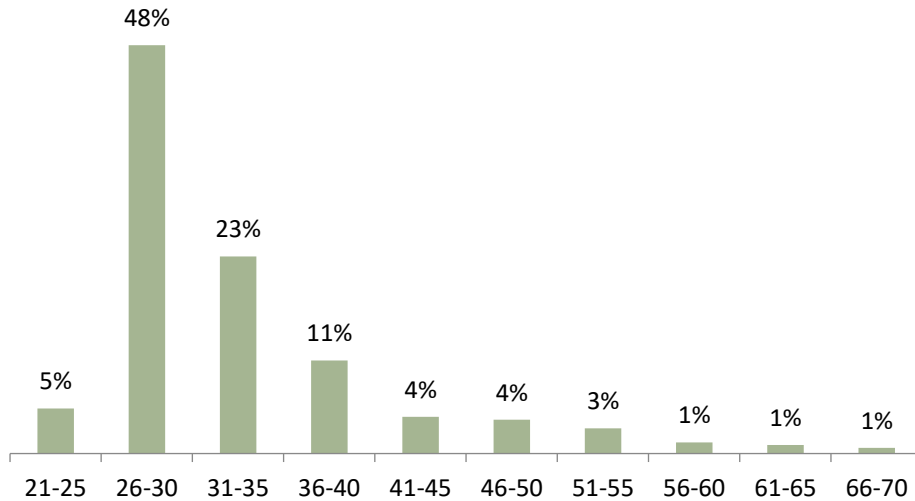
Percentages may not add up to a 100% in some questions whereby, multiple responses were possible.

All figures in tables have been rounded to one decimal place and all figures in graphs to the nearest unit.

Section B – Identification questions

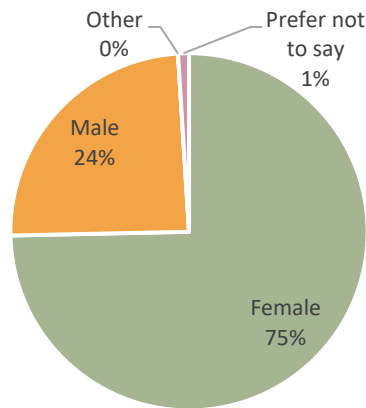
B3. Current age of respondents

A total of 304 of responses were considered for this question. The youngest respondent was 23 and the eldest was 69.



B4. Gender of respondents

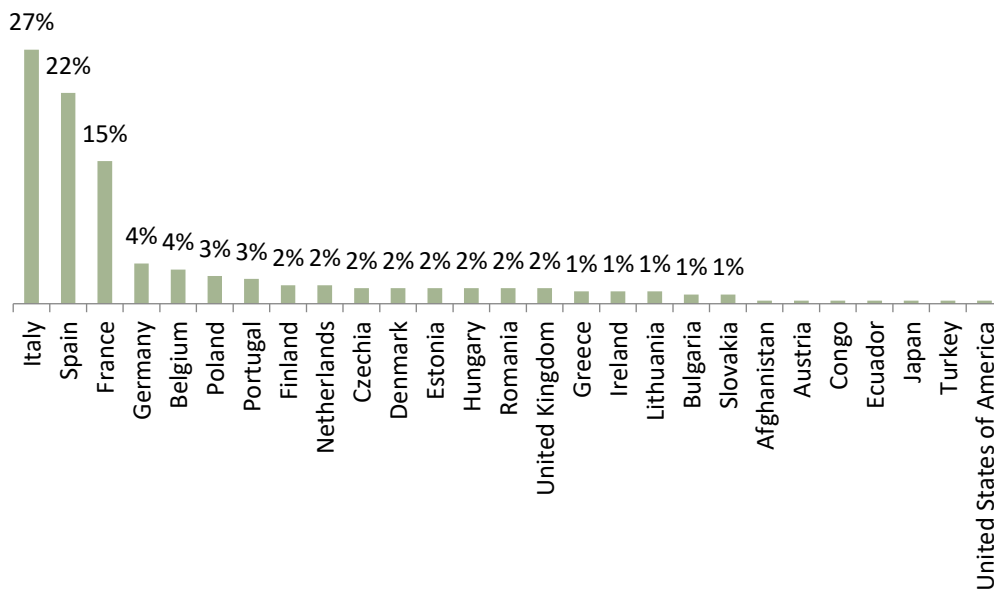
A total of 304 of responses were considered for this question.



Representativeness remark: According to the insurance data, 72.4% of volunteers deployed were female.

B5. Nationality of respondents

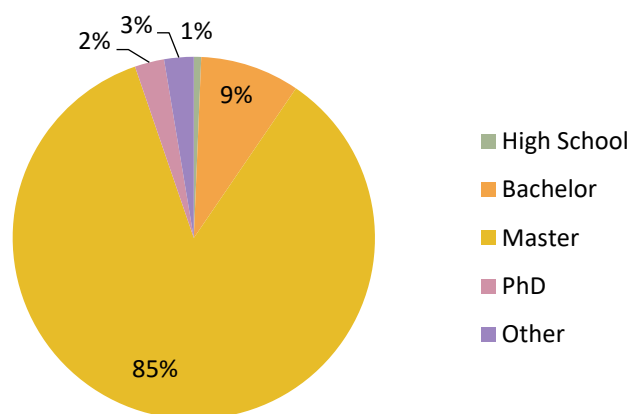
A total of 304 of responses were considered for this question.



Representativeness remark: The distribution of nationalities in the sample appears to closely match that of the population. For example, according to the insurance data, 29% of deployed volunteers were from Italy, 22% from Spain and 16% from France (see graph xx for more details). Out of the 34 nationalities having been deployed as part of the EUAV initiative, the following were not represented in the sample (British West Indies, Cyprus, Luxembourg, Mali, Philippines, Senegal, Slovenia, Sweden, Switzerland and Ukraine). For all of these nationalities there has only been one volunteer deployed except for Cyprus (2 volunteers) and for Sweden (5 volunteers). Our sample also included volunteers from Ecuador and Afghanistan that were trained but not selected for deployment which explains why they do not appear in the insurance data do not appear in the insurance data.

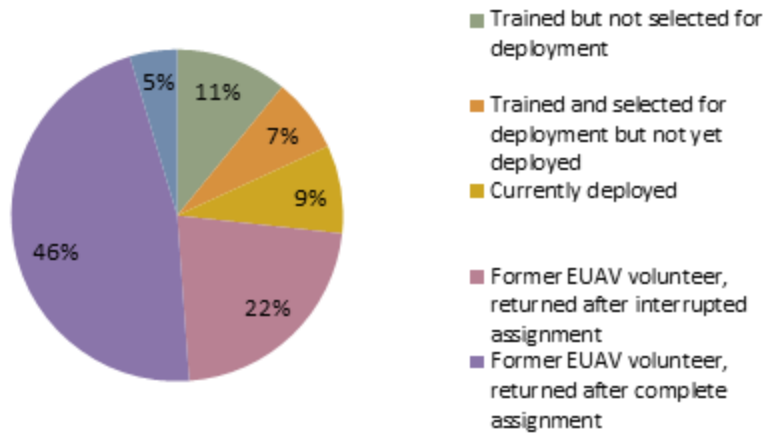
B6. What is the highest education level you had reached by the time you joined the EUAV Initiative?

A total of 304 of responses were considered for this question.



B7. Your situation with respect to the EUAV Initiative:

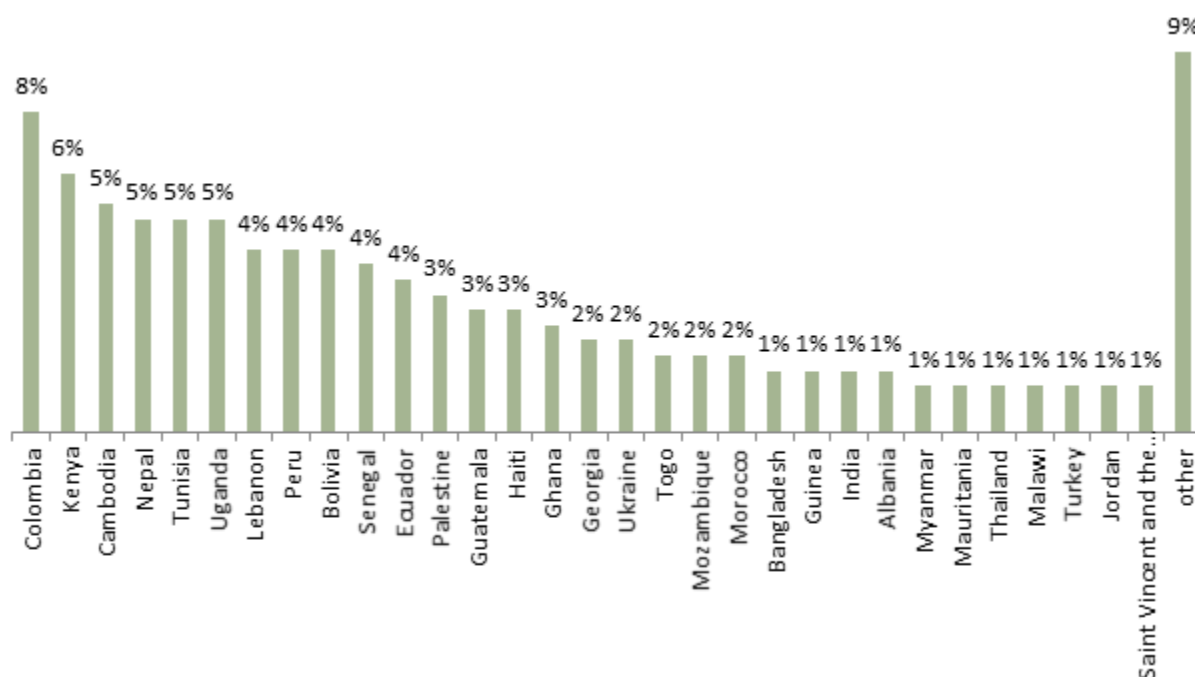
A total of 304 of responses were considered for this question.



As part of question B7 respondents were asked to comment on their answers if they had selected “Former EUAV volunteer, returned after interrupted assignment” or “other”. A total of 66 explanations were provided by those having selected the former and 14 by those having selected the latter. Most of the volunteers indicated the COVID pandemic (31 respondents) or the finding of a new job (10 respondents) or personal reasons (8 respondents) as the causes of the interruption of their deployment with the rest suggesting that it was due to a dissatisfaction with their experience at the hosting organisation. Two volunteers indicated that their deployment was interrupted after the Commission’s decision. Amongst those who selected other the majority indicated that they had declined their offers due to irregularities in the sending and hosting organisations. A few indicated that they had been redeployed.

B8. Please select your country of deployment:

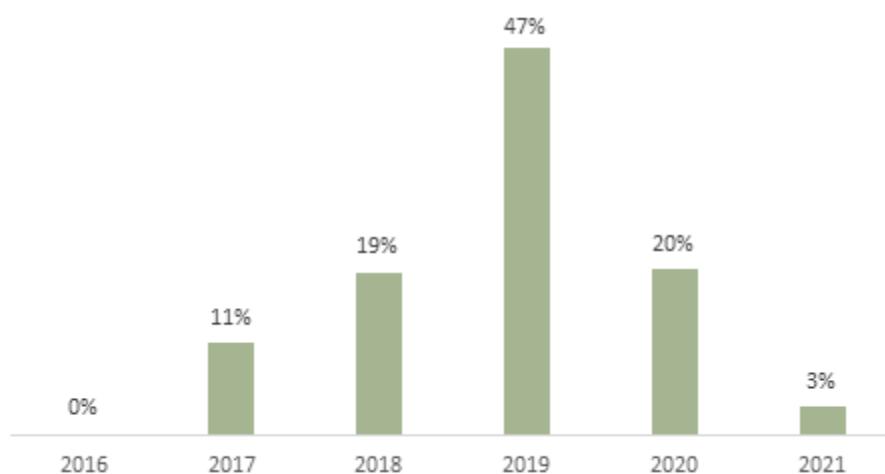
A total of 273 of responses were considered for this question. In the graph below, countries where only one or 2 volunteers have been deployed have been included in the category other. Among those with 2 volunteers represented in the sample were Ethiopia, Sierra Leone, Rwanda, El Salvador, Burkina Faso, Tanzania, Philippines, Honduras and Italy. Among those with only 1 volunteer represented in the sample were Mali, Montenegro, Bosnia and Herzegovina, Liberia, Viet Nam, Zambia and Spain.



Representativeness remark: The distribution of countries of deployment in the sample appears to closely match that of the population. Out of the 61 countries where deployments appear to have happened, the following were not represented in the sample: Algeria, Angola, Brazil, Kosovo, Kyrgyzstan, Moldova, Mongolia, Nicaragua, Sri Lanka and Tajikistan.

B9. Please select the year of your deployment:

A total of 273 of responses were considered for this question.

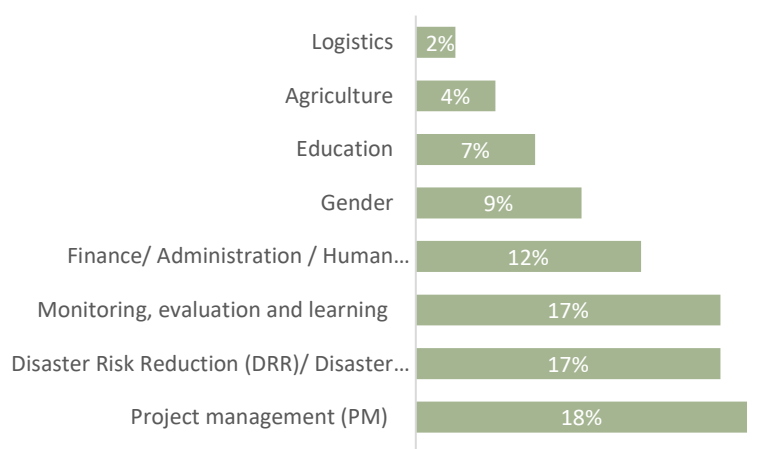


Representativeness remark: There appears to be a small underrepresentation of years prior to 2019 and an overrepresentation of more recent deployments. None of the 5 volunteers deployed in 2016 responded to the survey.

Year	Number of volunteers deployed	Share of deployments
2016	5	0.6%
2017	141	17.8%
2018	186	23.5%
2019	375	47.4%
2020	81	10.2%
2021	3	0.4%

B10. Please select your field of volunteering activity:

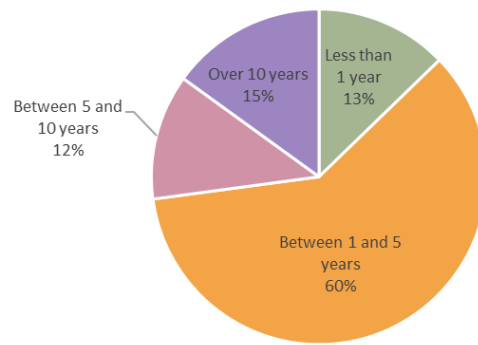
A total of 273 of responses were considered for this question. Respondents could select more than one field of activity. Respondents selecting the option other, were asked to specify the other fields in which they were involved. A summary of their responses is provided in the box below.



Some of the most common fields reported were nutrition and health, protection, climate change adaptation and environment, human rights, advocacy. Other fields were LRRD, data analysis, agriculture, volunteers' management and organisational development/capacity building.

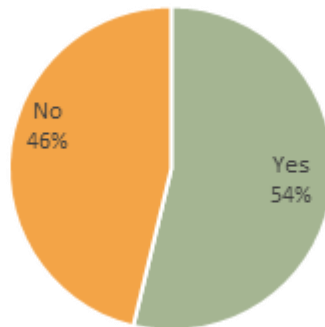
B11. How many years of professional experience did you have when you applied to the EUAV Initiative?

A total of 306 of responses were considered for this question.



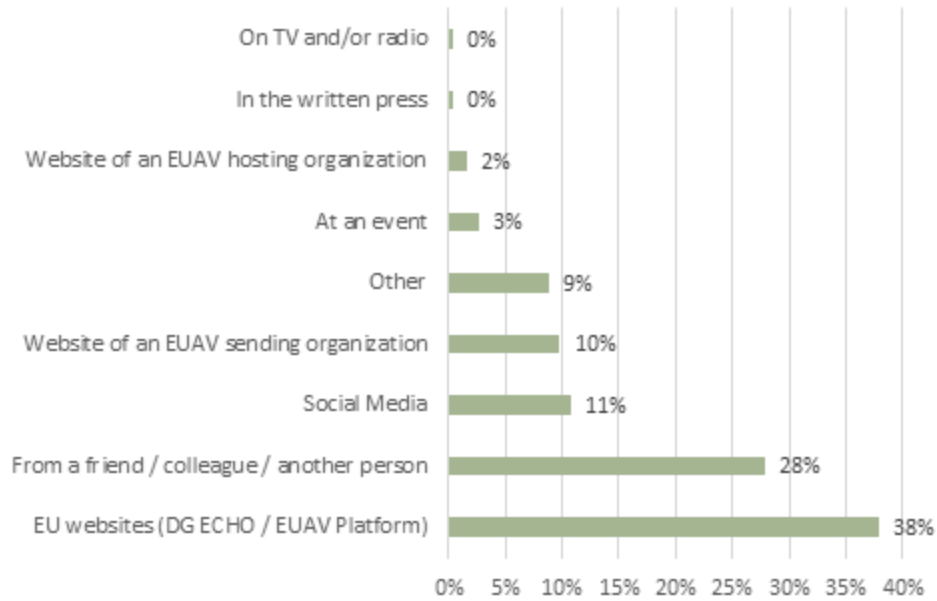
B12. Did you have professional experience in the field of humanitarian aid before joining the EUAV Initiative?

A total of 306 of responses were considered for this question.



B13. How did you learn about the EUAV Initiative?

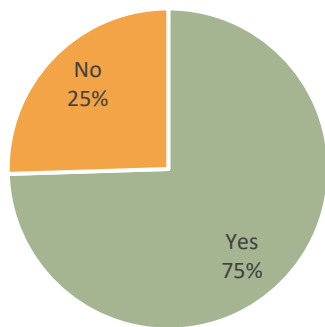
A total of 306 of responses were considered for this question.



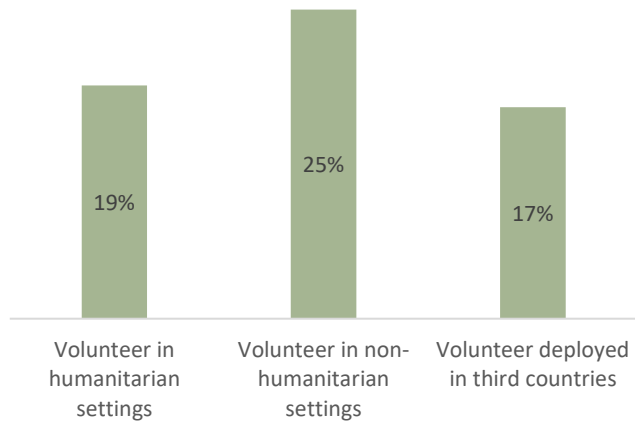
B14. Did you have experience with other volunteering schemes prior to becoming an EUAV volunteer? B15. If yes, which of the following match your previous experience (select all that apply)?

The total numbers of responses to question B14 was 306. Respondents having selected options “yes” were presented with question B15. The total number of responses to question B15 was 228.

Did you have experience with other volunteering schemes prior to becoming an EUAV volunteer?

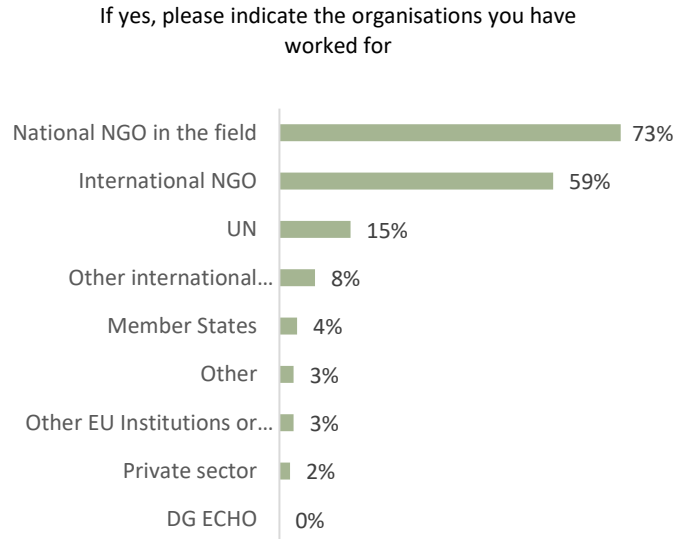
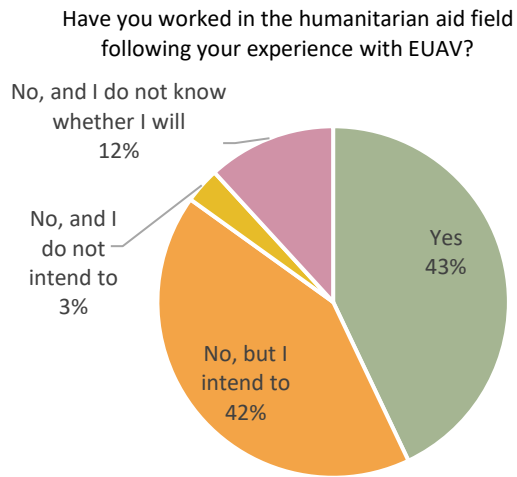


If yes, which of the following match your previous experience (select all that apply)?



B16. Have you worked in the humanitarian aid field following your experience with EUAV? B17. If yes, please indicate the organisations you have worked for:

The total numbers of responses to question B16 was 306. Respondents having selected the option “yes” were presented with question B17. The total number of responses to question B17 was 131.



Section C – Relevance

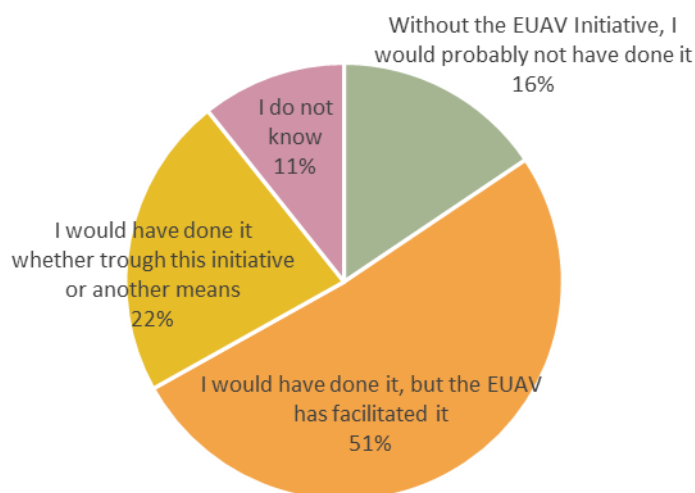
C1. Why did you participate in the EUAV Initiative? Please indicate the importance of the following reasons for your decision to participate

	Very important	Important	Not so important	Not at all important	No opinion	Total number of responses
As a useful addition to your experience in general	65.7%	29.7%	4.2%	0.3%	0.0%	306
To explore the field of humanitarian aid	56.9%	37.6%	3.3%	2.0%	0.3%	306
To decide better in which field, you wanted to build your career	30.1%	32.7%	24.5%	11.4%	1.3%	306
To build a career in humanitarian aid	50.0%	28.1%	16.7%	4.2%	1.0%	306
To contribute through volunteering work to addressing crisis situations	46.7%	37.3%	13.7%	2.0%	0.3%	306

As part of question C1 respondents were provided with the opportunity to comment on any other reasons that may have contributed to their decision to participate. A total of 54 comments were provided. The search for a meaningful work experience, as well as means to counter unemployment were the most frequently mentioned reasons. Providing help and assistance, as well as discovering new countries were other proposed justifications.

C2. Would you have volunteered in humanitarian settings without the EUAV?

The total number of responses to question C2 was 306.



C3. In your view to what extent are the following needed in a volunteering scheme such as the EUAV Initiative?						
	Very important	Important	Not so important	Not at all important	No opinion	Total number of responses
Support on identifying volunteering opportunities	44.1%	43.8%	8.8%	0.3%	2.9%	306
Development of a platform for communication with volunteers and sending organisations	30.4%	43.1%	20.6%	3.3%	2.6%	306
Provision of training of volunteers	67.0%	28.8%	3.6%	0.3%	0.3%	306
Provisions of training to hosting organisations	62.7%	30.7%	4.9%	0.7%	1.0%	306
Provision of training to sending organisations	50.0%	35.3%	12.1%	1.0%	1.6%	306
Raising visibility of the EU's humanitarian principles	24.5%	46.4%	21.2%	5.6%	2.3%	306
Increase consistency between the various schemes existing at the Member States level	27.1%	46.7%	17.6%	1.3%	7.2%	306

As part of question C3 respondents were provided with the opportunity to comment on whether they think there are other needs that a volunteering scheme like the EUAV needs to address. A total of 55 comments were provided. Respondents asked for higher daily allowances and increased financial independence. Post-volunteering professional opportunities were regularly mentioned, as it was indicated that very few post-volunteering recruitments were conducted by participating organisations and other European employers do not sufficiently appreciate the experience. Preparation/selection were also seen as areas where improvements could be made as the process was seen as very lengthy. More monitoring of the organisations seems key for many of the volunteers who often felt that the organisations were insufficiently prepared and that their tasks at deployment did not match the position's description. There were also calls for more young people to be deployed and for a change in the mentality of the hosting organisations who in some cases did not have a proper understanding of the knowledge and skills of volunteers upon arrival. A platform for current, past and future volunteers to share experiences and exchange about job opportunities was also requested.

C4. Please feel free to comment on questions C1 to C3:

This was an open question. A total of 26 responses were provided. Most of the respondents mentioned the need to better monitor organisations to ensure compliance with the standards and procedures established by the Commission. Some volunteers asked for an improvement in the clarity of the tasks they expected to undertake prior to their arrival at the hosting organisation. “Psychological”/cultural adaptation preparation was also requested, while trainings were asked to focus on transferable skills of knowledge, instead of EU/visibility components. Gender perspective in training was demanded by 1 respondent. Finally, a stronger focus on humanitarian assistance would have been appreciated as most deployments took place in development contexts.

Section D – Effectiveness

D1. To what extent do you agree with the following statements:						
	Strongly agree	Mostly Agree	Mostly disagree	Strongly disagree	No opinion / Cannot judge	Total number of responses
I received good quality training through the initiative	57.6%	36.2%	4.3%	1.0%	1.0%	304
During the deployment I gathered experience that contributed to my career development	38.7%	30.2%	8.2%	2.6%	20.3%	305
The experience allowed me to build valuable personal relations with other volunteers and people working in the humanitarian field	48.5%	35.7%	4.9%	1.6%	9.2%	305
I felt safe throughout my deployment under the EUAV	51.1%	24.6%	5.2%	1.3%	17.7%	305
I received sufficient information through the EUAV on safety issues and how to deal with them	47.9%	37.7%	4.9%	1.0%	8.5%	305

D2. To what extent do you agree that the EUAV contributed to the following?						
	Strongly agree	Mostly Agree	Mostly disagree	Strongly disagree	No opinion / Cannot judge	Total number of responses
Increasing your knowledge on humanitarian aid	46.1%	46.1%	5.2%	0.3%	2.3%	306
Development of your skills to provide humanitarian aid	35.3%	48.4%	11.1%	1.0%	4.2%	306
Increasing your knowledge on humanitarian principles	42.0%	45.9%	7.9%	1.3%	3.0%	305
Increasing your knowledge of the reality on the field	50.7%	31.4%	7.5%	2.0%	8.5%	306
Increasing the EU capacity to provide humanitarian aid	20.6%	41.2%	17.6%	4.6%	16.0%	306
Increasing the resilience of disaster affected communities	14.1%	41.2%	17.3%	4.9%	22.5%	306
Increasing stakeholders' awareness of the EU humanitarian aid principles	13.4%	35.6%	23.5%	4.9%	22.5%	306
Confirming or increasing your desire to work in the field of humanitarian aid	45.6%	38.7%	8.5%	2.0%	5.2%	305
Increasing the capacities of sending organisations	16.0%	40.5%	15.0%	5.2%	23.2%	306
Increasing the capacities of hosting organisations to deliver humanitarian aid	25.5%	39.9%	14.7%	5.2%	14.7%	306
Improving the terms and conditions of volunteers' engagement	16.0%	44.8%	17.6%	3.3%	18.3%	306
Fostering volunteering in third countries	22.9%	41.5%	15.0%	1.3%	19.3%	306

D3. Please provide concrete examples of how (if applicable) the EUAV contributed to developing your competences and/or skills in humanitarian assistance:

This was an open question. Most answers were out of the scope of the question -focusing on areas where the effectiveness of the Initiative could be improved. Yet, soft skills such communication, teamwork, tolerance, capacity to adapt to new and challenging contexts were regularly mentioned. Discovery of the humanitarian sector and project management experience were also important for several of the volunteers. Finally, many volunteers expressed their appreciation of the opportunity to acquire field experience which otherwise would have been difficult to acquire and

which enabled them to better grasp the life of vulnerable communities and the requirements/needs/obstacles that organisations face.

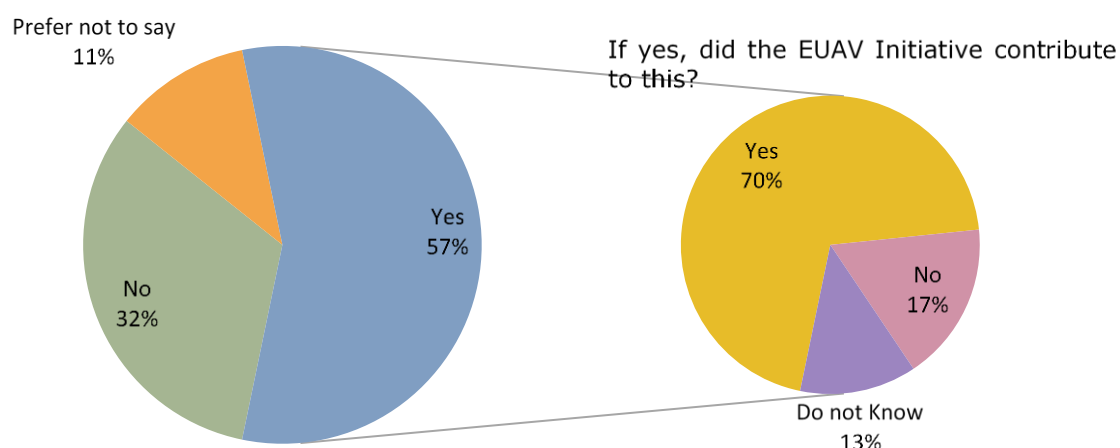
D4. Please indicate to what extent you agree with the following statements:						
	Strongly agree	Mostly Agree	Mostly disagree	Strongly disagree	No opinion / Cannot judge	Total number of responses
My work as a volunteer benefited the hosting organisation	38.5%	32.2%	4.9%	1.6%	22.7%	304
My work as a volunteer benefited the local population	14.5%	36.2%	12.8%	3.0%	33.6%	304
The EUAV Initiative dedicated sufficient attention to the safety of volunteers	43.8%	33.9%	7.9%	2.6%	11.8%	304
The EUAV Initiative contributed to creating an “esprit de corps” among the participating volunteers, going beyond the duration of their deployment	19.4%	41.4%	14.5%	4.9%	19.7%	304
When arriving on location there was a good match between my skills as a volunteer and the needs of the hosting organisation	25.7%	33.2%	12.5%	8.9%	19.7%	304
The EUAV Initiative contributed to making sure that my skills as a volunteer matched the needs of the hosting organisation	19.1%	36.5%	16.4%	8.6%	19.4%	304
My sending organisation was sufficiently supported by the EUAV Initiative to facilitate my participation as a volunteer	22.0%	36.5%	8.2%	4.6%	28.6%	304
My hosting organisation was sufficiently prepared to host me as a volunteer	22.7%	30.9%	15.1%	12.8%	18.4%	304
Volunteering presented a positive picture of the European Union in communities where volunteers serve	19.1%	35.2%	7.6%	3.0%	35.2%	304
There was a good coordination between the different instances implied in the volunteering, in particular between the EU, the sending organisation, the hosting organisation and me as a volunteer	12.5%	31.6%	20.4%	10.9%	24.7%	304

D5. To what extent were you satisfied with the quality and usefulness of the following aspects of your experience under the EUAV Initiative?						
	Very satisfied	Rather satisfied	Rather dissatisfied	Fully dissatisfied	No opinion/ Cannot judge	Total number of responses
Central training provided by DG ECHO	67.8%	27.3%	3.6%	0.3%	1.0%	304
Pre-deployment training provided by the sending organisation	35.5%	35.9%	11.8%	4.3%	12.5%	304
In country-induction training provided by the hosting organisation	20.1%	33.2%	20.4%	8.9%	17.4%	304
Mentoring support provided by my sending organisation	30.9%	27.3%	15.5%	10.5%	15.8%	304
Mentoring support provided by my hosting organisation	67.8%	27.3%	3.6%	0.3%	1.0%	304
Debriefing by sending organisation after deployment	35.5%	35.9%	11.8%	4.3%	12.5%	304

D6. Have you continued to work or volunteer in the humanitarian aid field? D7. If yes, did the EUAV Initiative contribute to this?

Total number of responses to question D6 was 308.

Have you continued to work or volunteer in the humanitarian aid field?



Total numbers of responses to question D7 was 174.

D8. Can you provide examples of good and/or bad practices of how the EUAV ensured the safety of volunteers and do you have suggestions with respect to lessons to be learnt in this respect:

This was an open question. A total of 91 answers were provided. The following good and bad practices were identified:

Good practices:

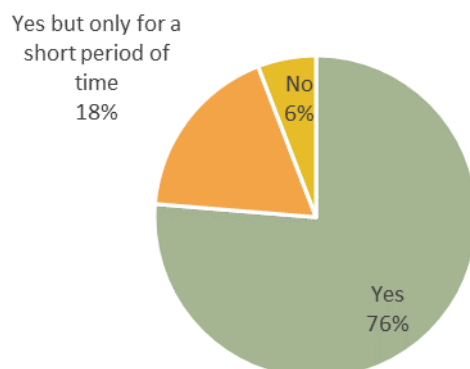
- The security training before deployment was of great quality and prepared volunteers adequately.
- Health and travel insurance were provided

Bad practices:

- Lack of responsiveness/follow up by Sending Organisations in the cases were challenges emerged.
- Lack of responsiveness of the Commission to the concerns raised by volunteers
- Lack of context-specific security advice.
- Low allowance forced volunteers to make choices that could put their own safety at risk (cheap food, public transportation...)
- Problematic relations between SOs and Hos that inhibited the resolution of problems.
- Event of changes in the deployment after the work contract was signed that undermined the security of volunteers (such as change in the location from a safer to a less safe location)
- Abrupt changes in the regions that were deemed safe by the Commission that left hosting organisations insufficient time to adapt.

D9. After your deployment, did you remain in contact with other volunteers that have participated in the initiative?

The total number of responses to question D9 was 308.



D10. To what extent do you agree with the following statements about the EUAV Platform:						
	Strongly agree	Mostly Agree	Mostly disagree	Strongly disagree	Did not use it	Total number of responses
It was useful for acquiring information on the initiative	34%	44%	7%	2%	13%	306
It was useful for getting in contact with other volunteers	13%	16%	23%	12%	36%	306
It was useful for finding a deployment opportunity	42%	34%	8%	2%	15%	306

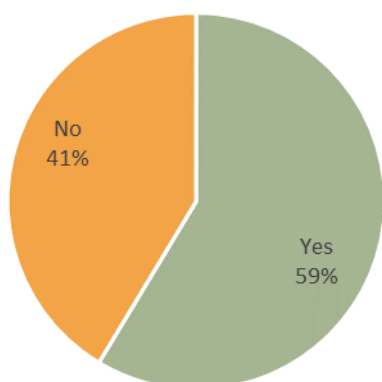
It must also be noted that this question suggested that about 10% of respondents (30 volunteers) did not use the EUAV platform for any of the elements listed in the question.

D11. Please feel free to comment on questions D1 to D9
This was an open question. Comments were quite wide in scope, and generally expanded on elements already mentioned in previous questions. Lack of preparation/training by SO was mentioned, as well as lack of oversight. The platform is seen as a good idea and a potentially useful tool that is however still too poorly implemented. The use of the platform is very limited for volunteers and communication between volunteers is exclusively conducted through personal channels. Some volunteers complained that COVID-related issues were handled in a unilateral way by the sending organisations, with no consultation with them.

Section E – EU Added Value

E1. Are you familiar with other volunteering schemes in the field of humanitarian aid? If yes, which one?

Total numbers of responses to question E1 was 307. Respondents answering “yes” to question E1 were asked to indicate the other volunteering schemes they were familiar with. A total of 158 comments were submitted. A brief summary of these comments is provided in the box below:



The vast majority (134) of volunteers mentioned the UN Volunteers scheme. Other schemes mentioned were the European Voluntary Service, the European Civil Service, the Voluntary Service Overseas, the national volunteering schemes of Italy and France as well as several schemes by INGOs such as DRC, NRC, Red Cross, OXFAM, ACTED.

E2. To what extent do you agree with the following statements?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The EUAV initiative addresses persisting needs in the humanitarian sector	22.5%	52.6%	10.8%	2.3%	11.8%	306
National initiatives of the EU Member States could not have addressed these needs as effectively	18.6%	26.5%	16.7%	4.9%	33.3%	306

E3. To what extent do you agree that the following provided additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

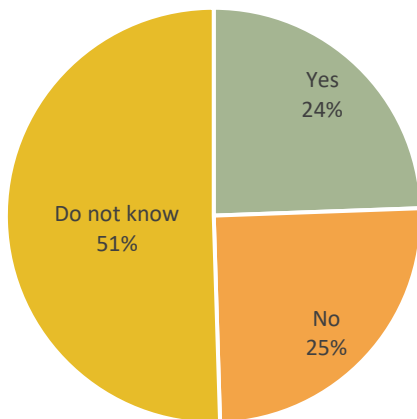
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	31.0%	41.2%	4.6%	0.7%	22.5%	306
Compensating for insufficient capacity to organize humanitarian volunteering in some Member States	33.2%	34.9%	5.9%	1.0%	25.1%	307
Widespread EU presence over the world as a way to facilitate the deployment of volunteers	34.3%	41.8%	5.6%	1.0%	17.3%	306
Better coordination of international, multi-stakeholder projects.	31.0%	37.6%	7.2%	2.0%	22.2%	306
The capacity to undertake larger projects	30.4%	40.2%	7.8%	1.6%	19.9%	306
Technical knowledge of the EU in terms of humanitarian aid	31.0%	40.8%	6.9%	1.6%	19.6%	306
Technical knowledge of the EU in terms of volunteering	28.4%	44.4%	5.2%	1.0%	20.9%	306

E4. Please specify any other added value offered by the EUAV in comparison with other volunteering mechanisms:

This was an open question. A total of 53 comments were submitted. The two-week training was seen as the biggest strength of the Initiative relative to other schemes. Working directly with local NGOs was also much appreciated. The EUAV Initiative was also recognized as more professional than other schemes run by Member States and was praised for the absence of an age limit and the fact that it can be repeated.

E5. Would you say that there were complementarities between the EUAV Initiative and other EU activities in the field (e.g. Civil Protection mechanism) or other volunteering schemes (e.g. European Voluntary Service, Solidarity Corps, UN Volunteers or Member states volunteering schemes)?

The total numbers of responses to question E5 was 307. Respondents were provided the opportunity to comment on their answers after responding to the questions. A total of 48 comments were submitted. A summary of these comments is provided in the box below:



Several of the volunteers indicated that the Initiative is complementary to other volunteering schemes as it has similar objectives and activities while at the same time adding value with its distinct characteristics such as its higher level of professionalisation and acceptance of volunteers of all ages.

Most of the volunteers suggested that the Initiative was not complementary with other EU activities or volunteering schemes due to a lack of visibility of the Initiative. One of them characteristically said “No-one knows what EUAV is, let alone how to create synergies with it”. A few of the volunteers commented that the ECHO field office was lacking knowledge of the Initiative and saw this as a factor hindering the pursuit of complementarities. Other volunteers attributed the lack of complementarities to a lack in the pursuit thereof in particular by local organisations.

Section F – Cost-effectiveness

F1. Please indicate to what extent you agree with the following statements:						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Participating in the initiative required little administrative burden from my side	15.0%	47.1%	24.2%	10.5%	3.3%	306
The time lag between application and deployment in the field was reasonable	14.4%	31.7%	26.5%	19.3%	8.2%	306
My financial costs for participating in the initiative were sufficiently covered	23.9%	33.7%	21.2%	13.4%	7.8%	306
The support I received from the EUAV Initiative throughout the process was adequate	21.9%	52.0%	11.8%	4.9%	9.5%	306
I find the overall cost of volunteering under the EUAV Initiative reasonable compared to the benefit for the volunteers	20.3%	37.9%	20.6%	5.2%	16.0%	306
I find the overall cost of volunteering under the EUAV Initiative reasonable compared to the benefit for the local populations	14.4%	34.3%	14.7%	6.5%	30.1%	306

F2. Please briefly explain your answers. Feel free to make additional comments on the efficiency of the EUAV Initiative:
<p>This was an open question. A total of 80 responses were provided. Respondents were highly dissatisfied with the living allowances, which were deemed as insufficient leaving many in difficult financial situations. Several volunteers expressed the concern that their deployment was a waste of money and that their job could have been done more effectively by local staff and volunteers. Many volunteers expressed their dissatisfaction about the lengthy period of time between application and deployment and in particular about the time lag between training and deployment. At times, lack of visibility/involvement of the local delegation made stakeholders not so trusting in the EUAV.</p>

Section G – Strengths, weaknesses and areas for improvement

G1. Strengths of the EUAV Initiative Please briefly highlight the strengths of the Initiative (max. 5 bullet points)

This was an open question. A total of 156 responses were provided. Below are some of the most commonly cited strengths:

- The quality of the trainings
- The building of a pool of EU volunteers with a common understanding of EU HA principles.
- The opportunity it offers for EU citizens to acquire field experience in a third country.
- Its highly professional character
- The fact that it enables NGOs to have additional human resources without having to pay for the costs of deployment.

G2. Weaknesses of the EUAV Initiative Please briefly highlight any weaknesses of the Initiative (max. 5 bullet points)

This was an open question. A total of 141 responses were provided. Below are some of the most commonly cited weaknesses:

- Discrepancies across organisations in the treatment of volunteers and the distribution of tasks
- Lack of continuous training once deployed
- Lack of coordination between EACEA, DG ECHO in Brussels, DG ECHO field offices
- Lack of support for post-deployment transition and for finding employment
- Insufficient living allowance
- Questionable readiness of hosting organisations
- Deployment is often too short to make an impact
- Time lag between application, training and deployment
- Tasks unclear before departure
- Volunteers not always needed, local staff could be enough or even more effective at times.
- Doesn't contribute to retirement plan.

G3. Areas for Improvement Please briefly highlight any aspects of the Initiative which could be improved (max. 5 bullet points)

This was an open question. A total of 129 responses were provided. Below are some of the most commonly cited areas for improvement:

- Better preparation of hosting organisations prior to the deployment of volunteers
- Increase focus of capacity building for HOs in the areas of project management and financial and administrative management.
- Increase in the allowance provided to volunteers
- Create/strengthen communication channels between ECHO, HO, SO, EU delegation and volunteers
- Better selection of HOs and monitoring of their commitment
- Adjust funding of DG ECHO so that it is more flexible
- Reduce the time between application and deployment
- Improve clarity of tasks prior to deployment
- Adjust training to the existing knowledge of volunteers.
- Better communication of the role of volunteers to the HOs. Some volunteers felt that the organisations did not have a good understanding of their role there.
- Reduction of administrative burden for hosting organisations with one volunteer stating that “Sometimes more attention is paid to the delivery of documents and products that justify the investment than to the development of a work whose impact is deep and lasting”

Section H – Additional comments

H1. Please, feel free to provide here any further comments you want to share

This was an open question. A total of 65 responses were provided. Most respondents praised the program and hoped it would continue: “Keep it alive”, “Make it larger”. They thanked the organisers of the Initiative and indicated they would like to participate again. A couple of them indicated that they would like to work for the Initiative.

Many respondents asked that the age limit is not introduced. A couple of them asked for the introduction of a certificate for the training that includes the topics learnt

6.2 Responses to the Survey for EUAV Sending Organisations

This survey targeted EUAV Sending Organisations. In September 2020, there were 54 EU based-organisations that were certified under the EUAV Initiative.

A total of 51 responses were received for this survey, representing 46 sending organisations, of which 29 were certified. We therefore managed to reach about 54% of the sending sending organisations at the time the survey was launched. The link to the sending and hosting organisations was sent by email to 555 addresses provided by DG ECHO EUAV Team. 64 of these emails were followed by a delivery failure message. This may indicate that some of the organisations were not reached either because there was a change in staff or because there was a mistake in the address provided. However, it was not possible to identify which of the organisations had not been reached. To address this issue, we kindly asked all recipients of the email as well as most interviewees to share the surveys with other members of their consortia they were in touch with.

One of the sending organisations submitted two separate responses by different members of staff instead of just one. Their responses to factual questions were only counted once (e.g have you been certified, have you hosted EUAV volunteers). Their responses to evaluation questions were counted separately as these people had participated in different projects and tended to have different views of the project.

In addition, three hosting organisations responded to this survey. One of them, in fact did so twice, providing nearly identical answers both times. Despite the efforts to clearly distinguish between the two surveys in the email sent to the organisations and despite the several indications within the survey that this was only intended for sending organisation, there appears to have been some degree of misunderstanding. The answers of hosting organisations have been excluded from this survey and, when the nature of the questions allowed it, have been incorporated in the survey for hosting organisations.

When comparing the population variables of respondents with the population basis data it becomes clear that they align quite well so that the quality and solidity of the survey. There was a significant representation of organisations that are certified, organisations that have already deployed volunteers and organisations that have participated in capacity building projects. All in all, the data built a solid basis of information about the perception of the sending organisations on the different aspects of the Initiative and the evaluation team saw many of the findings of field missions and interviews confirmed through the survey.

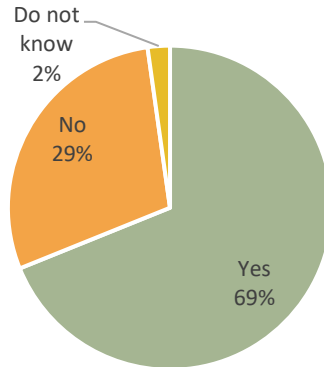
Important remarks:

- The number of respondents varies across questions as sometimes no answer was provided by a respondent in relation to a specific item. Depending on the answers the respondents provided, certain questions were hidden, to prevent confusion, if the organisations had stated that they had not experienced the aspect of the Initiative addressed by these questions. Moreover, as explained earlier, for the organisation that submitted two responses from different members of staff, in some cases both responses were counted while in others only one.
- Percentages may not add up to a 100% in some questions whereby, multiple responses were possible.
- All figures in tables have been rounded to one decimal place and all figures in graphs to the nearest unit.

Section B – Identification questions

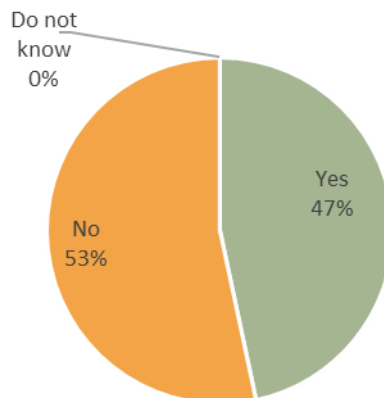
B5. Did your organisation involve international volunteers in its third country projects before its participation in the EUAV initiative?

The total numbers of responses considered for question B5 was 45.



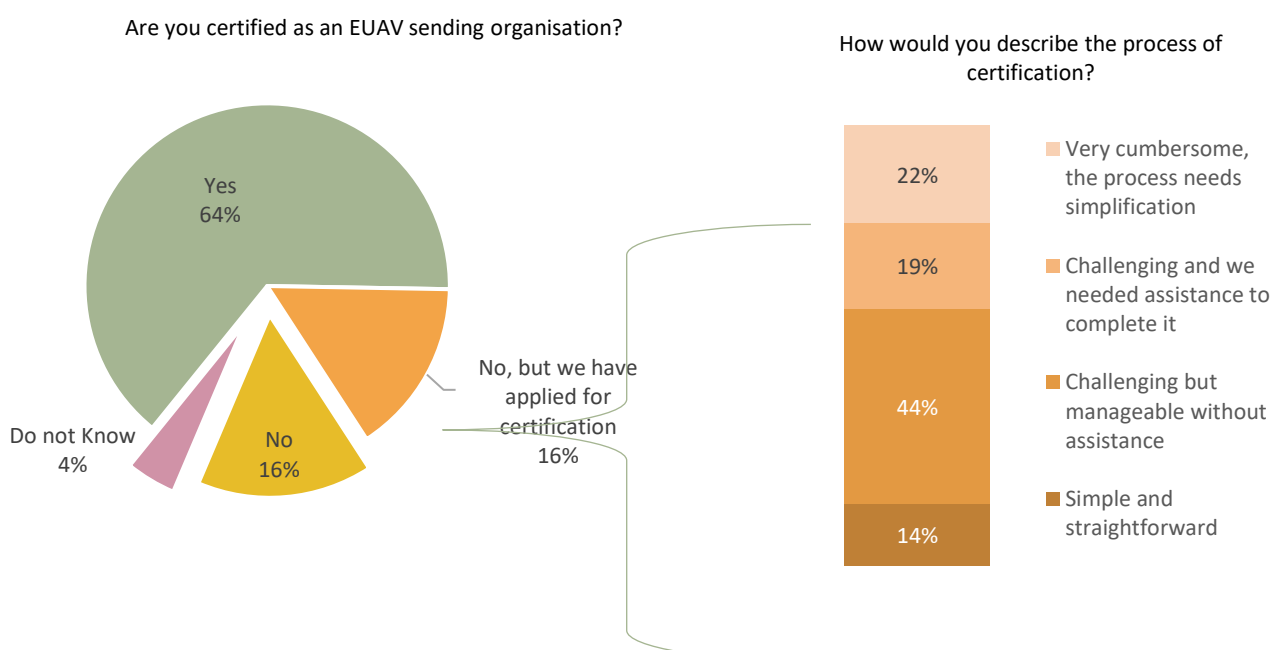
B6. Is your organisation working with local volunteers aside from the EU Aid Volunteers Initiative?

The total numbers of responses considered for question B6 was 45.



B7. Are you certified as an EUAV sending organisation? B8. If you have been certified or have applied for certification, how would you describe the process of certification?

The total numbers of responses to question B7 was 45. Respondents having selected options “yes” or “no, but we have applied for certification” were presented with question B8. The total number of responses to question B8 was 36. Respondents to question B8 were also provided with the option to provide comments on their certification experience. A summary of these is presented in the box below the graphs.

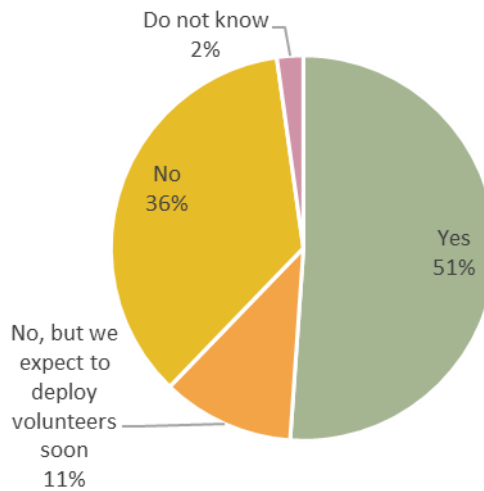


As part of question B7, respondents were provided with the opportunity to comment on their experience from the certification process. A total of 24 comments were provided. A brief summary of these comments is provided below:

- The process of certification was described as long, complex, resource intensive. It was also indicated by some organisation that there was insufficient guidance by the commission in the process. However, one of the organisations suggested that since the launch of the Initiative in 2015, the process has improved becoming more user friendly.
- Many organisations acknowledged that being part of a consortium and receiving technical assistance made it easier to apply for certification as they could rely on the help and guidance of the bigger and more experienced organisations.
- Despite identifying several challenges, some of the organisations stated that they saw it as a useful exercise that helped them adopt new policies and processes in accordance with the EU standards.
- Finally, some organisations pointed out that although the certification was manageable for them, it was much more challenging for smaller hosting organisations. One of the organisations indicated that its local partners despite initially being interested in the Initiative, decided not to pursue it due to the complexity of the administrative processes.

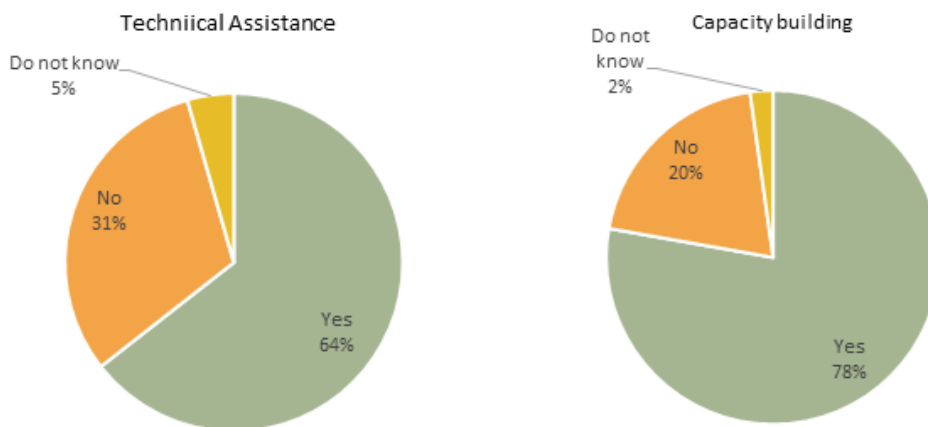
B9. Have you already deployed EU Aid Volunteers?

The total numbers of responses to question B9 was 45.



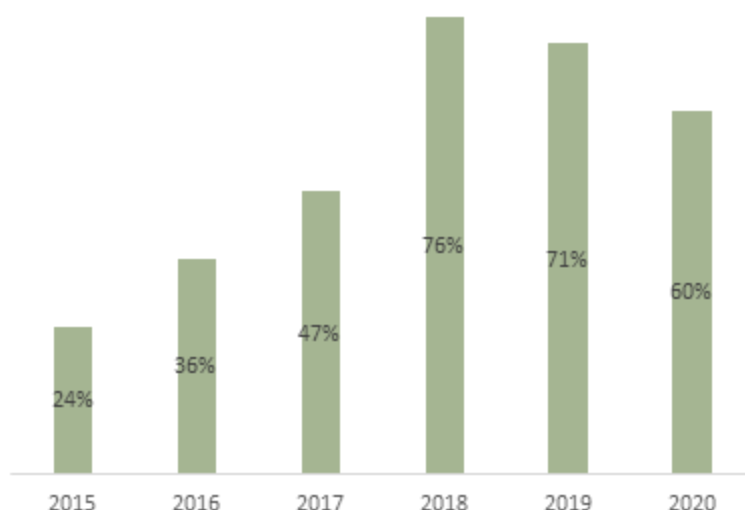
B10. Have you received technical assistance under EUAV with respect to strengthening your volunteer management / deployment capacities? B11. Has your organisation participated in capacity building projects under the EUAV Initiative?

The total numbers of responses to questions B10 and B11 was 45.



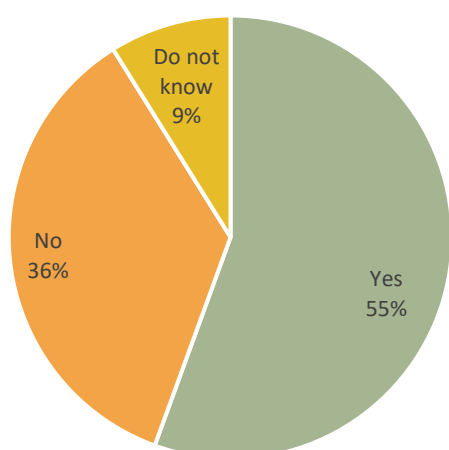
B12. In which years has your organisation participated in EUAV projects? (select all that apply)

The total numbers of responses to question B12 was 45. Percentages do not add up to a 100 as more than one answers were possible.



B13. Have you benefitted from EU funded assistance projects (directly or indirectly) before the EUAV Initiative?

The total numbers of responses to question B13 was 45. Respondents answering “yes” to question B13 were asked to explain their answers. A total of 23 comments were submitted. A selection and brief analysis of these comments is provided in the box below.

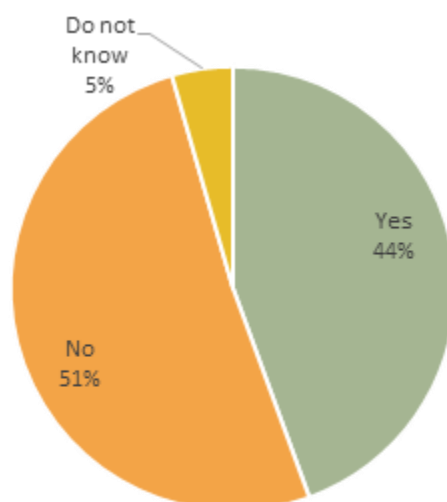


Most of the respondents indicated having previously benefitted from ECHO, DIPECHO and Erasmus funds. Several organisations indicated that they were already FPA partners.

Some of the organisations also mentioned having participated in EuropeAid projects or having received DEVCO funds.

B14. Is your organisation an FPA (Framework Partnership Agreement) or FAFA (Financial and Administrative Framework Agreement) partner of DG ECHO ?

The total numbers of responses to questions B14 was 45.



B15. How did you first learn about the EUAV Initiative? Please briefly explain:

This was an open question. A total of 41 answers were submitted. Most organisations said they learnt about the EUAV Initiative through their partners or through other members of the Federation in which they belong. Some indicated that they heard about it during networking events in Brussels and a couple suggested that they discovered it on their own while looking for capacity building projects.

B16. How did you find your EUAV consortium partners for the projects in which you participated? Please briefly explain:

This was an open question. A total of 42 answers were submitted. Most organisations were initially members of a coalition/network of NGOs that allowed identification of partners. Some organisations indicated that they found them during networking events in Brussels or during the Pilot Phase. A few indicated that they were contacted directly by other organisations to join their consortia.

Section C – Relevance

C1. Why did your organisation participate in the EUAV? Please indicate how important the following reasons were in your decision to participate:

	Very important	Important	Not so important	Not at all important	No opinion/ Cannot judge	Total number of responses
To increase our capacity to deploy volunteers	54.3%	30.4%	4.3%	8.7%	2.2%	46
To increase our capacity to deliver humanitarian aid	54.3%	39.1%	4.3%	2.2%	0.0%	46
To increase the visibility of our organisation	13.0%	34.8%	47.8%	4.3%	0.0%	46
To create new partnerships	37.0%	39.1%	23.9%	0.0%	0.0%	46

As part of question C1 respondents were provided with the opportunity to comment on any other reasons that may have contributed to their decision to participate. A total of 23 comments were provided. A brief summary of these comments is provided below:

- Opportunity and improved capacity to undertake new projects
- Opportunity to expand the areas where they could deploy volunteers.
- Opportunity to offer more opportunities to volunteers in their own NGO network
- Some were attracted by the trust the EU's name brings forth
- Natural continuity with EVC, Solidarity Corps.

C2. In your view, to what extent are the following issues obstacles in delivering EU humanitarian aid via volunteering schemes?:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Lack of a structured EU approach to volunteering	23.9%	19.6%	23.9%	4.3%	28.3%	46
Insufficient qualified volunteers for Humanitarian aid	10.9%	26.1%	26.1%	23.9%	13.0%	46
Lack of consistent selection mechanisms for volunteers by different Member States	2.2%	19.6%	30.4%	15.2%	32.6%	46
Shortcomings in the surge capacity of the humanitarian sector	4.3%	15.2%	37.0%	8.7%	34.8%	46
Weak capacity of hosting organisations	4.3%	28.3%	37.0%	19.6%	10.9%	46
Poor visibility of EU humanitarian action/ solidarity	4.3%	43.5%	21.7%	6.5%	23.9%	46

C3. In your view to what extent are the following important for the success of a volunteering scheme such as the EUAV Initiative?						
	Very important	Important	Not so important	Not at all important	No opinion/ Cannot judge	Total number of responses
Support on identifying volunteering opportunities	41.3%	41.3%	10.9%	0.0%	6.5%	46
Development of a platform for communication with volunteers and sending organisations	21.7%	41.3%	23.9%	10.9%	2.2%	46
Provision of training of volunteers	47.8%	43.5%	6.5%	0.0%	2.2%	46
Provision of capacity building to hosting organisations	65.2%	30.4%	2.2%	0.0%	2.2%	46
Provision of technical assistance to sending organisations	43.5%	45.7%	2.2%	2.2%	6.5%	46
Raising visibility of the EU's humanitarian principles	26.1%	47.8%	17.4%	0.0%	8.7%	46
Increase consistency between the various schemes existing at the Member States level	15.2%	41.3%	19.6%	4.3%	19.6%	46

As part of question C3 respondents were provided with the opportunity to comment on whether they think there are other needs that a volunteering scheme like the EUAV Initiative needs to address. A total of 21 comments were provided. A brief summary of these comments is provided below:

- Projects need to be more flexible to account for the changing contexts/needs.
- Large time-lags between launch of projects and deployments detach projects from realities at times. Adjustments are needed to enable a prompt response to humanitarian aid context, like for civil protection.
- Increased opportunities for people with disabilities, as well as incorporation of people of all ages and nationalities.
- Training should focus more on soft skills and behavioral competencies before deployment.

C4. To what extent do you agree with the following statements:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The needs of my organisation were sufficiently considered in the design of the project(s) in which we participated	39.1%	54.3%	4.3%	0.0%	2.2%	46
The technical assistance addressed a priority need of my organisation	30.4%	43.5%	8.7%	0.0%	17.4%	46
The deployment of volunteers addressed an important need of the hosting organisation	28.3%	43.5%	2.2%	0.0%	26.1%	46
The deployment of volunteers addressed an important need of the local communities	19.6%	45.7%	2.2%	0.0%	32.6%	46
The EUAV initiative addresses a clear gap in the humanitarian aid provision by the EU	26.1%	34.8%	13.0%	6.5%	19.6%	46
My organisation would not have been able to deploy international volunteers in third countries without the EUAV Initiative	13.0%	26.1%	28.3%	19.6%	13.0%	46

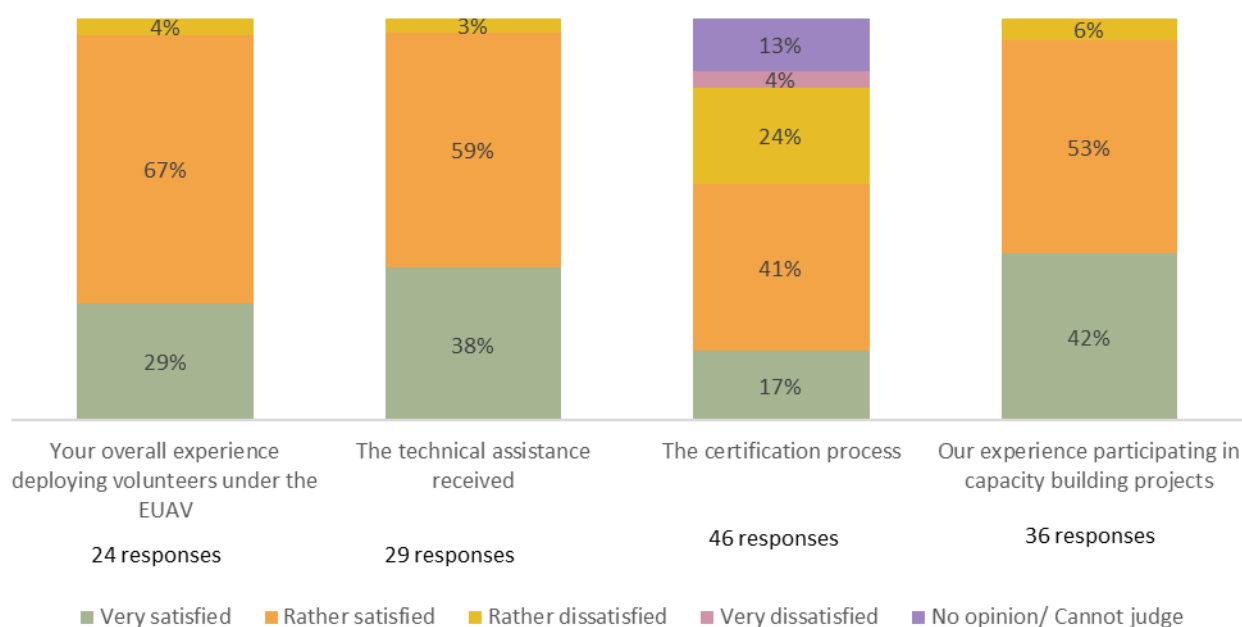
C5. Please feel free to comment on questions C1 to C4:

This was an open question. A total of 19 responses were provided. The respondents highlighted the importance of the Initiative's focus on the capacity building of HOs. They indicated that the Initiative has been very helpful for the local partner organisations and has addressed a significant gap in the humanitarian sector in terms of the availability of specific funding for capacity building. The respondents also pointed to the role of the Initiative in empowering young professionals. A few respondents emphasized the need for more consideration for the needs of the organisations

Section D – Effectiveness

D1. Overall, how satisfied are you with the following: your overall experience hosting volunteers under the EUAV, the capacity building received, the certification process.

The sub questions of D1 were only visible to those who in section B had indicated that they had already participated in the relevant processes. This is the reason for the large variation in the number of responses.



D2. Please indicate to what extent you agree with the following statements about the EUAV Initiative:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The EUAV Initiative benefitted my organisation	56.5%	34.8%	4.3%	2.2%	2.2%	46
The EUAV initiative effectively strengthened the EU capacity to deliver humanitarian aid	8.7%	56.5%	10.9%	0.0%	23.9%	46
The EUAV increased stakeholders' awareness of the EU humanitarian aid principles	10.9%	56.5%	17.4%	0.0%	15.2%	46
The EUAV initiative has led to an improvement in the terms and conditions of deployment for volunteers	32.6%	34.8%	6.5%	4.3%	21.7%	46
The EUAV initiative has improved opportunities for EU citizens to volunteer in humanitarian contexts	43.5%	45.7%	0.0%	2.2%	8.7%	46
The EUAV Initiative has increased the visibility of EU Humanitarian Action	19.6%	45.7%	19.6%	0.0%	15.2%	46
The EUAV Initiative dedicated sufficient attention to the safety of volunteers	52.2%	39.1%	2.2%	0.0%	6.5%	46
The tools put in place by the Commission to manage the volunteer cycle (e.g. EUAV platform) were useful for us	2.2%	26.1%	30.4%	10.9%	30.4%	46

Our participation at the initiative has enabled us to form new partnerships	43.5%	37.0%	15.2%	2.2%	2.2%	46
The formation of Trans-European Partnerships facilitated the implementation of projects	28.3%	28.3%	8.7%	2.2%	32.6%	46

As part of question D2, respondents were provided with the opportunity to comment on their answers. A total of 17 comments were provided. Overall the respondents were satisfied with the initiative and the opportunities it offered them. There were mixed views on the Platform. Some dismissed it as too complicated and an unnecessary burden for organisations while others deemed it useful despite certain challenges in accessing the platform, be it due to new security access protocols or connectivity issues in low-connectivity areas. A couple of the respondents criticised the lack of responsiveness by ECHO and EACEA at the onset of the pandemic.

D3. To what extent do you agree with the following statements concerning the technical assistance your organisation received under the EUAV Initiative?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The technical assistance we received from our EU partners was of high quality	39.1%	34.8%	4.3%	0.0%	21.7%	46
It helped us acquire certification	28.3%	15.2%	8.7%	10.9%	37.0%	46
It improved our organisation's capacity to manage international volunteers	23.9%	41.3%	13.0%	0.0%	21.7%	46
The technical assistance we received generated long-lasting results in our organisation	28.3%	34.8%	6.5%	2.2%	28.3%	46

Respondents to question D3 were asked to provide concrete examples of how the technical assistance they had received had benefitted their organisation. A total of 22 responses were submitted. All of the respondents indicated that they had really appreciated the TA they received. As one of the organisations summed it up: "it allowed us to take the time to examine our internal policies and procedures, identify gaps and areas for improvement, pay for tailor-made trainings or engage in peer-to-peer processes to improve how we deliver the management of volunteers' cycle, how we train our hosting organisations, and identify needs of the HO." A few organisations explicitly indicated that the TA had improved their capacity to deliver humanitarian/development aid.

D4. To what extent do you agree with the following statements concerning the provision of capacity building under the EUAV Initiative?						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The capacity building we provided to our partners enabled a sustainable partnership	44.4%	38.9%	2.8%	0.0%	13.9%	36
It generated long-lasting results in our organisation	47.2%	33.3%	5.6%	2.8%	11.1%	36
It supported mutual learning of sending and hosting organisations	61.1%	30.6%	2.8%	0.0%	5.6%	36

D5. To what extent do you agree with the following statements concerning your experience with EUAV volunteers:						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The applications received from volunteers were of high quality	20.7%	55.2%	6.9%	0.0%	17.2%	29
The training provided by the Commission to volunteers was of high quality	34.5%	27.6%	10.3%	0.0%	27.6%	29
There was a significant improvement in the knowledge and/or skills of volunteers through training	27.6%	20.7%	10.3%	0.0%	41.4%	29
There was a significant improvement in the knowledge and/or skills of volunteers through deployment	34.5%	44.8%	0.0%	0.0%	20.7%	29
The EUAV volunteers contributed to the development of the hosting organisation's capacity	34.5%	44.8%	3.4%	0.0%	17.2%	29
The work of EUAV volunteers directly benefitted the local community	44.8%	27.6%	0.0%	0.0%	27.6%	29
The work of EUAV volunteers in third countries improved the perception of the EU in local communities	17.2%	37.9%	6.9%	0.0%	37.9%	29
Volunteers were sufficiently prepared for the local context	20.7%	58.6%	6.9%	0.0%	13.8%	29
The knowledge of EU humanitarian aid principles amongst volunteers increased through their participation in the EUAV	27.6%	48.3%	6.9%	0.0%	17.2%	29
Apprenticeships conducted at our offices were useful for our organisation	31.0%	20.7%	0.0%	0.0%	48.3%	29
The Initiative created an 'esprit de corps' among the participating volunteers that goes beyond the duration of their deployment	34.5%	41.4%	0.0%	0.0%	24.1%	29

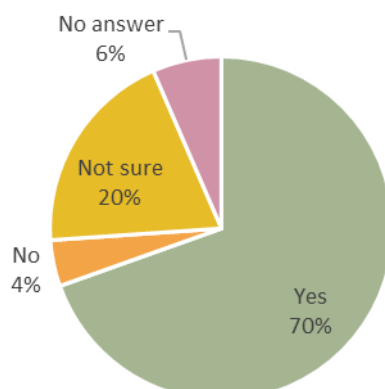
Respondents to question D5 were asked to provide concrete examples of how their experience with EUAVs had benefitted their organisation. A total of 18 comments were provided. Most of the respondents indicated that the volunteers had a great background, a broad range of skills and plenty of enthusiasm all of which were beneficial for their organisations. Some mentioned that the volunteers were employed by their organisations after their deployments and in some cases are even occupying senior positions.

D6. To what extent do you agree that the EUAV Platform was useful for the following activities?¹¹⁹						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Did not use it	Total number of responses
The recruitment process	19.6%	23.9%	2.2%	8.7%	45.7%	46
The project management	4.3%	19.6%	17.4%	15.2%	43.5%	46
The promotion of the organisations' activities under the EUAV Initiative	6.5%	32.6%	10.9%	10.9%	39.1%	46
Interactions with other sending and hosting organisations/ Peer-support	6.5%	15.2%	10.9%	23.9%	43.5%	46
Staying up to date concerning the Initiative	9.8%	26.8%	2.4%	9.8%	51.2%	46

It must also be noted that this question suggested that about 21.7% of respondents (10 organisations) did not use the EUAV platform for any of the elements listed in the question.

D7. Is your organisation planning to continue deploying international volunteers after the EUAV Initiative?

The total numbers of responses to question D7 was 46.



D8. Can you provide examples of good and/or bad practices of how the EUAV ensured the safety of volunteers and do you have suggestions with respect to lessons to be learnt in this respect?

This was an open question. A total of 31 responses were submitted. Organisations praised the security training of volunteers and the contribution of capacity building to improving the security protocols of some HOs. However, most of the organisations indicated that security restrictions were too strict and prevented them from implementing the projects they wanted/ were most relevant to address humanitarian needs. Several organisations indicated that they were already working with their partners in these regions and would therefore be able to ensure the safety of volunteers. Organisations complained that they received insufficient guidance during COVID as well as during times when new restrictions were imposed while volunteers were already deployed there.

D9. Please feel free to comment on questions D1 to D8:

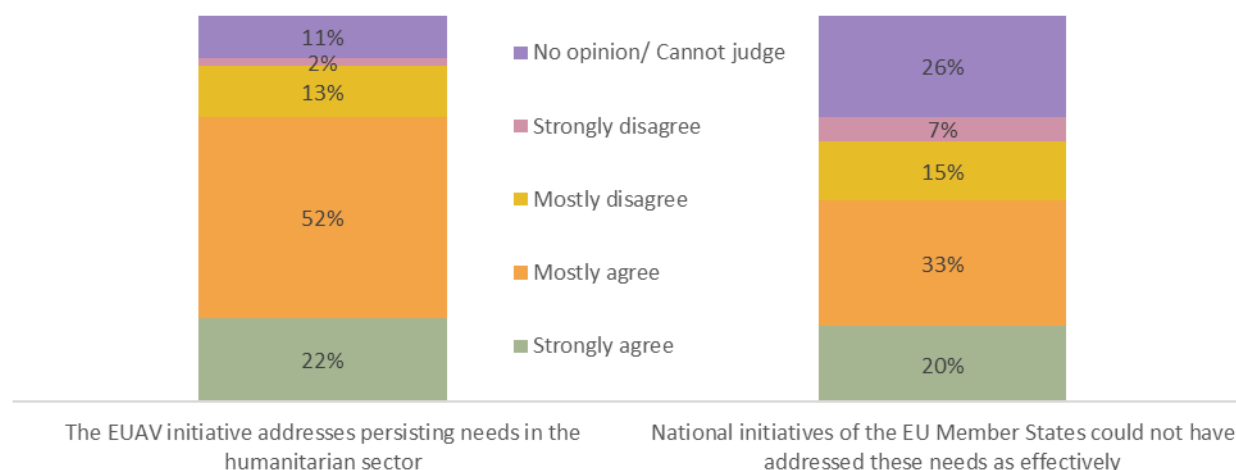
This was an open question. A total of 9 comments were provided. Most of the comments concerned the platform which was described as of limited use and difficult to access in particular for partner organisations in remote areas with bad internet connection. The learning and development platform were described as “frustrating and time-consuming” for volunteers. One of the organisations criticized the lack of the possibility for online training during the pandemic and indicated that this had significantly impacted their activities.

¹¹⁹ This question was open to all responding SOs. This includes organisations that have not yet been certified or applied for certification. This partly accounts for the high share of respondents that indicated that they did not use the platform for recruitment and project management purposes but does not fully explain it.

Section E – Coherence and EU Added Value

E1. To what extent do you agree with the following statements? A) The EUAV Initiative addresses persisting needs in the humanitarian sector and B) National initiatives of the EU Member States could not have addressed these needs as effectively.

The total numbers of responses to question E1 was 46.



E2. To what extent do you agree that the following provided additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	19.6%	32.6%	15.2%	6.5%	26.1%	46
Compensating for insufficient capacity to organise humanitarian volunteering in some Member States	34.8%	47.8%	2.2%	0.0%	15.2%	46
Widespread EU presence over the world as a way to facilitate the deployment of volunteers	39.1%	32.6%	2.2%	2.2%	23.9%	46
Better coordination of international, multi-stakeholder projects.	28.3%	39.1%	8.7%	4.3%	19.6%	46
The capacity to undertake larger projects	23.9%	34.8%	17.4%	2.2%	21.7%	46
Technical knowledge of the EU in terms of humanitarian aid	30.4%	34.8%	8.7%	0.0%	26.1%	46
Technical knowledge of the EU in terms of training and deploying volunteers	23.9%	58.7%	2.2%	0.0%	15.2%	46

E3. Please specify any other added value offered by the EUAV in comparison with other volunteering mechanisms:

This was an open question. A total of 10 responses were provided. A summary of the responses is provided below:

- Good opportunity for networking
- Lack of an upper age limit for application is an added value relative to other schemes
- High level of professionalism of volunteers
- Technical assistance provided
- Capacity to deploy more and better qualified volunteers

E4. To what extent do you agree that the EU Aid Volunteers Initiative was compatible with and/or contributed positively to the following other activities?

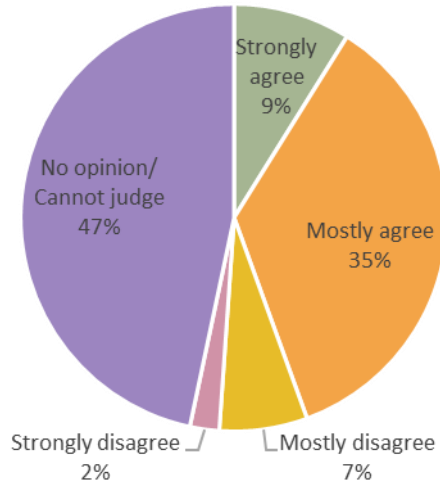
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Other EU activities in the field of Humanitarian Aid	26.1%	32.6%	13.0%	0.0%	28.3%	46
Other EU activities in the field of Development	32.6%	32.6%	10.9%	0.0%	23.9%	46
Other EU activities in the field of Civil Protection	19.6%	28.3%	6.5%	0.0%	45.7%	46
Other volunteering schemes at the EU level (e.g. the European Voluntary Service/Solidarity Corps)	19.6%	17.4%	8.7%	4.3%	50.0%	46
Other volunteering schemes at the Member States level.	10.9%	34.8%	6.5%	4.3%	43.5%	46
Other international volunteering schemes (e.g. UN Volunteers, Voluntary Service Overseas)	17.4%	21.7%	8.7%	4.3%	47.8%	46

As part of question E4 respondents were provided with the opportunity to briefly comment on their answers. A total of 12 comments were provided. A brief summary of these comments is provided below. Most of the comments concerned the security restrictions because of which volunteers cannot be deployed in many areas where humanitarian interventions are carried out. As a result, their activities are more linked to other development/LRRD activities rather than humanitarian aid activities.

It was suggested that more could be done to establish synergies between volunteering schemes and some key differences were highlighted (e.g. age restrictions of the Solidarity Corps and of MS schemes and the recruitment of local volunteers as part of UNV and VSO).

E5. To what extent do you agree that the EUAV helped reduce inconsistencies related to international volunteering in the Member States of the EU?

The total numbers of responses to question E5 was 45.



Section F – Cost-effectiveness

F1. Please indicate to what extent you agree with the following statements:						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Participating in the initiative required little administrative burden from our side	7%	17%	30%	41%	4%	46
The financial support received was sufficient to implement the technical assistance project	20%	39%	11%	11%	20%	46
Sufficient funding was provided to enable my organisation to deploy EUAV volunteers	17%	28%	9%	7%	39%	46
The time lag between volunteers' application and their deployment in the field was reasonable	2%	7%	17%	30%	43%	46
The information and administrative support our organisation received from the Commission/ DG ECHO and EACEA throughout the process was adequate	5%	30%	32%	14%	20%	44
The identification of European partners was easy	30%	41%	11%	0%	18%	44
There was good coordination between my organisation, the Commission/ DG ECHO, EACEA and other hosting and sending organisations	2%	60%	16%	0%	22%	45
The cost per volunteer under the EUAV Initiative was reasonable compared to the benefits of volunteering (your perception)	4%	40%	11%	2%	42%	45
The formation of Trans-European partnerships lowered the cost of implementing projects	5%	23%	18%	7%	48%	44

F2. Please briefly explain your answers. Feel free to make additional comments on the efficiency of the EUAV Initiative:

This was an open question. A total of 19 responses were provided. Almost all of the organisations indicated that the administrative burden was too high in particular for their local partners. Many of the organisations criticised the budget allocation for human resources indicating that this was insufficient despite the recent increase from 30 to 35%. Several organisations criticized the requirements for financial reporting and argued that it is unnecessarily burdensome. One organisation commented that “In total it took an estimated 1 1/2 months of 2/3 people each to complete the submissions. Reporting formats are shared far too late.” Some organisations indicated that the communication with EACEA could be improved, pointing to large delays in receiving responses feedback. One organisation commented that delays in responses and the subsequent “lack of information postponed some of our activities, or they had to be cancelled because we missed the opportunity/the volunteers were already back.” One organisation also saw the low monthly allowances as limiting cost-effectiveness because of the high risk of dropout and the necessity to dedicate time to find replacements.

Section G – Strengths, weaknesses and areas for improvement

G1. Strengths of the EUAV Initiative Please briefly highlight the strengths of the Initiative(max. 5 bullet points)

This was an open question. A total of 41 responses were provided. Below are some of the most frequently cited strengths:

- Builds partnerships/bridges with EU and non-EU organisations
- Pool of trained and motivated volunteers
- No age limit for the deployed volunteers
- High quality of training and high-level of professionalism of volunteers
- Capacity building of both hosting and sending organisations.
- Possibility of online volunteering is useful
- Networking for both the organisations and the volunteers

G2. Weaknesses of the EUAV Initiative Please briefly highlight any weaknesses of the Initiative (max. 5 bullet points)

This was an open question. A total of 40 responses were provided. Below are some of the most frequently cited weaknesses:

- Lack of flexibility in terms of the budget allocation and implementation of the projects
- Cumbersome certification/application processes
- Delay or even lack of responsiveness from EACEA/ DG ECHO
- Excessive gap between application and deployment
- One email address for all issues
- Too low monthly allowances
- Arbitrary decision with regards to the areas deemed as secure for geographical deployment
- Weak support during COVID-19

G3. Areas for Improvement Please briefly highlight any aspects of the Initiative which could be improved (max. 5 bullet points)

This was an open question. A total of 34 responses were provided. Below are some of the most frequently cited area for improvement:

- Ability for emergency deployments
- Quicker amendment process, in order to increase reactivity of organisations to meet the needs
- Manage volunteers' expectations better
- Increase disability inclusiveness
- Better visibility of the Initiative
- Enhance relationships between SO and HO - addressing power imbalances
- Inclusion of third-country volunteers
- Greater focus on theory of change in projects and expected outcomes/impact of projects.

Section H – Additional comments

H1. Please, feel free to provide here any further comments you want to share

This was an open question. A total of 17 responses were provided.

- The majority of the comments concerned the future of the Initiative under the European Solidarity Corps. Concerns were expressed that the Initiative would be “watered down” after the transfer. Most of the organisations highlighted the importance of maintaining and strengthening the capacity building and technical assistance aspects of the Initiative. One of the respondents raised the issue of the age limit and suggested that keeping volunteers older than 35 is important to address the needs of local communities.
- The formal process from submission to confirmation of applications brings uncertainty and takes long, which impacts planning of years ahead.
- Explore opportunities for two-way exchange between hosting and sending organisations - as well as opportunities for local volunteering in third countries.

6.3 Responses to the Survey for EUAV Hosting Organisations

This survey targeted EUAV Hosting Organisations. In September 2020, there were 233 hosting organisations that were certified under the EUAV Initiative.

A total of 129 hosting organisations were reached through the surveys of which 85 were certified. We therefore managed to reach about 36.5% of the certified hosting organisations at the time the survey was launched. When sending the email to both sending and hosting organisations we were notified that it was not delivered to 64 of the 555 email addresses it was sent to. This may indicate that some of the organisations were not reached either because there was a change in staff or because there was a mistake in the address provided. However, it was not possible to identify which of the organisations had not been reached. To address this issue, we kindly asked all recipients of the email as well as most interviewees to share the surveys with other members of their consortia they were in touch with.

When comparing the population variables of respondents with the population basis data it becomes clear that they align quite well so that the quality and solidity of the survey. There was a significant representation of organisations that are certified, organisations that have already hosted volunteers and local NGOs (as compared to national branches of INGOs). All in all, the data built a solid basis of information about the perception of the hosting organisations on the different aspects of the Initiative and the evaluation team saw many of the findings of field missions and interviews confirmed through the survey.

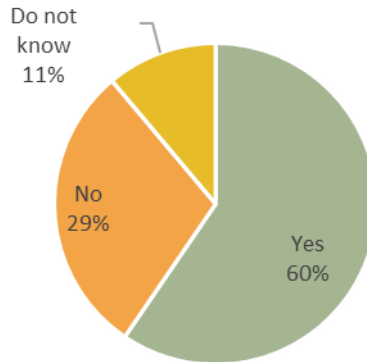
Important remarks:

- The number of respondents varies across questions as sometimes no answer was provided by a respondent in relation to a specific item. Depending on the answers the respondents provided, certain questions were hidden, to prevent confusion, if the organisations had stated that they had not experienced the aspect of the Initiative addressed by these questions. Moreover, as explained earlier, the responses of the three hosting organisations that responded to the survey for sending organisations have been taken into account for some questions that were identical across the two surveys.
- Percentages may not add up to a 100% in some questions whereby, multiple responses were possible.
- All figures in tables have been rounded to one decimal place and all figures in graphs to the nearest unit.

Section B – Identification questions

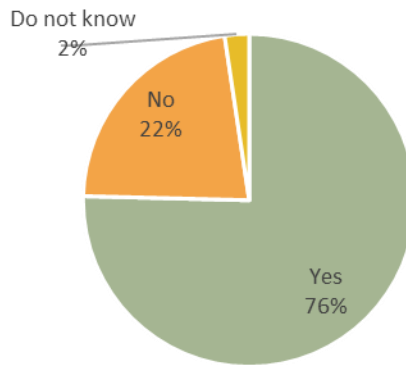
B5. Did your organisation host international volunteers before its participation in the EUAV Initiative?

The total numbers of responses to question B5 was 126.



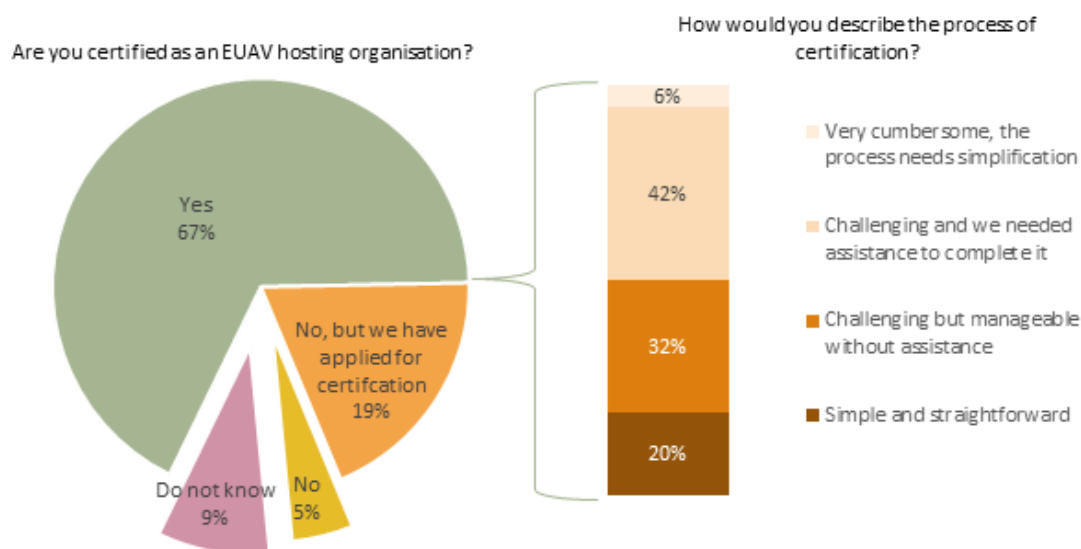
B6. Is your organisation working with local volunteers aside from the EU Aid Volunteers Initiative?

The total numbers of responses to question B6 was 126.



B7. Are you certified as an EUAV hosting organisation? B8. If you have been certified or have applied for certification, how would you describe the process of certification?

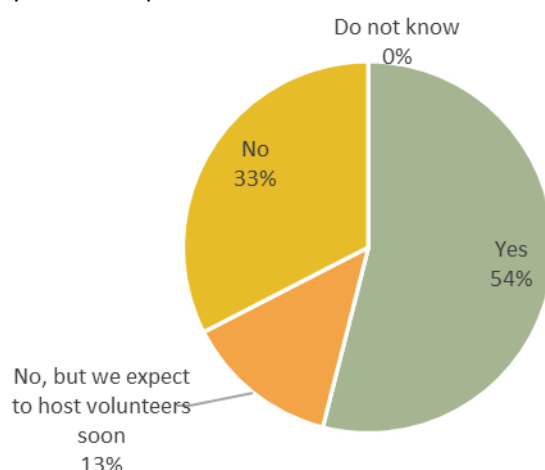
The total numbers of responses to question B7 was 126. Respondents having selected options “yes” or “no, but we have applied for certification” were presented with question B8. The total number of responses to question B8 was 109. Respondents to question B8 were also provided with the option to provide comments on their certification experience. A summary of these is presented in the box below the graphs.



Respondents to question B8 were asked to comment on their answers. A total of 69 comments were submitted. Respondents spoke of the certification mostly as a complicated procedure, with many documents to fill and upload which was particularly challenging for those in remote areas with limited internet access. However, most of the organisations recognized it as useful process that provided them with incentives to review their internal processes, leading to better internal organisation. Some organisations mentioned that belonging in a consortium facilitated the process, as the more experienced organisations provided guidance and expertise. One respondent recommended utilising “CHS certification standards” to make the whole process simpler.

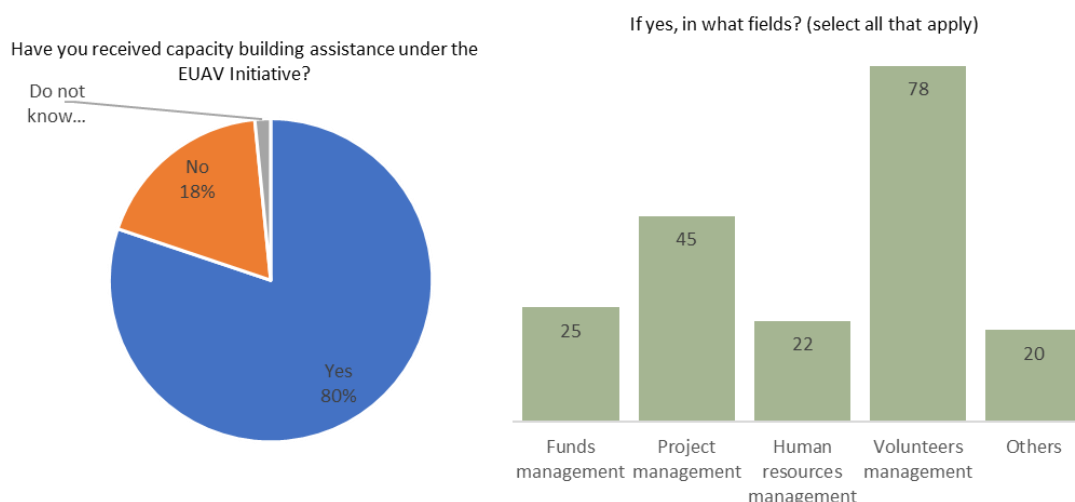
B9. Have you already hosted EU Aid Volunteers?

The total numbers of responses to question B9 was 126.



B10. Have you received capacity building assistance under the EUAV Initiative? B11. If yes, in what fields? (select all that apply)

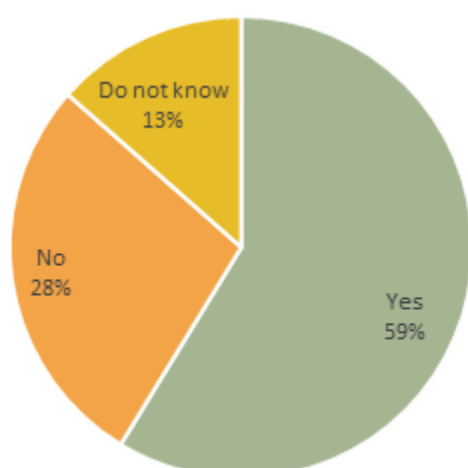
The total numbers of responses to question B10 was 126. Respondents having selected options “yes” were presented with question B11. The total number of responses to question B11 was 101. Respondents to question B11 were also provided with the option to provide comments on other possible fields in which they received capacity building assistance. A summary of these is presented in the box below the graphs.



The organisations selecting others indicated the following fields: Communication, duty of care, safety and security, climate change and environment, resilience and humanitarian management, disaster risk management, organisational development, needs assessment.

B12. Have you benefitted from EU funded assistance projects (directly or indirectly) before the EUAV Initiative?

The total numbers of responses to question B12 was 126. Respondents answering “yes” to question B12 were asked to provide additional details. A total of 66 comments were submitted. A summary of these comments is provided in the box below.



Most of the respondents indicated that they had previously received ECHO funding. Several organisations indicated that they had previously received EIDHR, CSO-LA, Erasmus+, ENPARD and Europe Aid funds.

B13. How did you first learn about the EUAV Initiative? Please briefly explain:

This was an open question. A total of 109 responses were provided. Below are the most cited channels:

- Through partners on other projects
- Through International NGOs
- Through their organisation’s EU Headquarters

B14. How did you find your EUAV sending organisation in the EU? Please explain:

This was an open question. A total of 97 responses were provided. Below are the most cited channels:

- Through partners on other projects
- Through International NGOs
- Through their organisation's HQ
- Speed dating organized by the EC

Section C – Relevance

C1. Why did your organisation participate in the EUAV? Please indicate how important the following reasons were in your decision to participate:

	Very important	Important	Not so important	Not at all important	No opinion/ Cannot judge	Total number of responses
To increase our capacity to host and manage volunteers	53.2%	34.9%	4.8%	2.4%	4.8%	126
To increase our capacity to deliver humanitarian aid	57.1%	30.2%	9.5%	1.6%	1.6%	126
To better deal with a specific crisis situation	33.3%	41.3%	16.7%	4.8%	4.0%	126
To increase our capacity to contribute to the resilience of the local community	63.5%	33.3%	1.6%	0.0%	1.6%	126
To increase the visibility of our organisation	31.0%	44.4%	16.7%	6.3%	1.6%	126
To improve, through certification, the public image of the organisation	34.9%	35.7%	19.0%	7.1%	3.2%	126

As part of question C1 respondents were provided with the opportunity to comment on any other reasons that may have contributed to their decision to participate. A total of 47 comments were provided. Most of the respondents commented on their responses to the first part of question C1 and did not cite additional reasons. The most frequently cited additional reasons are stated below:

- To identify human talent to be recruited for the organisation
- To address/increase specific capacity on specific thematic areas.
- To increase the diversity of the working environment and benefit from the experience of international volunteers
- To directly address humanitarian needs of the local community
- To contribute to the development of the next generation of humanitarian aid workers/ to the creation of a pool of skilled, motivated people ready to be deployed in humanitarian contexts
- To strengthen and form new partnerships
- To benefit from additional financial resources

C2. In your view, to what extent are the following issues obstacles in delivering EU humanitarian aid via volunteering schemes?:						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Lack of a structured EU approach to volunteering	4.0%	23.8%	19.8%	19.8%	32.5%	126
Insufficient qualified volunteers for Humanitarian aid	10.3%	28.6%	23.8%	19.8%	17.5%	126
Lack of consistent selection mechanisms for volunteers by different Member States	9.5%	26.2%	14.3%	15.9%	34.1%	126
Shortcomings in the surge capacity of the humanitarian sector	6.3%	38.9%	15.9%	7.9%	31.0%	126
Weak capacity of hosting organisations	7.1%	30.2%	24.6%	22.2%	15.9%	126
Poor visibility of EU humanitarian action/solidarity	6.3%	27.0%	27.8%	23.0%	15.9%	126

C3. In your view to what extent are the following important for the success of a volunteering scheme such as the EUAV Initiative?						
	Very important	Important	Not so important	Not at all important	No opinion/ Cannot judge	Total number of responses
Support on identifying volunteering opportunities	46.0%	48.4%	2.4%	0.8%	2.4%	126
Development of a platform for communication with volunteers and sending organisations	40.5%	48.4%	7.1%	0.0%	4.0%	126
Provision of training of volunteers	65.1%	31.0%	2.4%	0.0%	1.6%	126
Provision of capacity building to hosting organisations	65.9%	28.6%	3.2%	0.0%	2.4%	126
Provision of technical assistance to sending organisations	40.5%	38.9%	7.9%	0.0%	12.7%	126
Raising visibility of the EU's humanitarian principles	31.0%	56.3%	9.5%	0.8%	2.4%	126
Increase consistency between the various schemes existing at the Member States level	27.8%	40.5%	12.7%	0.0%	19.0%	126

As part of question C3 respondents were provided with the opportunity to comment on any other needs that a volunteering scheme like the EUAV needs to address. A total of 31 comments were provided. A brief summary of the most cited needs is provided below:

- Improved channels for sharing/exchanging experiences
- Improved/longer training for the volunteers (including potentially integrating HOs in the process). Insufficient training was presented by one organisation as a significant factor for the high dropout rate
- Increased allowances for the volunteers and increased clarity on their status to reduce dropout rates.
- Addressing the long-term sustainability of the projects
- Faster replies by EACEA.

C4. To what extent do you agree with the following statements:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The needs of my organisation were sufficiently considered in the design of the EUAV project(s) in which we participated	40.5%	46.0%	3.2%	1.6%	8.7%	126
The capacity building addressed a priority need of my organisation	36.5%	47.6%	4.8%	0.8%	10.3%	126
The hosting of European volunteers addressed a gap for local human resources	19.0%	42.1%	13.5%	4.8%	20.6%	126
My organisation would not have been able to host international volunteers without the support of the EUAV Initiative	18.3%	29.4%	23.0%	17.5%	11.9%	126

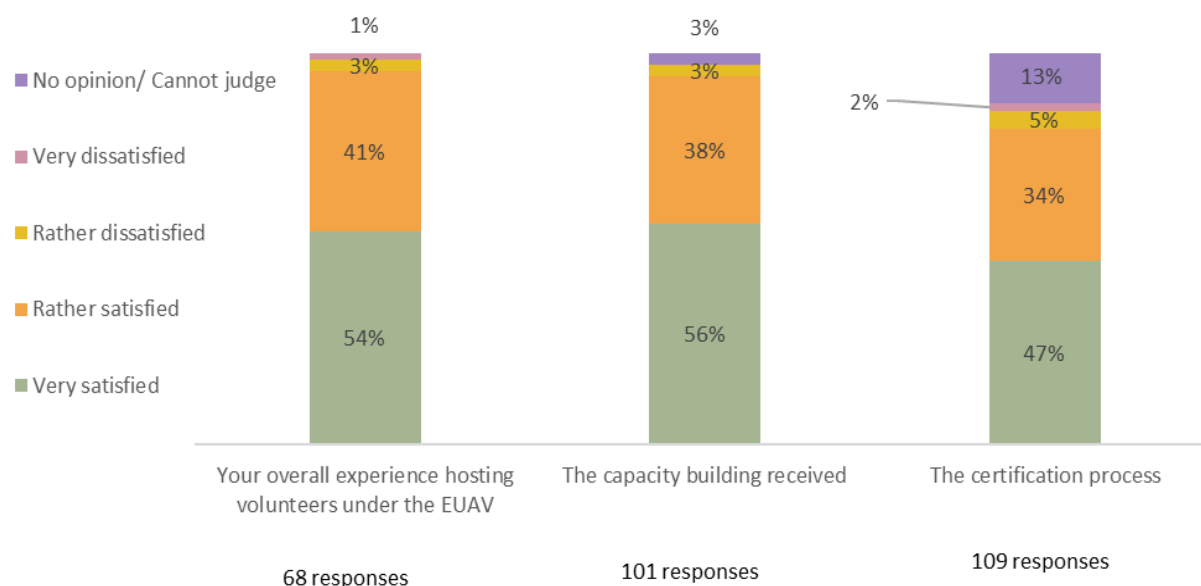
C5. Please feel free to comment on questions C1 to C4:

This was an open question. A total of 34 responses were provided. Respondents overall commended the initiative and its relevance to the needs of their organisations. They praised the contribution of the Initiative to capacity building with one of the organisations commenting that they would not have been able to host volunteers without it. The respondents also praised the highly quality of both Junior and Senior volunteers. However, several of the respondents indicated that the COVID pandemic put a halt to many projects while frequent delays in implementation created some issues for the HOs in terms of planning.

Section D – Effectiveness

D1. Overall, how satisfied are you with the following: your overall experience hosting volunteers under the EUAV, the capacity building received, the certification process.

The sub questions of D1 were only visible to those who in section B had indicated that they had already participated in the relevant processes. This is the reason for the large variation in the number of responses.



D2. Please indicate to what extent you agree with the following statements about the EUAV Initiative:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
It benefitted my organisation	61.1%	34.9%	0.8%	0.0%	3.2%	126
It benefitted the local community.	37.3%	42.1%	3.2%	0.0%	17.5%	126
It increased our organisation's capacity to provide humanitarian aid to the local community	42.1%	34.9%	5.6%	2.4%	15.1%	126
It increased our capacity to host and manage volunteers	53.2%	38.1%	1.6%	0.8%	6.3%	126
It helped us form new partnerships extending beyond the implementation of the EUAV projects	36.5%	34.1%	8.7%	6.3%	14.3%	126
It contributed to an increase in local volunteering	19.8%	34.1%	15.1%	10.3%	20.6%	126
It dedicated sufficient attention to the safety of volunteers	53.2%	34.9%	3.2%	0.8%	7.9%	126
It has led to an improvement in the terms and conditions of volunteers' engagement	36.5%	40.5%	4.0%	1.6%	17.5%	126
It increased our awareness and understanding of EU humanitarian aid principles	42.9%	38.1%	8.7%	0.8%	9.5%	126
It increased stakeholders' awareness of the EU humanitarian aid principles	28.6%	38.9%	7.1%	3.2%	22.2%	126
It effectively strengthened the EU capacity to deliver humanitarian aid	23.0%	38.1%	7.1%	2.4%	29.4%	126

It has improved opportunities for EU citizens to volunteer in humanitarian contexts	53.2%	29.4%	1.6%	0.0%	15.9%	126
It has increased the visibility of EU Humanitarian Action	39.7%	39.7%	2.4%	0.0%	18.3%	126
The tools put in place by the Commission to manage the volunteer cycle (e.g. EUAV platform) were useful for us	19.0%	43.7%	9.5%	2.4%	25.4%	126
Our participation at the initiative has enabled us to form new partnerships	34.9%	35.7%	11.1%	3.2%	15.1%	126

As part of question D2 respondents were provided with the opportunity to comment on their answers. A total of 37 comments were provided. The respondents generally commented that they were highly satisfied with the capacity building they received and the work of the volunteers. Only three negative comments were provided concerning the strict security standards, a feeling of superiority and privilege of some volunteers, and a request to focus on young but more skilled volunteers. One of the organisations commented that “we should put a limit to the narrative of the EUAV initiative (or the Volunteers themselves) having an impact on local communities”. The Initiative has a direct impact on the hosting organisations and the degree to which this positively affects the local communities depends on the existing contribution/role of the HOs therein.

D3. To what extent do you agree with the following statements concerning the capacity building your organisation received under the EUAV Initiative?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
The capacity building assistance we received from our EU partners was of high quality	44.4%	41.3%	1.6%	0.0%	12.7%	126
It helped us acquire certification	42.1%	19.0%	7.1%	2.4%	29.4%	126
It improved our organisation’s capacity to prepare for disasters	26.2%	43.7%	8.7%	4.0%	17.5%	126
It improved our human resources management	29%	43%	13%	2%	13%	126
It improved our funds management	13%	38%	22%	4%	22%	126
It improved our project management	24%	44%	15%	3%	13%	126
It improved our capacity to manage and host volunteers	40%	43%	4%	2%	11%	126
It contributed to the development of the skills of our staff and local volunteers	32%	54%	4%	2%	9%	126
It increased the knowledge of EU humanitarian aid principles amongst our staff and community members.	35%	42%	7%	2%	14%	126
Initial expectations were met by the actual implementation of the capacity building exercises	35%	42%	4%	1%	18%	126

As part of question D3 respondents were asked to provide concrete examples of how (if applicable) the EUAV capacity building projects contributed to developing the organisation’s capacity to provide humanitarian assistance. A total of 52 comments were provided. The respondents highly appreciated the capacity building provided by the Initiative in the fields of human resources and volunteers management, security, communication as well as very specific fields such as agroecology. A few organisations mentioned that the capacity building they received helped them better address local humanitarian needs in subsequent years including during the COVID pandemic. A few respondents also stated that the Initiative contributed to increasing the visibility of the organisations, leading to new partnerships.

D4. To what extent do you agree with the following statements concerning your experience with EUAV volunteers:

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Upon arrival, the volunteers were sufficiently trained to fulfil their tasks	26.5%	55.9%	16.2%	1.5%	0.0%	68
Upon arrival, the volunteers had a sufficient understanding of the local context	11.8%	50.0%	29.4%	5.9%	2.9%	68

The EUAV volunteers contributed to the development of our organisation's capacity	36.8%	52.9%	5.9%	0.0%	4.4%	68
The work of EUAV volunteers directly benefitted the local community	32.4%	39.7%	14.7%	4.4%	8.8%	68
The European volunteers during their presence our organisation were able to develop their skills	52.9%	42.6%	2.9%	0.0%	1.5%	68
The knowledge of EU humanitarian aid principles amongst our community members improved through the interaction with the European volunteers	25.0%	33.8%	19.1%	5.9%	16.2%	68
Our organisation's capacity to provide humanitarian assistance improved through the hosting of EUAV volunteers	25.0%	52.9%	8.8%	4.4%	8.8%	68
The hosting exercise contributed to the development of a shared identity (EUAV volunteers, local staff and volunteers, our organisation and the community)	32.4%	48.5%	10.3%	1.5%	7.4%	68

As part of question D4 respondents were asked to provide concrete examples of how (if applicable) the deployment of volunteers at their organisation contributed to developing the organisation's capacity to provide humanitarian assistance. A total of 49 comments were provided. The majority of organisations praised the work of volunteers which they regarded as highly skilled despite generally "being very young". Many of them indicated that the EUAVs had imported/developed important tools for their organisations and had directly contributed to their capacity building including through the organisation and conduct of trainings for the rest of their staff. They highly appreciated the expertise of senior volunteers and in some cases indicated that their work filled important gaps that the organisation could not have otherwise addressed. Some of the organisations also spoke of the direct contribution of volunteers to the local community through their participation in several projects and the training of local volunteers/ members of the local communities. A few organisations mentioned that the volunteers contributed to increasing their visibility.

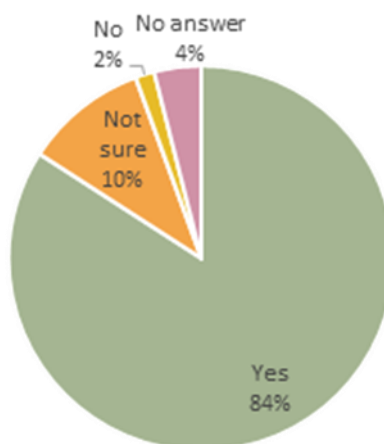
D5. To what extent do you agree that the EUAV Platform was useful for the following activities?¹²⁰

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Did not use it	Total number of responses
The recruitment process	22.2%	33.3%	5.6%	0.0%	38.9%	126
The project management	21.4%	28.6%	9.5%	1.6%	38.9%	126
The promotion of the organisation's activities under the EUAV Initiative	24.6%	30.2%	4.0%	1.6%	39.7%	126
Interactions with other sending and hosting organisations/ Peer-support	23.8%	26.2%	6.3%	3.2%	40.5%	126
Staying up to date concerning the Initiative	27.8%	32.5%	4.0%	0.8%	34.9%	126

It must also be noted that this question suggested that about 29% of respondents (37 organisations) did not use the EUAV platform for any of the elements listed in the question.

D6. Is your organisations planning to continue hosting international volunteers after the EUAV Initiatives?

The total numbers of responses to question D6 was 126.



D7. Can you provide examples of good and/or bad practices of how the EUAV ensured the safety of volunteers and do you have suggestions with respect to lessons to be learnt in this respect?

This was an open question. A total of 67 responses were provided. Most of the organisations praised the security standards put in place as well as the security trainings provided both prior and during deployment. Several organisations complained that the movement restrictions for volunteers were too strict and as a result the volunteers could not go to areas where they were needed. The organisations deemed those areas safe as they already had volunteers/staff working there and asked for the

¹²⁰ This question was open to all responding HOs. This includes organisations that have not yet been certified or applied for certification. This partly accounts for the high share of respondents that indicated that they did not use the platform for recruitment and project management purposes but does not fully explain it.

Commission to better consult with them prior to deciding on which regions are safe. A few of the organisations complained that the exclusion of certain countries for security reasons was not justified. A number of respondents complained that the security measures and guidelines provided during the COVID pandemic were insufficient while one organisation commented that the emergency evacuation of volunteers was not well planned and was unnecessary.

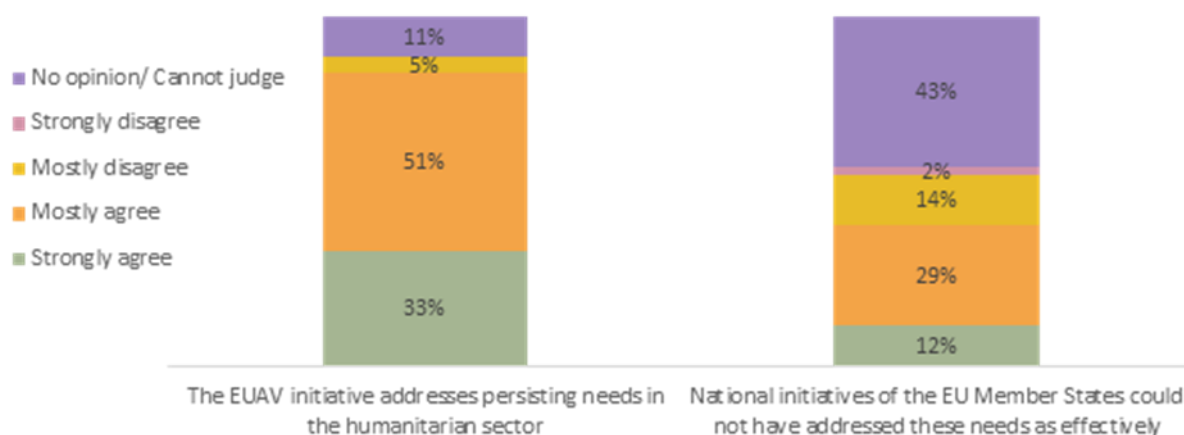
D8. Please feel free to comment on questions D1 to D7:

This was an open question. A total of 23 responses were provided. Respondents were generally very happy with the initiative and praised both the capacity building they received and the work of the volunteers they hosted. The few complaints expressed concerned the implementation of the Initiative during the COVID pandemic with some organisations indicating that it was not possible to complete the projects they were participating in as planned. One of the organisations complained about the lack of online training during the pandemic to allow for the planned deployments.

Section E – Coherence and EU Added Value

E1. To what extent do you agree with the following statements? A) The EUAV initiative addresses persisting needs in the humanitarian sector and B) National initiatives of the EU Member States could not have addressed these needs as effectively.

The total numbers of responses to question E1 was 126.



E2. To what extent do you agree that the following provided additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	27.0%	37.3%	4.8%	0.0%	31.0%	126
Compensating for insufficient capacity to organise humanitarian volunteering in some Member States	25.4%	34.9%	5.6%	0.8%	33.3%	126
Widespread EU presence over the world as a way to facilitate the deployment of volunteers	29.4%	40.5%	4.0%	0.0%	26.2%	126
Better coordination of international, multi-stakeholder projects.	27.0%	39.7%	4.8%	2.4%	26.2%	126
The capacity to undertake larger projects	31.0%	35.7%	7.9%	1.6%	23.8%	126
Technical knowledge of the EU in terms of humanitarian aid	26.2%	41.3%	7.1%	1.6%	23.8%	126
Technical knowledge of the EU in terms of volunteering	31.0%	45.2%	4.0%	1.6%	18.3%	126

E3. Please specify any other added value offered by the EUAV in comparison with other volunteering mechanisms:

This was an open question. A total of 27 responses were provided. The respondents described the capacity building, the high level of professionalism, the opportunity for exchanges and peer learning with other organisations and the high level of skills and motivation of volunteers as significant sources of EU added value. One organisation also mentioned the budget coverage of mentoring and security as an additional source of added value relative to other schemes. A few organisations commented on the lack of engagement of the EU delegations and ECHO field offices as a missed opportunity.

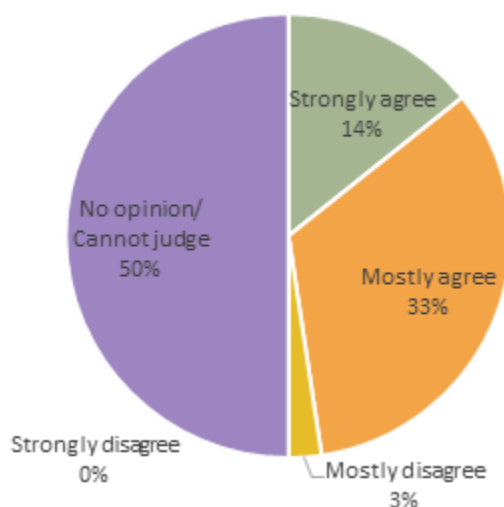
E4. To what extent do you agree that the EU Aid Volunteers Initiative was compatible with and/or contributed positively to the following other activities?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Other EU activities in the field of Humanitarian Aid	27.0%	43.7%	5.6%	0.0%	23.8%	126
Other EU activities in the field of Development	28.6%	41.3%	2.4%	0.8%	27.0%	126
Other EU activities in the field of Civil Protection	16.7%	31.7%	6.3%	0.8%	44.4%	126
Other volunteering schemes at the EU level (e.g. the European Voluntary Service/Solidarity Corps)	17.5%	24.6%	4.8%	0.8%	52.4%	126
Other volunteering schemes at the Member States level	15.9%	24.6%	3.2%	0.8%	55.6%	126
Other international volunteering schemes (e.g. UN Volunteers, Voluntary Service Overseas)	16.7%	31.7%	3.2%	0.8%	47.6%	126

As part of question E4 respondents were provided with the opportunity to briefly comment on their answers. A total of 31 comments were provided. Many respondents indicated that they have limited knowledge of other EU schemes and are therefore incapable to comment on complementarities. Most of the organisations agreed that Initiative was compatible with other volunteering schemes and EU activities. Only two of the organisations indicated that not only was the Initiative compatible with other programs and schemes but that it also positively contributed to them by improving the capacity of organisations to engage in them.

E5. To what extent do you agree that the EUAV helped reduce inconsistencies related to international volunteering in the Member States of the EU?

The total numbers of responses to question E5 was 126.



Section F – Cost-effectiveness

F1. Please indicate to what extent you agree with the following statements:						
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge	Total number of responses
Participating in the initiative required little administrative burden from our side	13.5%	42.9%	23.0%	15.9%	4.8%	126
The financial support received was sufficient to implement the capacity building project as planned	20.6%	42.1%	18.3%	2.4%	16.7%	126
Sufficient funding was provided to enable my organisation to host EUAV volunteers	19.8%	34.1%	13.5%	4.0%	28.6%	126
The time lag between volunteers' application and their deployment in the field was reasonable	8.7%	34.9%	12.7%	10.3%	33.3%	126
The information and administrative support our organisation received from ECHO throughout the process was adequate	17.5%	34.1%	9.5%	1.6%	37.3%	126
The support I received from EU partners throughout the process was adequate	32.5%	34.1%	6.3%	0.0%	27.0%	126
The identification of European partners was easy	24.6%	30.2%	5.6%	0.0%	39.7%	126
There was good coordination between my organisation, ECHO/EACEA and other hosting and sending organisations	25.4%	32.5%	6.3%	1.6%	34.1%	126
The cost per volunteer under the EUAV Initiative was reasonable compared to the benefits of volunteering (your perception)	11.1%	37.3%	7.9%	4.0%	39.7%	126

F2. Please briefly explain your answers. Feel free to make additional comments on the efficiency of the EUAV Initiative:

This was an open question. A total of 47 responses were provided. Some organisations complained about the administrative burden and indicated that some of the processes were unnecessarily long and complex. Other organisations suggested that overall, they found the Initiative to be effective and efficient. A few organisations pointed to the delays between the application and deployment of volunteers. Many organisations commented that the communication with EACEA could be improved, pointing to large delays in receiving responses and feedback. This was particularly problematic following the outbreak of the COVID pandemic with EACEA being described as having gone “silent”. Some organisations also commented on the insufficient living allowance for volunteers that does not take into account the differences in living costs between urban and rural regions.

Section G – Strengths, weaknesses and areas for improvement

G1. Strengths of the EUAV Initiative Please briefly highlight the strengths of the Initiative (max. 5 bullet points)

This was an open question. A total of 90 responses were provided. Below are some of the most cited strengths:

- The Initiative attracts highly skilled and highly motivated volunteers
- The volunteers are well prepared
- The formation of new partnerships/ expansion of network
- Opportunity to exchange and learn from other organisations
- The capacity building provided through the Initiative which has improved the capacity of organisations to respond to local needs
- Improvement in standards and internal procedures through certification
- The additional financial resources
- Good communication and coordination
- Opportunity to recruit young European professionals after their deployment

G2. Weaknesses of the EUAV Initiative Please briefly highlight any weaknesses of the Initiative (max. 5 bullet points)

This was an open question. A total of 81 responses were provided. Below are some of the most cited weaknesses:

- Low visibility of the initiative
- Lengthy selection process for volunteers
- Low allowances for volunteers
- Difficulty to fill senior positions
- Insufficient flexibility for budget adjustments
- Insufficient length of deployment
- Excessive administrative burden
- Language barrier (most documentation is only in English)
- Challenges in communication with EACEA
- Lack of interest by ECHO field offices
- Lack of opportunities for non-EU citizens
- Insufficient funding for activities involving the local community
- Unjustified security restrictions
- Coordination with other HOs not strong

G3. Areas for Improvement Please briefly highlight any aspects of the Initiative which could be improved (max. 5 bullet points)

This was an open question. A total of 74 responses were provided. Below are some of the most cited areas for improvement:

- Lack of coordination with other EU schemes
- Simplify administrative procedures
- Increase flexibility for budget adjustments
- Increase the length of deployment
- Reduce the length of the selection process
- Involve volunteers that are non-EU citizens and in particular nationals of the host country
- Improve communication between organisations and ECHO/EACEA. Direct communication between volunteers and ECHO/EACEA should be avoided
- Improved engagement of ECHO field offices
- Increase capacity building activities including trainings for the staff of the hosting organisations
- Improved coordination with other stakeholders
- Increase living allowance for the volunteers

Section H – Additional comments

H1. Please, feel free to provide here any further comments you want to share

This was an open question. A total of 43 responses were provided. Respondents were satisfied with the initiative overall, asking for it to continue and to be expanded. One of the respondents summed the comments of several organisations by saying “volunteering management, with new methods to assess their needs, new competences to develop larger partnerships and to be able to disseminate the skills and knowledge related to EU humanitarian Aid.”

6.4 Survey for EU Member States

Responses to the survey

This survey targeted EU Member States representatives that are members of the Working Party on Humanitarian Aid and Food Aid (COHAFA). Only 4 responses were received for this survey from the representatives of Czechia, France, Germany and Italy. The low number of responses significantly limited the representativeness of the sample and the capacity of the Evaluation Team to draw conclusions on the perceptions of Member States. To address the limited number of responses and understand the perspective of parliamentarians, the Evaluation Team conducted a focus group with members of the DEVE committee that were involved in the negotiations of the new Initiative under the European Solidarity Corps.

A detailed presentation of the answers of the respondents to the survey for EU Member States is provided in the following section. Given the number of responses, the Evaluation Team has abstained from conducting a quantitative analysis of the results of this survey. It has nevertheless proceeded to the identification of areas of consensus as well as key themes - on the basis of the respondents' answers to open questions - that align with and corroborate the findings from other sources such as the rest of the surveys, KI Interviews, documentary review and the focus group with the members of the DEVE Committee, and has used this analysis as complementary evidence to support the findings of this evaluation.

Important remarks:

- The numbering of the questions follows the numbering presented in the survey. Some questions are missing as they concerned personal data of the participants.
- In some cases, the comments of the respondents have been slightly modified to protect their identity. Whenever there was a reference to a country's name, this was replaced by “our country” and country specific examples were removed when they could not be modified in a way that protected the identity of the respondents.

Section B – Identification questions

B1. Your Country

Representatives from Czechia, France, Germany and Italy responded to the survey.

B7. You are a member of which EU Parliament Working Group?

All 4 respondents to the survey were members of the Working Party on Humanitarian Aid and Food Aid (COHAFA) and did not indicate an affiliation with another EU Parliament Working Group.

B8. Are you familiar with the EU Aid Volunteers initiative? B9. If yes, have you in the past consulted the following? (please select all that apply)

All 4 respondents answered “yes” to question B8. For question B9 they selected the following:

The EUAV website	3
The annual reports of the EUAV Initiative	3
The report on the interim evaluation of the EUAV Initiative	2
The EUAV newsletter	0

B10. Does the Member State you represent have a national volunteering scheme comparable to the EUAV Initiative? If yes, please provide some details on the existing national schemes:

All the respondents indicated that the Member States they represented had a national scheme comparable to the EUAV Initiative. In the comment section provided below the question the respondents referred to the following volunteering schemes: The Federal Voluntary Service (Bundesfreiwilligendienst) in Germany, the Universal Civil Service in Italy, the Volontariat de Solidarité Internationale (VSI) in France. The representative from Czechia did not refer to a specific scheme but indicated that “there is a national law on volunteering. Under this law, various actors can register their volunteering programmes, both for domestic volunteering and for international volunteering - even EUAV programmes implemented by Czech NGOs have been registered under this scheme. The registered programmes have to fulfil rules for hiring, training, using and supervising of volunteers, and they can receive grants for this work and assistance from national or regional network.”

Section C – Relevance

C1. Overall, how relevant have you found the EUAV initiative as an instrument to provide humanitarian assistance in the current EU humanitarian system?

The respondents provided the following answers:

Highly relevant	0
Relevant	1
Not so relevant	2
Not at all relevant	1
Cannot judge/ No opinion	0

C2. How relevant do you consider the operational objectives of the EUAV?

	Highly relevant	Relevant	Not so relevant	Not at all relevant	No opinion/ Cannot judge
Contribute to increasing and improving the capacity of the Union to provide humanitarian aid	0	2	2	0	0
Improvement of the skills of volunteers in the field of humanitarian aid	0	4	0	0	0
Improving the terms and conditions of their engagement	0	3	1	0	0
Building the capacity of hosting organisations in third countries	1	2	1	0	0
Fostering volunteering in third countries	0	1	3	0	0
Communicating the Union's humanitarian aid principles	0	1	3	0	0
Enhancing coherence and consistency of volunteering across Member States	0	0	4	0	0

Three of the respondents also provided additional comments about the relevance of the Initiative and/or their rankings. These are shown below:

- 1) EUAV has contributed to strengthen the capacity of the Union to provide humanitarian aid thanks to a virtuous combination of, on the one hand, skilled and experienced volunteers able to actively support hosting

organisations with specific skills and competences, and, on the other hand, young volunteers bringing dedication to the work environment that generates new ideas and opportunities.2) EUAV has been relevant in enhancing the role of hosting organisations at national level, creating strong synergies between the EU humanitarian aid and the first responders in the field.

- The combination of volunteering, youth and humanitarian settings is risky. It can rather contribute to the capacities of the youth volunteers themselves than to the humanitarian assistance system or to the recipients of humanitarian assistance.
- Given the ambitions of this program, EU Aid Volunteers does not seem to have been designed to meet the needs of humanitarian NGOs, for the following reasons:
 - A very long process in its implementation, which has often discouraged potential partners and beneficiaries;
 - A complex framework, which did not fit well with the work organisation and calendars of the sending organisations;
 - An ill-sized program if it was to increase the EU's capacity on humanitarian aid issues.
- However, this program was also designed to disseminate common standards of volunteering in a humanitarian context, for all member states. On this point, we lack data to assess whether this objective has been achieved.

Section D – Effectiveness

D1. To what extent do you agree that the EUAV Initiative has contributed to the following?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
Strengthening the capacity of the Union to provide needs-based humanitarian aid	0	1	1	2	0
Strengthening the capacity and resilience of vulnerable or disaster-affected communities	0	2	2	0	0
Increasing the visibility of the European Union's humanitarian values and activities	0	2	2	0	0
Improving the opportunities for EU citizens to volunteer in humanitarian contexts	0	2	2	0	0
Increasing the opportunities for EU citizens to volunteer in humanitarian contexts	0	3	1	0	0

Section E – Coherence and EU Added Value

E1. To what extent do you agree to the following statement on EU added value?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
What the EUAV initiative aims to achieve cannot be achieved by Member States acting at national/regional level or through the initiatives of other actors	0	2	0	2	0
What the EUAV initiative aims to achieve cannot be achieved through the initiatives of other non-EU actors	0	1	1	1	1

E2. At which level do you think a volunteering scheme focused on the provision of humanitarian aid in third countries is best provided at? (select all that apply)

The EU level	2
The Member States level	2
The UN level	2

Three of the Member states representatives also provided any additional comments related to the EU added value of the EUAV Initiative and/or to their ratings. Below are their responses:

- EUAV has strengthened the cooperation among different actors at local, national and EU level (NGOs, Institutions), fostering the sharing of good practices and the collaboration between different actors. Since EU young and skilled volunteers have a valuable knowledge and education background, EUAV has generated indirect cross-fertilization in the field.
- Member States level can support volunteering through NGOs. At UN level, UNV has a long-term unique know-how in volunteering for other UN agencies.
- The country's organisations most involved in the EU Aid Volunteers program are already recognized partners in the national volunteering scheme which is particularly demanding in terms of the supervision of volunteers. In this sense, they had no difficulty in meeting the standards of this European program.

E3. To what extent do you agree that the following provide additional value resulting from the EUAV Initiative compared to what would have been achieved by Member States acting at national or regional level?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
Introduction of common standards across Member States for volunteering in Humanitarian Aid contexts	1	3	0	0	0
Compensating for insufficient capacity to organise humanitarian volunteering in some Member States	1	1	0	1	1
Widespread EU presence over the world as a way to facilitate the deployment of volunteers	0	0	4	0	0
Better coordination of international, multi-stakeholder projects	0	0	3	1	0
The capacity to undertake larger projects	0	0	3	1	0
Technical knowledge of the EU in terms of humanitarian aid	0	2	1	0	1
Technical knowledge of the EU in terms of training and deploying volunteers	0	4	0	0	0

E4. Please specify any other added value offered by the EUAV in comparison with other volunteering mechanisms:

This was an open question. Two of the respondents replied and their comments are presented below:

- 1) The EUAV Programme contributes to the localization of aid, as it actively involves local organisations in project planning and implementation. 2) Multiculturalism and solidarity are boosted by the programme, which brings together young people from different countries 3) Events and other innovative communication activities organized in the framework of the programme, strengthened partnerships among different countries. 4) The EUAV initiative contributes to build the skills of new professionals of humanitarian aid.
- From our point of view, this program was designed to promote common standards of volunteering in a humanitarian context, for all member states. On this point, we lack data to assess whether this objective has been achieved. Given the few volunteers sent to this program, it seems difficult to assess the statements presented in the E3 question above. In addition, the projects carried out by our country's organisations are, in general, of a size comparable to the projects supported by the EU Aid Volunteers program. In this sense, it does not seem to us that some big organisations of our country have gained in capacity for innovation or expertise to carry out larger projects.

E5. To what extent do you agree that the EU Aid Volunteers Initiative was compatible with and/or contributed positively to the following other activities?

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
Other EU activities in the field of Humanitarian Aid	0	2	1	0	1

Other EU activities in the field of Development	0	0	3	0	1
Other EU activities in the field of Civil Protection	0	0	1	0	3
Other volunteering schemes at the EU level (e.g. the European Voluntary Service/Solidarity Corps)	0	1	2	0	1
Other volunteering schemes at the Member State level	0	2	2	0	0
Other international volunteering schemes (e.g. UN Volunteers, Voluntary Service Overseas)	0	0	1	0	3

Three of the Member States also provided additional comments to their responses to question E5:

- In the field of Humanitarian Aid the positive contribution was in terms of deployment of volunteers and capacity building activities. Volunteers have been deployed in support of organisations with FPA and complemented their activities within projects funded by the EU (ECHO, DEVCO) and also from other institutions. Volunteers supported hosting organisations and communities both with general tasks (project management), especially through junior volunteers, and with more specific and technical aspects involving senior volunteers (for example data analyst). Capacity building activities positively contributed to strengthening the capacities of local organisations in responding to disasters and to COVID-19 crisis.
- Given the setting of EUAV and the small volume of it (in terms of numbers of volunteers and their positions), there are only some inherent contributions.
- 1)We lack the data to assess the compatibility between the EU Aid Volunteers program and other international volunteering programs, including United Nations Volunteers. While the program did manage to link up with our national volunteering arrangements, it had no significant impact on these programs. For this, better coordination between the competent authorities of the various Member States and the Commission would have been necessary. 2)The link between EU Aid Volunteers and the European Voluntary Service is not obvious, despite the choice that was made to merge them to create the European Solidarity Corps. Our country will be particularly vigilant to ensure that the humanitarian aspect of this new mechanism meets the expectations of the sending NGOs.

Section F – Cost- Effectiveness

F1. To what extent do you agree with the following statement concerning the cost of the EUAV?					
	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	No opinion/ Cannot judge
The overall cost of the EUAV is reasonable given its benefits	0	1	2	1	0
It is more cost effective to organise such an initiative at EU than at the Member States level	0	1	1	1	1

Section G – Strengths, weaknesses and areas for improvement

G1. Strengths of the EUAV Initiative Please briefly highlight the strengths of the Initiative(max. 5 bullet points)

This was an open question. The four Member States representatives left the following comments:

- The EUAV initiative has the potential to reignite and promote both the concept of volunteering and humanitarian principles in a domestic and international context. It is a great opportunity for young Europeans to assume responsibility in humanitarian contexts and could support and complement existing systems and projects. Furthermore, it constitutes an option to strengthen civil society in host countries. Programme was open for all ages, so also more experienced experts could apply, even from outside the area of humanitarian assistance (benefit of interdisciplinarity).
- 1) The absence of age limit for participating volunteers. This enabled the full effectiveness of the activities thanks to the high skills and experience of the participants in the initiative, especially in complex and delicate crisis contexts in third countries. 2) The chance for local organisations to conduct research and trainings, which is something which is not usually covered by funds provided by other institutions.3) The EUAV is one of the few programmes that provides opportunities for civic engagement outside the EU, improving intercultural solidarity especially with people living in crisis affected countries.
- Capacity building of the participating NGOs
- This program seems to have succeeded in building the capacities of host organisations, thanks to the certification system. It was also able to help some member states to increase the requirements associated with volunteering programs in a humanitarian context.

G2. Weaknesses of the EUAV Initiative Please briefly highlight any weaknesses of the Initiative (max. 5 bullet points)

- 1) Risk to have a negative impact on quality and existing standards of humanitarian aid and CP systems; problem of duplication of existing systems. 2) Registration process for host organisations is far too complicated (required even when FPA exists). 3) Invitations for tenders published on homepage only, no invitation to certified organisations. 4) Most domestic organisations are used to managing local volunteers, while the management of international volunteers is not common and may represent a challenge. 5) Restriction to mid-term/long-term deployments (volunteers already trained in civil protection by the Member States are basically excluded). 6) The amount of allowance provided (350 EUR) was seemingly not attractive enough for more experienced experts to apply (even though the programme was open for all ages). 7) The requirements for volunteering candidates have been very high what lead to a long recruiting progress and consequently to some candidates withdrawing. 8) Because of the long recruiting process, the initial job posting and the later portfolio of the position often did not match and thus had to be adapted. This led to a high level of discrepancy between the expectations of the volunteers and the actual requirements and tasks of their position. 9) The title “volunteer” does not fit the reality, as volunteers are e.g. not compensated."
- 1) Sending Organisations could be better involved in the training of volunteers. 2) European Agency could be more supportive and responsive to the Sending Organisations during the COVID-19 emergency. 3) Accreditation procedures for the Hosting Organisations could be better facilitated. 4) The focus of call for proposals and Regulations could be more focused on the impact of humanitarian aid to affected populations, rather than to volunteers achievements.
- The general setting
- 1) Coordination between the Commission and the Member States has not been sufficient to ensure that States can work with their partner organisations to assimilate the framework of the EU Aid Volunteers program.2) In addition, the program has failed to adapt to the needs of NGOs. 3) The very long process in its establishment has often discouraged potential partners and beneficiaries. 4) The complex framework did not fit well with the work organisation and schedules of the sending organisations. 5) The program was poorly sized, if it was to increase the EU's capacity on humanitarian aid issues.

G3. Areas for Improvement Please briefly highlight any aspects of the Initiative which could be improved (max. 5 bullet points)

- 1) In order to be able to send out well-trained delegates, rather an EU Junior Delegates Programme could be beneficial. Experience has shown that the ideal target group for the programme are candidates aged between 25 and 38, as they are typically looking for first professional experiences “in the field” after finishing their education and thus willing to accept lower allowance. Good experiences have been made employing such candidates in the areas of project management, finances, communication / PR, and support (e.g. drafting manuals). The programme should not target younger “volunteers”.2) Recommendation to formulate job postings matching the portfolio of the position in order to avoid disappointment among the applicants.
- With regard to the accreditation of HO, the consolidated relations between SO and HO, with at least 3-4 years of partnership in progress, could be better valued.2) Safety and security: more decision-making power on SO on where to deploy volunteers. For this reason, it is very important that the certification of the organisations maintain high standard requirements on safety and security. 3) More support to SO and HO during a sudden crisis (such the COVID-19 pandemic) in terms of clear indications on how to guarantee the safety and security of volunteers and how to properly identify cost eligibility to apply mitigation measures.
- The whole setting should be changed
- The creation of the European Solidarity Corps calls for our vigilance as to the capacity of this new program to mobilize NGOs at the EU level. The current debate between Parliament and the Commission, on the age limit for volunteers (the Commission supporting to reserve this humanitarian component, like the entirety of the Corps, only for young audiences) leaves us wondering whether the needs of humanitarian NGOs, who wish to deploy qualified and experienced volunteers in the field, are being taken into account.

Section H – Additional comments

H1. Please, feel free to provide here any further comments you want to share
 No additional comments were provided.

Annex 7. EUAV INITIATIVE PUBLIC CONSULTATION

Public Consultation on the EUAV Initiative Summary Report

Background

The present summary report presents the results of the Public Consultation on the EUAV Initiative (2014-2020). This Consultation run for a period of 12 weeks in accordance with the EU Better Regulation Guidelines; it was launched on 21 October 2020 and ended on 13 January 2021. It ran in parallel with the Ex-post evaluation of the EUAV Initiative (2014-2020), conducted between September and February 2020 by the consultancy company ADE S.A. The public consultation questionnaire was developed in collaboration with ADE, which is also the author of the present report.

Objective of the Public Consultation and use of data

The Commission carried out the public consultation to give EU citizens and all concerned stakeholders an opportunity to express their views on the EU Aid Volunteers Initiative from its launch in 2014 until 2020. More specifically, the Public Consultation sought to:

- Collect views of European citizens and European governmental and non-governmental organisations (NGOs) including those not consulted in the framework of the ex-post evaluation, on the results achieved by the EUAV Initiative to date (during the period mid 2014 – 2020).
- Gather evidence (i.e. factual information) to support the Ex-post evaluation of the EUAV Initiative for each of the main evaluation criteria (Relevance, Coherence, EU Added Value, Effectiveness and Cost-Effectiveness).
- Provide inputs for the organisation of the humanitarian aid strand of the European Solidarity Corps which will replace the EUAV Initiative as the main vehicle for EU volunteering in the humanitarian aid field starting from 2021.

Methodology and design of the Public Consultation

The public consultation questionnaire consisted of an introductory section aimed to collect relevant information on respondents' profiles and knowledge of the Initiative, followed by five core sections corresponding to the 5 evaluation dimensions of relevance, coherence, EU added value, effectiveness and efficiency. The closing section allowed respondents to provide comments and suggestions.

The questionnaire was kept short and simple to ensure that it was accessible to the general public. Its design was still meant to enable important evidence to be gathered in support of the Initiative's ex-post evaluation. The questionnaire design sought consistency with the questionnaire proposed in the framework of the public consultation on the Initiative conducted in 2017. Prior to the official launch of the Public Consultation, the questionnaire was submitted to a group of testers with different levels of knowledge of the Initiative, to ensure that questions were easily understandable and non-ambiguous and adjusted consistently with the testing result.

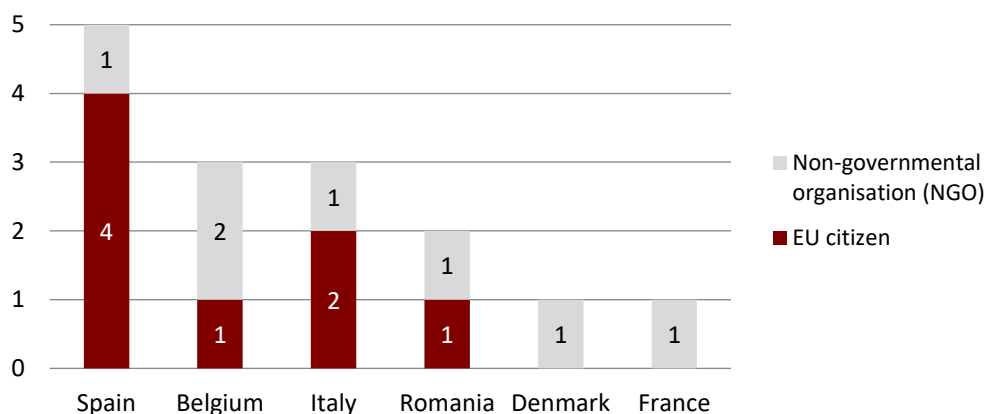
The questionnaire was translated into French, Spanish and German in accordance with the Better Regulation Guidelines. DG ECHO EU Aid Volunteers Team was responsible for the promotion of the public consultation among the general public.

Summary findings of the Public Consultation

Profile of respondents

A total of 15 responses were submitted as part of this Public consultation. Seven out of 15 respondents represented non-governmental organisations, while the rest provided their responses as EU Citizens. The largest share of respondents came from Spain, followed by Italy and Belgium (see Figure 9).

Figure 9 – Nationality of respondents to the Public Consultation (N=15)



NGOs of all sizes were represented in the Public Consultation. Two of them were micro (1 to 9 employees), 2 of them were small (10 to 49 employees), 1 of them was medium (50 to 249 employees), and 2 of them were large (250 or more employees). Five of the seven NGOs having responded were EU-based organisations that work in the humanitarian sector and that have experience with volunteers. Three of those were already certified as EUAV sending organisations and, among those three, two were also ECHO FPA partners and had local branches which were certified as EUAV hosting organisations.

Overall, respondents tended to have a good level of pre-existing knowledge of the Initiative. This was particularly the case for the NGOs, all of which declared having at least partial knowledge of the Initiative (see Figure 2 below). Most respondents (6) had first learned about the Initiative through EU websites such as the DG ECHO and EACEA websites, and the EUAV Platform. The rest of the respondents had learned about it through friends/colleagues (2), through social media platforms (2), through the websites of sending and hosting organisations (2) or through the written press (1). One of the NGOs commented that they had learned about the Initiative through the European Volunteer Center and an EU citizen learned about it through the mailing list of a sending organisation.

Figure 10 – Level of knowledge of respondents on the EUAV Initiative (N=15)

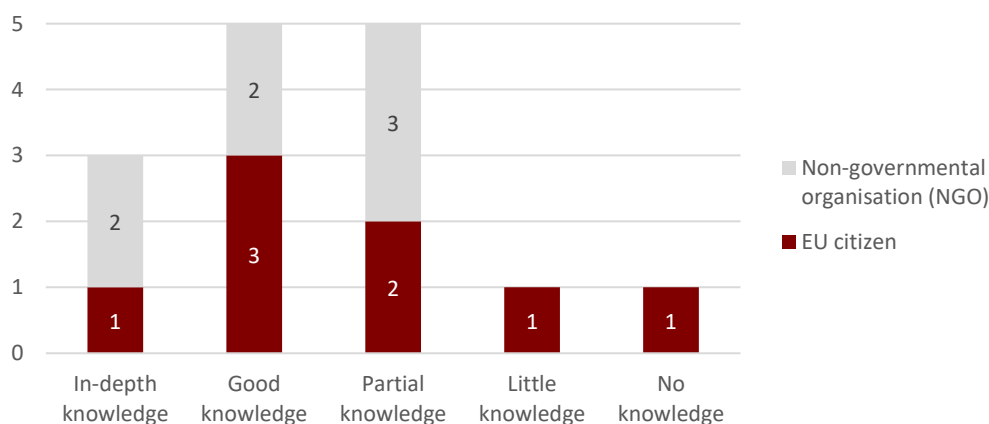
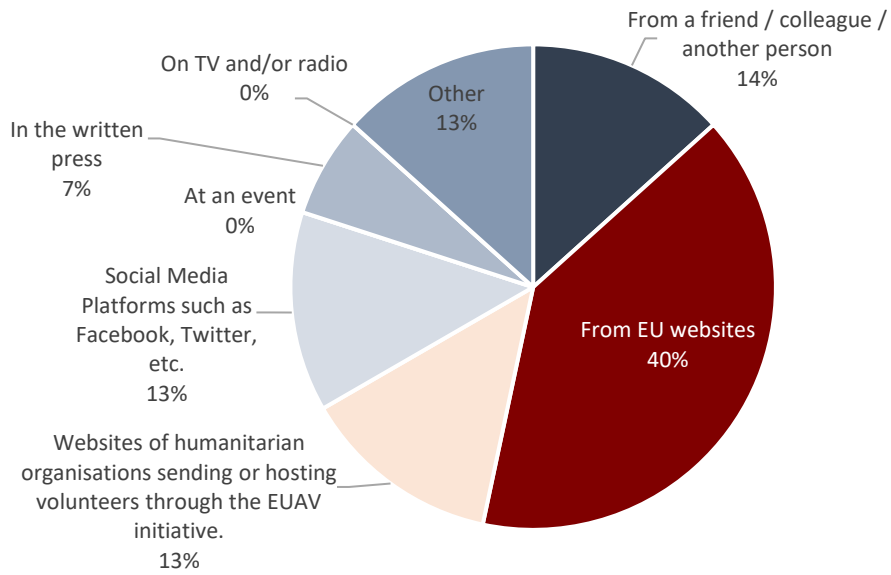
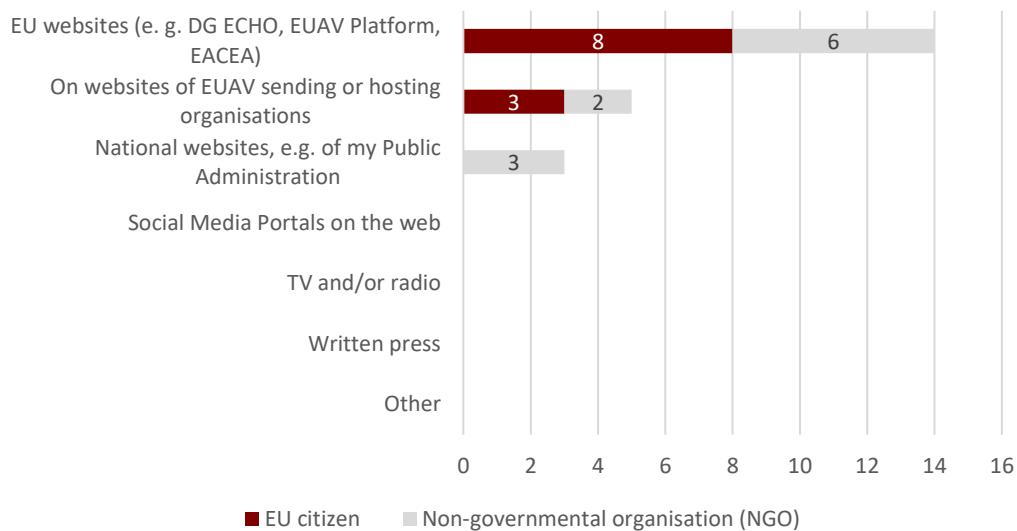


Figure 11 – How did you find out about the EUAV Initiative? (N=15)



Irrespective of how they had learned about the Initiative, 14 out of the 15 respondents suggested that they would look at EU websites if they wanted to find additional information on the EUAV Initiative. A large share of respondents also referred to the websites of sending and hosting organisations. For NGOs, national websites such as those of the public administration were also seen as an important source of information (see Figure 4 below).

Figure 12 – Channels respondents would use if they wanted to find additional information on the EUAV Initiative (N=15)



Findings by Evaluation Question

The section below summarises the responses submitted to the Public Consultation by evaluation criterion. Statistics on the responses to closed questions are complemented with the comments and proposals provided in response to open questions. The very low response rate (15 responses received overall) did not allow to produce disaggregate statistics for different groups of respondents.

Relevance

Respondents considered the Initiative to be highly relevant for increasing the capacity of the EU to deliver humanitarian assistance. The majority of respondents agreed that there is indeed a need for the EU to increase its capacity to deliver humanitarian aid (73%) and that the establishment of a volunteering scheme is a suitable tool to potentially achieve such a capacity increase (60%).

Most respondents agreed that the Initiative's operational objectives (training of volunteers and hosting organisations, raising awareness on EU humanitarian principles and action, increasing coherence between existing volunteering schemes within the EU) were relevant to the overall goal of increasing the EU humanitarian capacity. 93% of respondents argued that building the capacity of hosting organisations (via training) and increasing the coherence and consistency of volunteering across Member States was needed or even critically needed for this purpose. In addition, 86% of respondents indicated that training volunteers was needed (of those, 85% thought it was critically needed) and 80% suggested that raising awareness and visibility of the EU Humanitarian values was also needed or even critically needed. None of the respondents found any of the objectives of the Initiative to be non-relevant.

All respondents appeared to value the specific elements incorporated in the Initiative and indicated that they would consider them as important if they were to volunteer under such an Initiative. As shown in Figure 8, this was particularly the case for the following aspects of the Initiative, which were deemed as important by all respondents and as very important by the vast majority of respondents: the certification of sending organisations (80%) and of hosting organisations (87%) to ensure their compliance with specific standards regarding the conditions of volunteering; the provision of pre-deployment and upon arrival training (73%); the provision of health and travel insurance (87%); the provision of accommodation during deployment (67%); the provision of money for travel costs (67%); and the provision of a sufficiently high allowance to cover living costs (53%). One respondent highlighted the importance of provisions like the latter two to ensure equality in terms of opportunities to participate. For those who have limited financial resources, covering the costs of travelling may not be feasible and this may inhibit them from participating.

Respondents indicated that they would value the incorporation in the Initiative of networking activities during and after deployment, learning and development activities during deployment, and recognition of achievement after deployment in the form of certificates or recommendation letter. However, they tended to see these elements as relatively less important, with only 13%, 33% and 33% respectively describing them as very important.

In the comments, respondents made some additional proposals on elements they considered as important for a volunteering scheme to incorporate:

- 1) Provide local language courses to deployed volunteers;
- 2) Provide digital volunteering opportunities;
- 3) Build the capacities of local volunteers;
- 4) Provide opportunities for peer-learning (sharing of expertise) from more experienced sending organisations to the hosting organisations;
- 5) Be inclusive and facilitate the participation of volunteers from vulnerable groups, such as care leavers and young people with disabilities;
- 6) Give free access to the courses and educational material developed under the EUAV Initiative to smaller organisation that may not be able to participate in the Initiative.

One respondent, despite recognising the overall relevance of the Initiative, questioned the capacity of the Initiative, and the appropriateness of its design, to address the needs of disaster-affected regions. More specifically, he referred to the security restriction which limited the possibility for volunteers to be deployed in such regions.

Coherence

Overall, respondents seemed to find that the Initiative was largely coherent with other EU activities in relevant fields (Humanitarian, Development and Civil Protection). However, they were less likely to see it as coherent with other volunteering schemes, particularly EU volunteering schemes and volunteering schemes run by Member States.

As shown in Figure 9, for a large share of the respondents (47%) the EUAV Initiative and other EU activities in the humanitarian field positively reinforced each other (there were complementarities, or even synergies between them). A significant share of respondent saw positive mutual contribution between the Initiative and other EU Activities in the field of development (33%) and in the field of Civil Protection (27%). Another 27% of respondents suggested that Initiative was compatible with other EU activities in the fields of humanitarian aid, development and civil protection, although it did not specifically complement them. A limited number of respondents (7%) suggested that there were unnecessary duplications and/or inconsistencies between EU activities in those fields and the EUAV Initiative.

When comparing the EUAV Initiative with the volunteering programme of the United Nations (UN Volunteers), 47% of respondents agreed that the two schemes are compatible, but only 7% responded saw them as complementary. 13% indicated that there are unnecessary duplications between the two, and another 13% found them unrelated.

As for other EU-level volunteering schemes and volunteering schemes run by Member States, 13% of respondents saw them as unrelated to the EUAV Initiative and 7% argued that there are significant overlaps between these schemes and the EUAV Initiative, which leads to an unnecessary duplication of effort. An additional percentage of respondents argued that there were some unnecessary duplications and/or inconsistencies between the EUAV Initiative and other EU volunteering schemes (27% of respondents) and between the EUAV Initiative and volunteering schemes run by Member States (according to 18 of respondents).

Four out of five comments on the coherence of the Initiative called for improved coordination and more synergies in particular with other EU volunteering schemes and volunteering schemes operating in the communities where EUAVs are deployed. There was a specific reference to the European Solidarity Corps, in which a respondent argued that exploring complementarities could facilitate the engagement of volunteers in both schemes and contribute to further strengthening their EU identity.

One of the respondents criticized the overall EU approach on orphanages as being inconsistent. According to this respondent, although the EU has committed to the deinstitutionalisation of childcare services in its Common Provisions Regulation and Human Rights Action Plan, the EUAV does not outlaw volunteering in orphanages.

EU Added Value

Overall, respondents agreed that the Initiative provided added value due to the fact that it was organised at the EU level rather than by individual Member States. As shown in Figure 10, the two main sources of added value were the introduction of a set of common standards across Member States for volunteering in humanitarian contexts (73% of respondents strongly or mostly agreed) and the ability of the Initiative to compensate for insufficient capacity to organise humanitarian volunteering in some Member States (54% of respondents strongly or mostly agreed). 40% of respondents also agreed that the Initiative added value thanks to the EU's widespread presence over the globe which facilitated deployments. However, 20% of respondents agreed that the EUAV entailed duplication of activities already implemented by Member States and that this limited its added value.

Effectiveness

The respondents found that the Initiative was effective in improving the skills, knowledge, competences of volunteers in the field of humanitarian aid, in increasing the capacity of the European Union to provide humanitarian assistance, in improving the capacity of hosting organisations in third countries to respond to humanitarian needs and increasing the coherence and consistency of humanitarian aid across Member States. The Initiative was seen as significantly less effective in fostering volunteering in third countries and in increasing stakeholders' awareness of the humanitarian aid principles and humanitarian activities of the European Union.

As shown, in Figure 11, 67% of respondents agreed that the EUAV Initiative contributed to improving the skills, knowledge, competences of volunteers in the field of humanitarian aid (40% strongly agreed), to increasing the capacity of the European Union to provide humanitarian assistance and to improving the capacity of hosting organisations in third countries to respond to humanitarian needs. 54% of respondents also agreed that the Initiative had contributed to increasing the coherence and consistency of humanitarian volunteering across Member States.

Slightly less than half of the respondents (47%) agreed that the Initiative had contributed to fostering volunteering in third countries, with 26 of respondents disagreeing. More respondents (34%) disagreed rather than agreed (33%) that the EU Aid Volunteers Initiative had contributed to increased awareness of EU humanitarian principles and activities.

Five respondents argued that the Initiative had additional benefits beyond its contribution to the objectives mentioned above. These benefits included the cooperation and transfer of knowhow on volunteers' management from the EU to other continents, the promotion of the value of solidarity among EU citizens, the development of the professional experience of EU citizens, and the opportunity for volunteers to become directly involved with organisations and beneficiaries in third countries.

At the same time, two respondents argued that the Initiative also had negative consequences. It was suggested that the EUAV Initiative had led to a discrimination against local volunteers whose deployment was not financially supported by the scheme and had subsequently led to fewer opportunities for them. It was also argued that the requirement to have previous humanitarian experience to acquire the certification significantly constrained the participation of smaller organisations in the Initiative, while privileging larger ones.

Cost-Effectiveness

Overall, the respondents agreed that a volunteering scheme like the EUAV Initiative can be a cost-effective for achieving a broad range of objectives. As shown in Figure 12, 93% of the respondents indicated that building volunteers' skills and competences is a cost-effective way to support the development of the humanitarian workforce of the future and 73% of respondents agreed that volunteering abroad is a cost-effective way to support the career potential of young professionals. A slightly lower percentage, but still the majority of respondents (66%), agreed that volunteering is a cost-effective way to improve disaster management and disaster risk reduction capacities in third countries/communities. One of the respondents explained that, while the contribution of volunteers in building the capacity of hosting organisations was clear, their contribution to the building of resilience and capacities of the local communities was less visible.

A significant minority (33%) agreed that volunteering in humanitarian aid often leads to job replacement, reducing opportunities of stable employment and pushing NGOs to rely on volunteers instead of hiring professional staff. In addition, 33% of respondents disagreed that the administrative burden of the Initiative was reasonable. Two out of five comments provided under cost-effectiveness addressed the excessive administrative burden of the Initiative. It was suggested that the burden varies across organisations depending on their pre-existing capacities and that it was particularly strenuous for smaller organisations, which may not be able to join the Initiative as a result. It was also argued that, although the EU coordination is important for ensuring minimum standards, more flexibility is needed in the programme management and implementation to improve the efficiency of the Initiative.

Suggestions for improvement by respondents

The following suggestions were provided by respondents as part of their concluding remarks. These span across the different evaluation criteria:

1. An age limit for participation should not be introduced (2 respondents). One respondent argued that the EUAV is the only EU volunteering scheme that is accessible for people over 30 and that introducing an age limit would limit opportunities for EU citizens and would even constitute a form of discrimination.
2. Exchanges with other volunteers in the field should be facilitated (1 respondent).
3. Complementarities with other volunteer programs such as the UNV should be further explored, and action should be taken to limit the large differences in the deployment conditions under the different schemes.
4. The Initiative should incorporate more activities to promote its visibility. Currently, the Initiative lacks visibility among European citizens. (1 respondent)

5. The Initiative should continue being implemented in the future. “It’s difficult to see already tangible results, in terms of impact in European Humanitarian Aid system. More years are needed to have more results and see the improvements also in the preparedness and professionalism of aid workers in the future”. It would be a waste of effort and economic resources to stop the Initiative at this stage. (1 respondent)
6. The Initiative should facilitate the participation of smaller organisations based in EU Member States without a long tradition of volunteering in the field of humanitarian assistance. With its current structure, the Initiative favours the participation of large organisations with international branches in third countries. This explains the limited participation of organisations from certain EU countries, such as Romania, that currently only has 1 sending organization. (1 respondent)
7. The Initiative should pay more attention to the struggles of organisations and should seek to minimize the administrative burden they face as much as possible. Organisations have to also contribute their own funds and sometimes find it difficult to continue their activities due to a lack of funds. (1 respondent)
8. The Initiative should have a stronger focus on strengthening local volunteering. Local volunteers should be incorporated in EUAV projects and at the same time organisations should be encouraged to engage with local volunteers beyond the duration of the Initiative to promote the sustainability of the results and to enable the organisations to capitalise upon their acquired capacity. (1 respondent)
9. The upcoming European Solidarity Corps (2021-2027) should be aligned with the Global Standard for Volunteering for Development (2019). It should explicitly outlaw volunteering at orphanages and support initiatives that prevent family separation and strengthen communities. (1 respondent)
10. The Initiative should make a child safeguarding training for any volunteering activities involving children mandatory (1 respondent)
11. The Initiative should actively engage groups with fewer opportunities, such as care leavers and children with disabilities. (1 respondent)
12. The EU should consider incorporating volunteers of non-EU nationalities as a way to promote and spread its values. (1 respondent)

Detailed responses by Evaluation Criterion

Relevance

Figure 13 – In your view, does the EU need to increase its capacity to provide humanitarian assistance? (N=15)

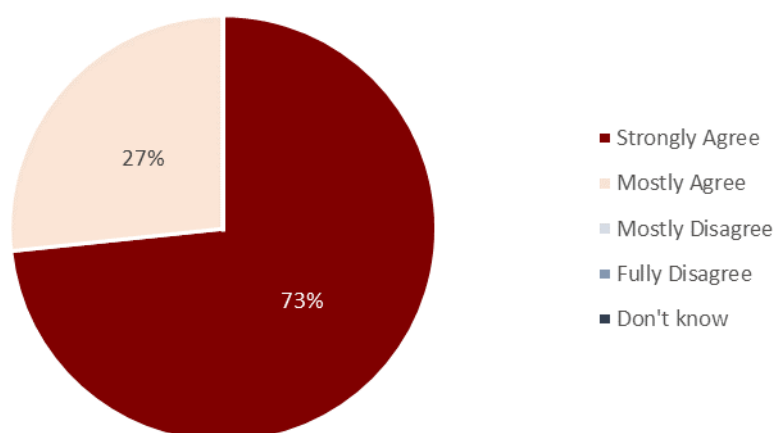


Figure 14 – Do you agree that a volunteering scheme can be a suitable approach to increase the capacity of the EU to provide humanitarian assistance? (without judging whether the scheme has reached this objective, which will be covered in another section of the questionnaire) (N=15)

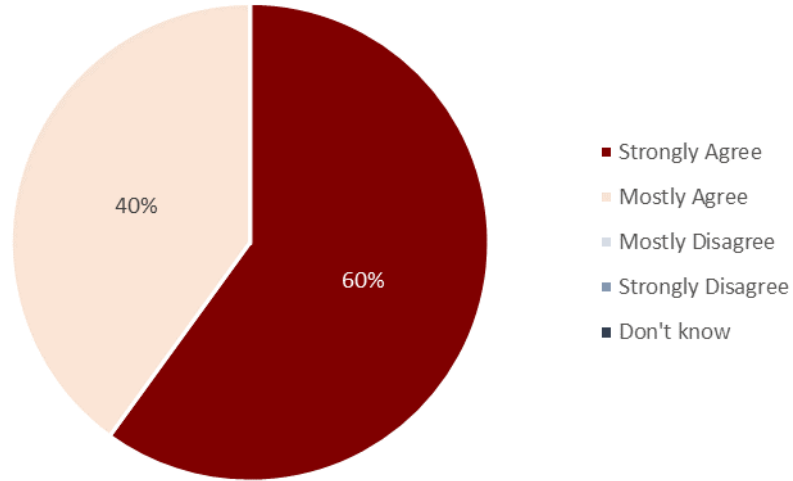


Figure 15 – In the context of setting up a volunteering scheme to increase the EU’s humanitarian assistance, how would you rate the importance of the following activities?(N=15)

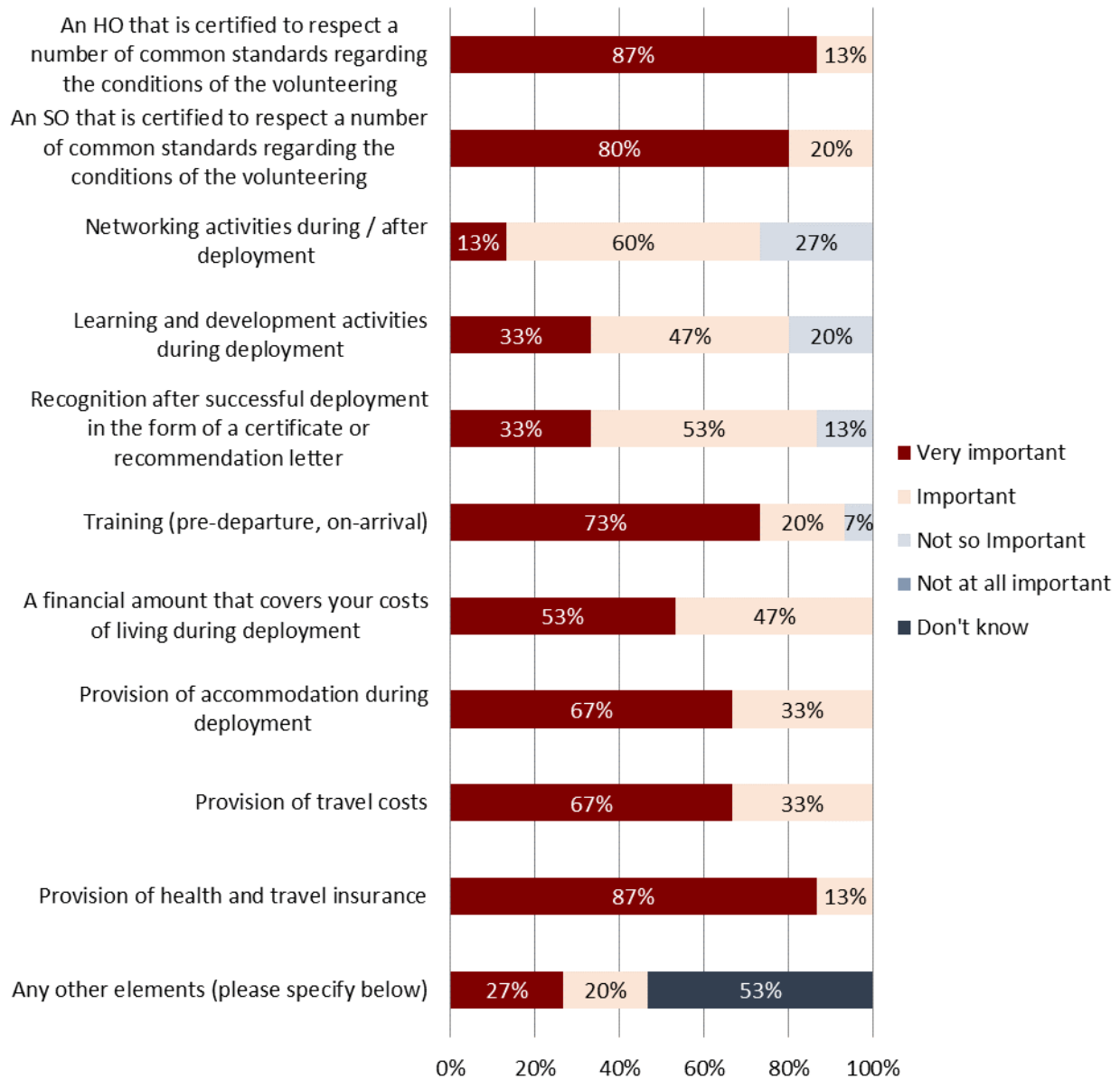
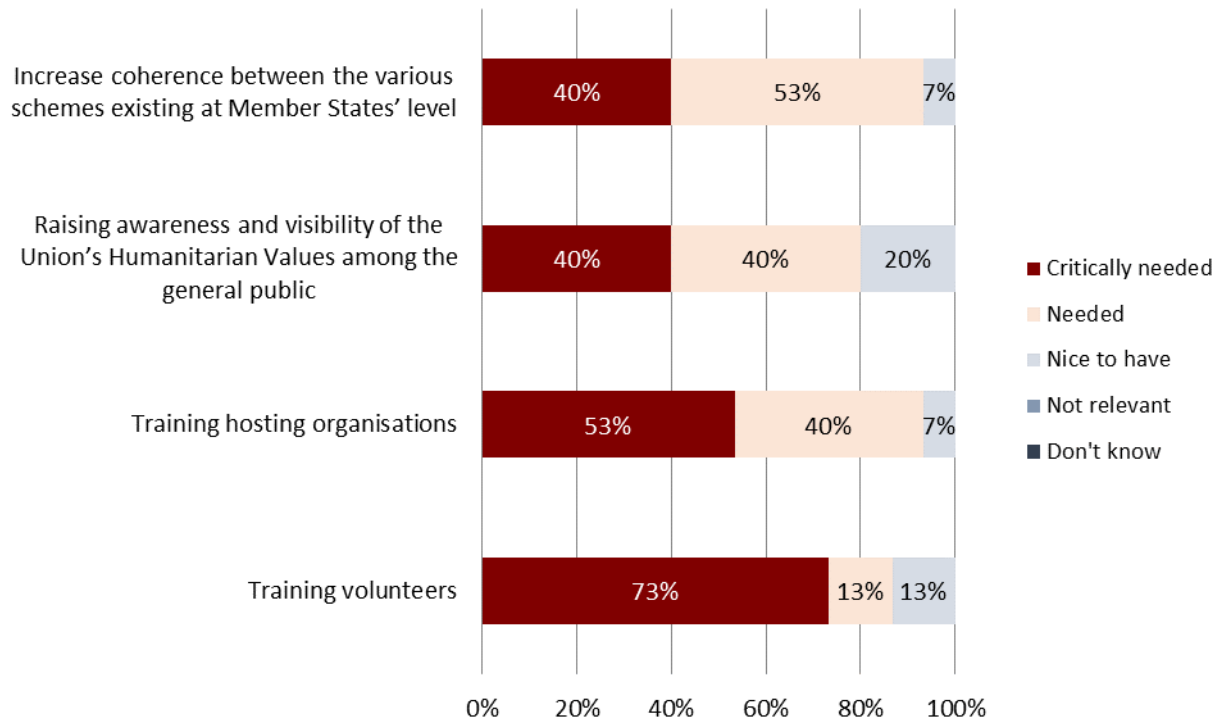
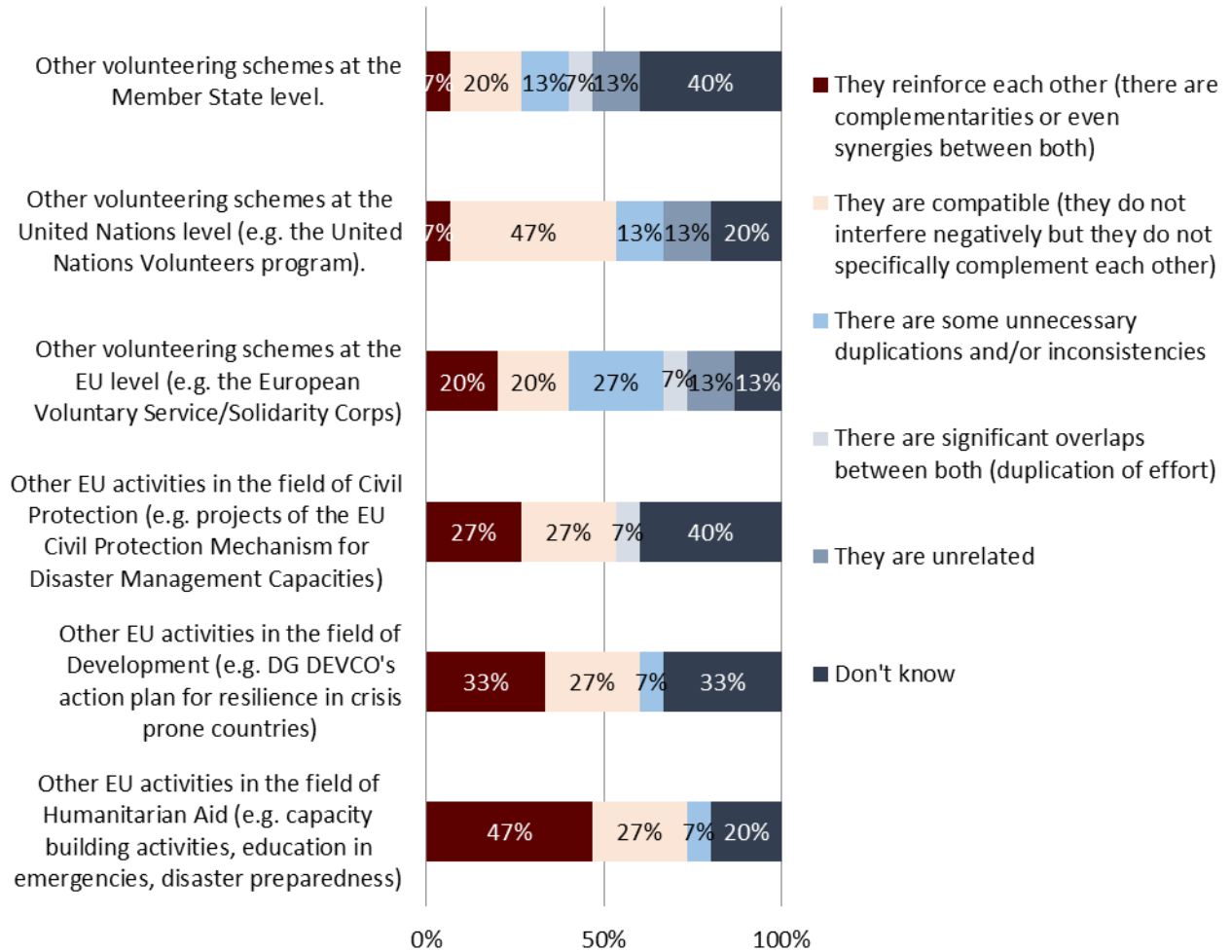


Figure 16 – If you would consider participating as volunteer in the EU Aid Volunteers Initiative, how much importance would you give to the following elements? (N=15)



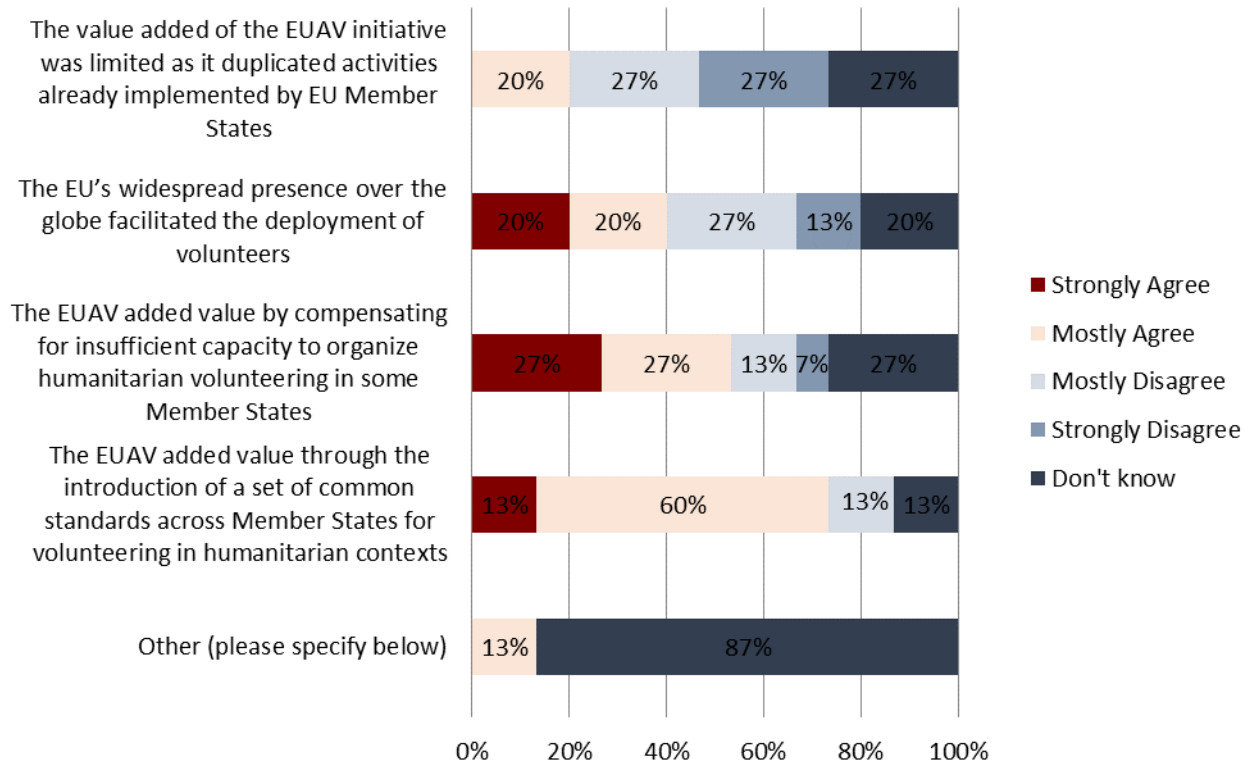
Coherence

Figure 17 – To what extent was the EU Aid Volunteers Initiative compatible with and/or did it contribute positively to the following other activities (more than one choice can be made)? (N=15)



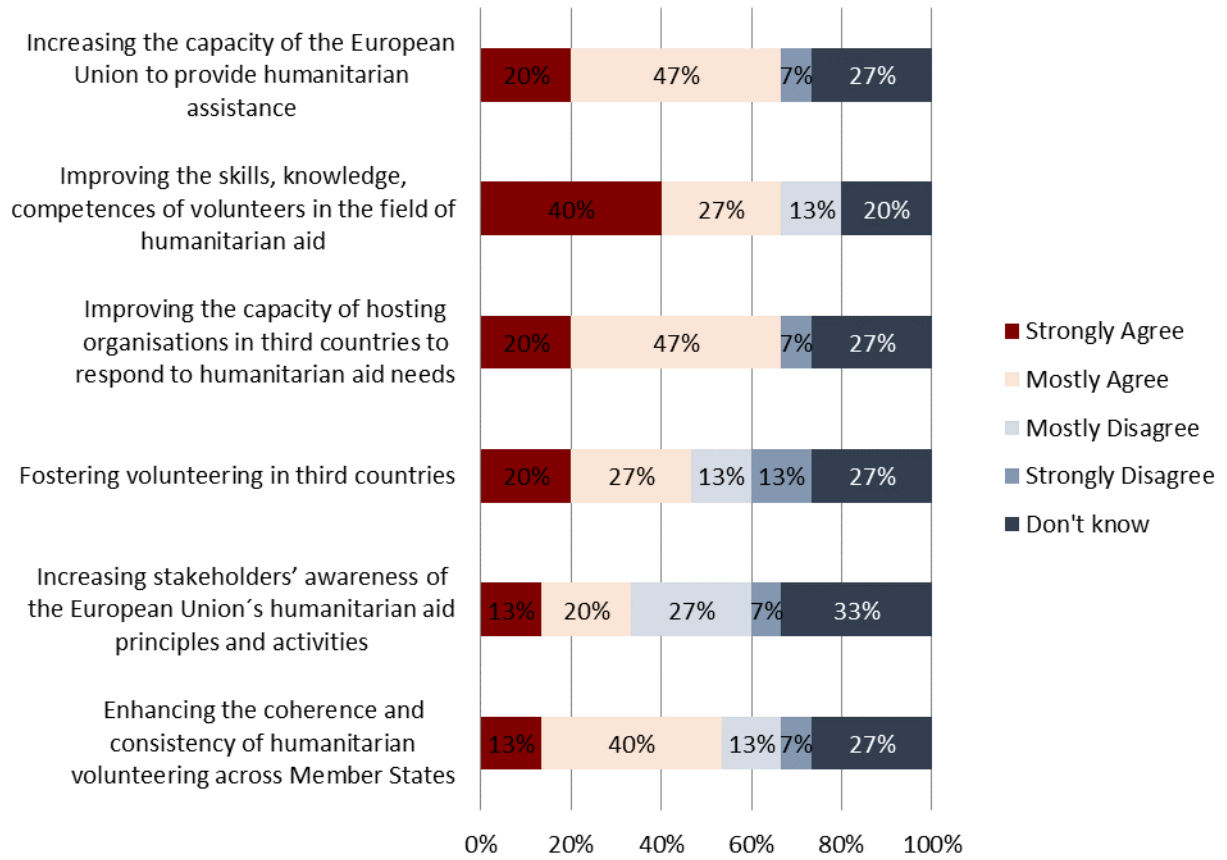
EU added value

Figure 18 – To what extent did the EU Aid Volunteers Initiative (EUAV) provide added value due to the fact that it was organised at the EU level rather than by individual Member States (as some have their own volunteering schemes)? Please indicate to what extent you agree with the following statements: (N=15)



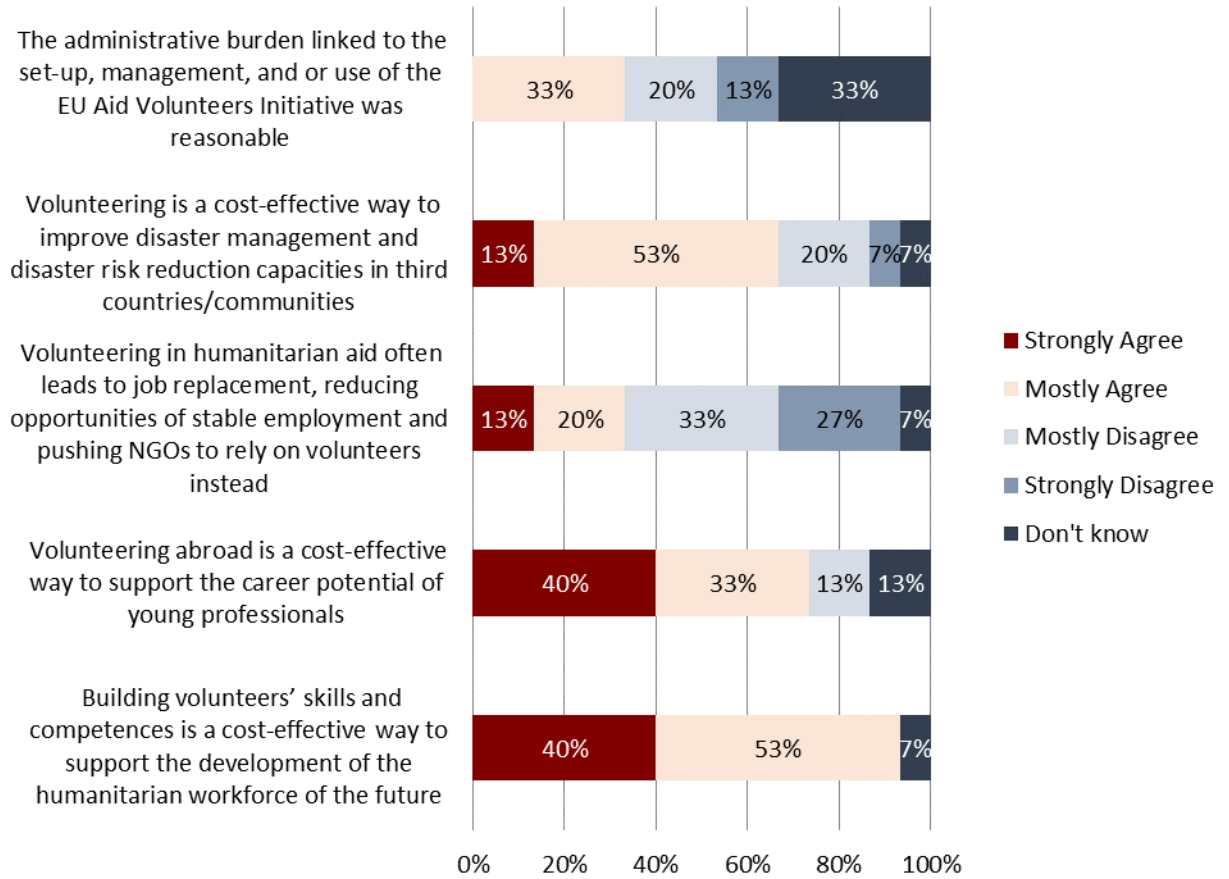
Effectiveness

Figure 19 – To what extent do you agree that the EU Aid Volunteers Initiative (EUAV) has contributed to the following? (N=15)



Cost-effectiveness

Figure 20 – To what extent do you agree with the following statements related to the efficiency of volunteering in the humanitarian context? (N=15)



Annex 8. MEMBERS OF THE EUROPEAN PARLIAMENT FGD

This note was prepared to supplement the survey response to the EU Member Survey to widen the perspective of the EU Member States. Participants in the FGD were involved in the triilogue negotiations for the Regulation that will govern the

Introduction

The aim of the meeting was to share strengths and weaknesses of the EUAV Initiative. The triilogue negotiations were in their final stage and, even though the evaluation has not been finalised, this was a good opportunity for the committee to discuss relevant issues.

Evaluation Questions

EQ1: To what extent was the Initiative *relevant*?

One of the main questions that this group has been struggling with is the age limit. On the one hand we need more expert participants, on the other we need to be more flexible. But in general, this programme must become more and more part of an European proposal. What type of professionals are needed and will be needed for the future? How could we do with an evaluation of the impact on the local communities, is it useful? I think it is very useful to evaluate the impact, it can be useful for the future of the programme to better understand how to better adapt our action in the field. It will be important to have volunteers who are experienced, because although enthusiasm is important the rest is professionalism.

EQ2: To what extent was the Initiative *coherent*?

We need to reinforce coherence since on the one hand we need more expert participants and on the other we need to be more flexible.

EQ3: To what extent did the Initiative provide an *EU Added Value*?

in general, the new Initiative must become more and more part of a European proposal. It is important to strengthen the cooperation between humanitarian partners and EU political entities.

EQ4: To what extent was the Initiative *effective*?

The program is good but there is lack of promotion of the programme and there is a need to increase the numbers of volunteers deployed. The process of deployment is too long.

The EUAV Initiative has been a challenging thing to measure since it depends what you measure, impact on volunteers themselves and organisations? In terms of effectiveness at the community level, we will not be able to give conclusions, volunteers are often part of a larger project, measurement at community level will be difficult to make sound judgment. How could we do with an evaluation of the impact on the local communities, is it useful? I think it is very useful to evaluate the impact, it can be useful for the future of the programme to better understand how to better adapt our action in the field.

In other meetings this group has discussed security and safety, but we have been more concerned about the implementation of the project. This group has discussed this with colleagues in the European Parliament's Committee on Culture and Education. Our members are generally in favour of ensuring security for volunteers. Volunteers need to be somebody who has experience.

EQ5: To what extent was the Initiative *efficient*?

Particularly at the beginning of the EUAV Initiative the process was heavy. It was a new initiative so there was lack of clarity, what was in the regulations had to put into practice etc. Efficiency improved over time, sending agencies developed their own guidelines, it is a bit more streamlined but still slow compared to peers.

Annex 9. INTERVIEW GUIDES

Interview guide for general use

The interview guide below is based on the **Evaluation Matrix in the Inception Report**.

Guidance for team members: This is not intended to be used as a questionnaire, rather used as a “**checklist**” during a semi-structured interview to ensure that we are collecting relevant data since we will need to compile evidence/data to support our conclusions and recommendations under each heading.

This is a comprehensive interview guide and **you should not expect that key informants will be able to respond to all of questions**. One of the main reasons for starting your interview by understanding the “Perspective of the key informant” is to give you a reasonable idea of which questions/sub-questions to ask.

Answers to sub-questions can often be obtained through a guided conversation sparked by high level questions such as:

- What has been your experience with the EUAV or other volunteer Initiatives?
- What role do you see that volunteers from EU Member States could play in adding value to the EU’s humanitarian and development efforts?
- If you have had experience with the EUAV Initiative:
 - What do you feel were the main strengths and weaknesses of the EUAV Initiative?
 - Would you recommend continuing with the EUAV Initiative? Why or why not?
 - What would you like to see changing in the Initiative?

you can then guide the discussion by probing with to get answers to those sub-questions where you think that the key informant can provide useful input.

Interview Guide for General Use (for those key informants who are not volunteers or belong to Sending/Hosting Organisations)

Questions	Sub-Questions
Perspective of the Key Informant	<ul style="list-style-type: none"> ➔ Interviewee’s position in their organization, years of experience in the country (if field-based)? ➔ Main area of activity of the organization? ➔ Experience of the organization with EU and/or other volunteers? ➔ Have you benefited from interventions supported by EU Volunteers (capacity building, technical support, etc.)? ➔ Participation in EUAV interventions (number, duration & type). ➔ Other relevant background information.
EQ1 Relevance - To what extent was the Initiative relevant?	
JC 1.1 Matching of Initiative objectives with needs. Extent to which there was and remains a need to:	<ul style="list-style-type: none"> • Level 1 - Are operational objectives still matching current needs and problems? • Level 2 - <i>Was the Initiative as a whole a suitable approach to address the needs identified?</i> This question examines whether a volunteering initiative is an appropriate solution to meeting the identified needs.

<ul style="list-style-type: none"> • Increase EU's humanitarian capacities with EUAV-type interventions; • Improve communication on humanitarian principles; • Improve skills and knowledge of volunteers, • Improve capacity of sending and hosting organisations; and • Increase the coherence and consistency of humanitarian volunteering across Member States. 	<ul style="list-style-type: none"> • Level 3: Was the design of the initiative, notably the links between activities and outcomes, appropriate to reach the overall objectives? <ul style="list-style-type: none"> ◦ Were the activities undertaken suitable to respond to the needs of the target groups? ◦ Were the activities undertaken appropriate in terms of increasing awareness of the EU's humanitarian aid principles and the enhancing the coherence and consistency of volunteering across Member States.
<p>JC 1.2 Was the Initiative appropriate to address identified needs?</p> <p>Extent to which an approach built around volunteering and its different components was (still is) appropriate to address the needs of your sending organization?</p>	<ul style="list-style-type: none"> • Did the design of the volunteering initiative approach address capacity building needs of hosting organisations (linked with effectiveness)? • Did the design, implementation and monitoring systematically incorporate humanitarian principles? • What was the likelihood that the design of intervention(s) supported by the volunteer(s) impacted upon the lives of the targeted supported communities (linked with effectiveness)? • Were there operational objectives or needs that weren't addressed with the chosen approach?
<p>JC 1.3 How appropriate was the design of the volunteering initiative?</p> <p>Whether activities undertaken were/are appropriate to meet targeted beneficiary groups (volunteers, sending and hosting organisations, disaster affected communities) identified needs and intended outcomes.</p>	<ul style="list-style-type: none"> • Is there evidence that technical assistance was targeted at both short-term and longer-term capacity-building needs of the sending organisations? • Were community-level resilience and DRR needs identified through localised needs assessments and addressed programmatically by the Initiative?
<p>JC 1.4 Was the Initiative designed to increase awareness of the EU's humanitarian aid principles and enhance the coherence and consistency of volunteering across Member States?</p>	<ul style="list-style-type: none"> • Were the activities undertaken targeted at known gaps in awareness of ECHO's humanitarian principles? • Did the Initiative help to improve consistency of volunteering within the EU? • Did the Initiative improve communication, co-ordination and coherence between EU and international volunteering activities?
<p>JC 1.5 Has learning been used to improve the EUAV initiative?</p>	<ul style="list-style-type: none"> • What approaches facilitated learning and application of lessons learned? • Were there specific examples of lessons identified that were applied? • Have lessons learned led to revisions in the Initiative? If so, which ones?

EQ2 – To what extent was the Initiative coherent with related EU activities¹²¹, particularly to humanitarian aid, development, and the EU Civil Protection Mechanism?	
JC 2.1 Have there been specific approaches to ensure the coherence of the EUAV Initiative with other relevant measures and initiatives?	<ul style="list-style-type: none"> • How did the EUAV Initiative complement other relevant EU initiatives and volunteer schemes? • How the Initiative approach facilitate coherence and complementarity. Examples?
JC 2.2. Is the Initiative compatible with and contributed positively to related EU activities, particularly supporting humanitarian aid and development activities or the EU Civil Protection Mechanism?	<ul style="list-style-type: none"> • Has the Initiative contributed to the different related EU humanitarian and development activities? Give examples.
JC 2.3 Has the Initiative complemented other volunteering schemes in the EU Member States and the United Nations?	<ul style="list-style-type: none"> • What are the specific features of the Initiative that made it compatible with different related EU activities?
EQ3 EU Added Value – To what extent did the Initiative provide an EU Added Value?	
JC 3.1 Has the EU conceived and applied an approach to draw on its specific role and mandate to create a specific added value that could/would not be achieved by Member States and other actors?	<ul style="list-style-type: none"> • How has the Initiative tried to provide added value (design and implementation) and how has the approach evolved?
JC 3.2 To what extent has the Initiative demonstrated value-added have been (e.g. through the extending the EU's global presence, the capacity to intervene more flexibly in political sensitive situations, coordination capacity, etc.).?	<ul style="list-style-type: none"> • Are there specific examples where value has been added by the Initiative? • Could similar initiatives have been done by individual EU Member States in a way that added more value?
JC 3.3 Is the Initiative appropriately positioned within the humanitarian volunteer network landscape to add tangible value at a global level?	<ul style="list-style-type: none"> • What were some examples of problems that were solved with help from the Initiative? • Did you see any examples of duplication of efforts where EUAV Volunteers were involved? • What would have happened had the Initiative not been available?
EQ4 Effectiveness - To what extent was the Initiative effective? What were the concrete results achieved?	
JC 4.1 Did the initiative contribute to increasing and improving the capacity of the Union to provide humanitarian aid including by providing improved opportunities for Union citizens to participate in humanitarian actions, reaching	<ul style="list-style-type: none"> • To what extent did the EU's strategic objectives that the EUAV Initiative would increase and improve its capacity were realised? • Did volunteers have other opportunities to participate in humanitarian actions?

¹²¹ Supporting disaster management capacity & risk reduction/resilience

<p>new organisation, and promoting new partnerships between organisations?</p>	<ul style="list-style-type: none"> • Number of new organisations reached and number of new partnerships between organisations promoted? • Were there concrete figures or qualitative elements that show that the Initiative has increased the capacity of the EU to participate in humanitarian actions?
<p>JC 4.2 Did the initiative improved the skills, knowledge and competences of volunteers in the field of humanitarian aid? This could include creating an esprit de corps amongst volunteers and increasing the knowledge and skills of volunteers through the mandatory training.</p>	<ul style="list-style-type: none"> • How many trainings were organised? How did participants rate the quality of the training provided? • What factors contributed to building skills and competence of volunteers?
<p>JC 4.3 How has the initiative contributed to building the capacity of hosting organisations and fostering volunteering in third countries?</p>	<ul style="list-style-type: none"> • What activities were done to build capacities of hosting organisation and foster volunteering? Give examples. • What factors had enhanced or hampered capacity building of hosting organisations by the Initiative?
<p>JC 4.4 To what extent has the Initiative has contributed to communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid (Obj. 4), and has contributed to the communication activities of both EU and EU-based non-governmental organisation?</p>	<ul style="list-style-type: none"> • What was the strategy used by the EU to communicate the Initiative and associated humanitarian principles? Give examples. • Are their concrete examples of how the Initiative has applied humanitarian principles? • How effective has the EU's communication strategy been regarding the Initiative? What factors have helped or hindered communication? • How would you describe your communication with the EU about the Initiative?
<p>JC 4.5 Has the Initiative contributed to enhancing coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations?</p>	<ul style="list-style-type: none"> • Extent to which volunteer management procedures and standards have been established, implemented and respected by sending and hosting organisation • Has the partnership between different EU sending organisations had an effect (positive or negative)? • Have security procedures and practices for volunteers been appropriate? Why or why not? • Has the Initiative increased opportunities for EU citizens to participate in humanitarian aid activities and operations? Why or why not?
<p>EQ5 Cost-Effectiveness – To what extent was the Initiative efficient?</p>	
<p>JC 5.1 To what extent was the allocated budget appropriate to what the Initiative was set out to achieve given the need to establish the implementation framework?</p>	<ul style="list-style-type: none"> • N/A

<p>JC 5.2 Did the content and structure of reference documents for the Initiative facilitate smooth implementation?</p>	<ul style="list-style-type: none"> • Were there steps taken to adapt the rules, reference documents, operating standards? Were these appropriate?
<p>JC 5.3 To what extent did the regulations and processes put in place ensured efficiency and cost-effectiveness of Initiative?</p>	<ul style="list-style-type: none"> • Have lessons learned about efficiency and cost effectiveness influenced changes in implementation? Give examples.
<p>JC 5.4 To what extent were Initiative interventions efficient and cost effective?</p>	<ul style="list-style-type: none"> • What evidence is there that the interventions supported by the Initiative were a good use of financial resources in view of the outputs and outcomes achieved? • Were there other options that might have better used financial resources? Give examples.

Recommendations for key informants, documents. Help with targeted surveys.

- ✓ Is there **anyone** you feel it would be important for the **evaluation team to speak to**?
- ✓ Are there any **reference documents** you would recommend that you feel would particularly contribute to this evaluation?
- ✓ **Can we contact you again** in case we need further information?
- ✓ **Help with targeted surveys?** Have they filled it in and, if not, would they be willing to fill it in? Could they share it with others to improve response rates?

Interview guide for sending organisations

The interview guide below is based on the **Evaluation Matrix in the Inception Report**.

Guidance for team members: This is not intended to be used as a questionnaire, rather used as a “**checklist**” during a semi-structured interview to ensure that we are collecting relevant data since we will need to compile evidence/data to support our conclusions and recommendations under each heading.

This is a comprehensive interview guide and **you should not expect that key informants will be able to respond to all of questions**. One of the main reasons for starting your interview by understanding the “Perspective of the key informant” is to give you a reasonable idea of which questions/sub-questions to ask.

Answers to sub-questions can often be obtained through a guided conversation sparked by high level questions such as:

- What has been your organization’s experience with the EUAV Initiative? Can you walk us through the process from receiving the application of volunteers to their return to their home bases?
- What do you feel were the main strengths and weaknesses of the program?
- How satisfied were you with your experience? Would you recommend continuing with the EUAV Initiative?
- What would you like to see changing in the Initiative?

... you can then guide the discussion by probing with to get answers to those sub-questions where you think that the key informant can provide useful input.

Interview Guide for Sending Organizations

Questions	Sub-Questions
Perspective of the Key Informant	<ul style="list-style-type: none"> ➔ Interviewee's position in the organization, years of experience in the country, in the organization. ➔ Main areas of activity of the organization. ➔ Experience of the organization with deploying international and/or local (national) volunteers. ➔ Certified organization? ➔ Have they already received EUAV capacity building etc.? ➔ Participation in EUAV interventions (number, duration & type). ➔ Other relevant background information.
EQ1 Relevance - To what extent was the Initiative relevant?	
<p>JC 1.1 Matching of Initiative objectives with needs. Extent to which there was and remains a need to:</p> <ul style="list-style-type: none"> • Increase EU's humanitarian capacities with EUAV-type interventions; • Improve communication on humanitarian principles; • Improve skills and knowledge of volunteers, • Improve capacity of sending and hosting organisations; and • Increase the coherence and consistency of humanitarian volunteering across Member States. 	<ul style="list-style-type: none"> • Level 1 - Are operational objectives still matching current needs and problems? Do you feel that the EU suffers from a lack of humanitarian and development capacities? Globally? In the country/countries you work in? • Level 2 - <i>Was the Initiative as a whole a suitable approach to address the needs and gaps identified?</i> This question examines whether a volunteering initiative is an appropriate solution to meeting the identified needs. • Level 3: Was the design of the initiative, notably the links between activities and outcomes, appropriate to reach the overall objectives? <ul style="list-style-type: none"> ○ Were the activities undertaken suitable to respond to the needs of the target groups? ○ Were the activities undertaken appropriate in terms of increasing awareness of the EU's humanitarian aid principles and the enhancing the coherence and consistency of volunteering across Member States.
<p>JC 1.2 Was the Initiative appropriate to address identified needs?</p> <p>Extent to which an approach built around volunteering and its different components was (still is) appropriate to address the needs of your sending organization?</p>	<ul style="list-style-type: none"> • Did the design of the volunteering initiative approach address capacity building needs of sending and hosting organisations (linked with effectiveness)? • Were alternative approaches considered that could have achieved the same objectives? • Did the design, implementation and monitoring systematically incorporate humanitarian principles? • What was the likelihood that the design of intervention(s) supported by the volunteer(s) impacted on the lives of the targeted supported communities (linked with effectiveness)? • Were there operational objectives or needs that weren't addressed with the chosen approach?

<p>JC 1.3 How appropriate was the design of the volunteering initiative?</p> <p>Whether activities undertaken were/are appropriate to meet targeted beneficiary groups (volunteers, sending and hosting organisations, disaster affected communities) identified needs and intended outcomes.</p>	<ul style="list-style-type: none"> • Is there evidence that technical assistance was targeted at both short-term and longer-term capacity-building needs of the sending organisations? • Were community-level resilience and DRR needs identified through localised needs assessments and addressed programmatically by the Initiative? • Were trainings undertaken targeted at identified gaps in volunteer knowledge and skills to enable them to contribute better to humanitarian aid or development operations? • To what extent were the designs and objectives of the Initiative and the projects aligned?
<p>JC 1.4 Was the Initiative designed to increase awareness of the EU’s humanitarian aid principles and enhance the coherence and consistency of volunteering across Member States?</p>	<ul style="list-style-type: none"> • Were the activities undertaken targeted at known gaps in awareness of ECHO’s humanitarian principles? • Did the Initiative help to improve consistency of volunteering within the EU? • Did the Initiative improve communication, co-ordination and coherence between EU and international volunteering activities?
<p>JC 1.5 Has learning been used to improve the EUAV initiative?</p>	<ul style="list-style-type: none"> • What approaches facilitated learning and application of lessons learned? • Were there specific examples of lessons identified that were applied? • Have lessons learned led to revisions in the Initiative? If so, which ones?
<p>EQ2 – To what extent was the Initiative coherent with related EU activities¹²², particularly to humanitarian aid, development, and the EU Civil Protection Mechanism?</p>	
<p>JC 2.1 Have there been specific approaches to ensure the coherence of the EUAV Initiative with other relevant measures and initiatives?</p>	<ul style="list-style-type: none"> • How did the EUAV Initiative complement other relevant EU initiatives and volunteer schemes? • How the Initiative approach facilitate coherence and complementarity. • What are the examples of coherence or a lack of coherence?
<p>JC 2.2. Is the Initiative compatible with and contributed positively to related EU activities, particularly supporting humanitarian aid and development activities or the EU Civil Protection Mechanism?</p>	<ul style="list-style-type: none"> • Has the Initiative contributed to the different related EU humanitarian and development activities? Give examples.
<p>JC 2.3 Has the Initiative complemented other volunteering schemes in the EU Member States and the United Nations?</p>	<ul style="list-style-type: none"> • What are the specific features of the Initiative that made it compatible with different related EU activities?

¹²² Supporting disaster management capacity & risk reduction/resilience

	<ul style="list-style-type: none"> • What was the nature of any Agreements, MoUs, etc. with peer voluntary agencies? What purpose did they serve?
EQ3 EU Added Value – To what extent did the Initiative provide an EU Added Value?	
JC 3.1 Has the EU conceived and applied an approach to draw on its specific role and mandate to create a specific added value that could/would not be achieved by Member States and other actors?	<ul style="list-style-type: none"> • How has the Initiative tried to provide added value (design and implementation) and how has the approach evolved? • To what extent has the Initiative complemented and/or filled capacity gaps in EU Member States to organise and support volunteering in humanitarian contexts?
JC 3.2 To what extent has the Initiative demonstrated value-added have been (e.g. through the extending the EU's global presence, the capacity to intervene more flexibly in political sensitive situations, coordination capacity, etc.)?	<ul style="list-style-type: none"> • Are there specific examples where value has been added by the Initiative? • Could similar initiatives have been done by individual EU Member States in a way that added more value?
JC 3.3 Is the Initiative appropriately positioned within the humanitarian volunteer network landscape to add tangible value at a global level?	<ul style="list-style-type: none"> • What were some examples of problems that were solved with help from the Initiative? • Did you see any examples of duplication of efforts where EUAV Volunteers were involved? • What would have happened had the Initiative not been available?
EQ4 Effectiveness - To what extent was the Initiative effective? What were the concrete results achieved?	
JC 4.1 Did the initiative contribute to increasing and improving the capacity of the EU to provide humanitarian aid including by providing improved opportunities for Union citizens to participate in humanitarian actions, reaching new organisation, and promoting new partnerships between organisations?	<ul style="list-style-type: none"> • Did the Initiative provide additional opportunities for EU citizens to participate in humanitarian actions and build new partnerships? If so, how? • Did volunteers have other opportunities to participate in humanitarian actions other than through the Initiative? • Did you develop any new partnerships because of this Initiative? If so, how many and what type?
JC 4.2 Did the initiative improved the skills, knowledge and competences of volunteers in the field of humanitarian aid? This could include creating an esprit de corps amongst volunteers and increasing the knowledge and skills of volunteers through the mandatory training.	<ul style="list-style-type: none"> • How many trainings were organised? How did participants rate the quality of the training provided? • How have you monitored the learning and development of deployed volunteers? What are the results? Can you share documentation? • What factors contributed to building skills and competence of volunteers? • Is there a network linking volunteers? If yes, what is it and what purpose does it serve?

<p>JC 4.3 How has the initiative contributed to building the capacity of hosting organisations and fostering volunteering in third countries?</p>	<ul style="list-style-type: none"> • What activities were done to build capacities of hosting organisation and foster volunteering? Give examples. • How effective was the volunteer selection process? How did you ensure that volunteer profiles match needs of hosting organisations? To what extent was this successful? • How useful have hosting organisations viewed the capacity building? • What factors had enhanced or hampered capacity building of hosting organisations by the Initiative?
<p>JC 4.4 To what extent has the Initiative has contributed to communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid (Obj. 4), and has contributed to the communication activities of both EU and EU-based non-governmental organisation?</p>	<ul style="list-style-type: none"> • What was the strategy used by the EU to communicate the Initiative and associated humanitarian principles? Give examples. • Are their concrete examples of how the Initiative has applied humanitarian principles? • How effective has the EU's communication strategy been regarding the Initiative? What factors have helped or hindered communication? • How often do you access or use the EUAV portal? What do you mainly use it for and how user-friendly is the portal? • How would you describe your communication with the EU about the Initiative?
<p>JC 4.5 Has the Initiative contributed to enhancing coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations?</p>	<ul style="list-style-type: none"> • Extent to which volunteer management procedures and standards have been established, implemented and respected by sending and hosting organisation • Has the partnership between different EU sending organisations had an effect (positive or negative)? • Have security procedures and practices for volunteers been appropriate? Why or why not? • Has the Initiative increased opportunities for EU citizens to participate in humanitarian aid activities and operations? Why or why not? • Has the Initiative enhanced coherence and consistency of volunteering across EU Member States? Why or why not?
<p>EQ5 Cost-Effectiveness – To what extent was the Initiative efficient?</p>	
<p>JC 5.1 To what extent was the allocated budget appropriate to what the Initiative was set out to achieve given the need to establish the implementation framework?</p>	<ul style="list-style-type: none"> • What was the share of the available budget allocated to the Initiative actually used? Are there any examples where objectives were not achieved due to budget shortfalls? • Do you send volunteers from other organisations? What role does budget considerations play in deciding which volunteer initiative you use? • Are outcomes linked to budgets or only activities/outputs? Are exit/sustainability strategies considered? Give examples.

<p>JC 5.2 Did the content and structure of reference documents for the Initiative facilitate smooth implementation?</p>	<ul style="list-style-type: none"> • Were the operating standards and administrative constraints reasonable? To what extent did they help or hinder participation in the initiative? • Were there steps taken to adapt the rules, reference documents, operating standards? Were these appropriate?
<p>JC 5.3 To what extent did the regulations and processes put in place ensured efficiency and cost-effectiveness of Initiative?</p>	<ul style="list-style-type: none"> • How did you monitor and evaluate the efficiency and cost-effectiveness of the initiative? Give examples. • Have you used alternative approaches (options other than the Initiative) to achieve similar objectives? Give examples. • Have lessons learned about efficiency and cost effectiveness influenced changes in implementation? Give examples.
<p>JC 5.4 To what extent were Initiative interventions efficient and cost effective?</p>	<ul style="list-style-type: none"> • What were the main cost drivers for the Initiative and how were these managed to increase efficiency and/or cost effectiveness? • What was the proportion of fixed and overhead costs compared to the overall budget? Are these costs relatively high and, if so, how can these be justified? • What evidence is there that the interventions supported by the Initiative were a good use of financial resources in view of the outputs and outcomes achieved? • Were there other options that might of better used these resources? Give examples.
<p>Recommendations for key informants, documents. Help with targeted surveys.</p>	<ul style="list-style-type: none"> ✓ Is there anyone you feel it would be important for the evaluation team to speak to? ✓ Are there any reference documents you would recommend that you feel would particularly contribute to this evaluation? ✓ Can we contact you again in case we need further information? ✓ Help with targeted surveys? Have they filled it in and, if not, would they be willing to fill it in? Could they share it with others to improve response rates?

Interview guide for hosting organisations

The interview guide below is based on the **Evaluation Matrix in the Inception Report**.

Guidance for team members: This is not intended to be used as a questionnaire, rather used as a “**checklist**” during a semi-structured interview to ensure that we are collecting relevant data since we will need to compile evidence/data to support our conclusions and recommendations under each heading.

This is a comprehensive interview guide and **you should not expect that key informants will be able to respond to all of questions**. One of the main reasons for starting your interview by understanding

the “Perspective of the key informant” is to give you a reasonable idea of which questions/sub-questions to ask.

Answers to sub-questions can often be obtained through a guided conversation sparked by high level questions such as:

- What has been your organization’s experience with the EUAV Initiative? Can you walk us through the process from receiving the application of volunteers to their return to their home bases?
- What do you feel were the main strengths and weaknesses of the program?
- How satisfied were you with your experience? Would you recommend continuing with the EUAV Initiative?
- What would you like to see changing in the Initiative?

... you can then guide the discussion by probing with to get answers to those sub-questions where you think that the key informant can provide useful input.

Interview Guide for Hosting Organizations

Questions	Sub-Questions
Perspective of the Key Informant	<ul style="list-style-type: none"> ➔ Interviewee’s position in the organization, years of experience in the country, in the organization. ➔ Main area of activity of the organization ➔ Experience of the organization with hosting international / local volunteers ➔ Certified organization? ➔ Have they already received EUAV volunteers, capacity building etc.? ➔ Participation in EUAV interventions (number, duration & type). ➔ Other relevant background information.
EQ1 Relevance - To what extent was the Initiative relevant?	
<p>JC 1.1 Matching of Initiative objectives with needs. Extent to which there was and remains a need to:</p> <ul style="list-style-type: none"> • Increase EU’s humanitarian capacities with EUAV-type interventions; • Improve communication on humanitarian principles; • Improve skills and knowledge of volunteers, • Improve capacity of sending and hosting organisations; and • Increase the coherence and consistency of humanitarian volunteering across Member States. 	<ul style="list-style-type: none"> • Level 1 - Are operational objectives still matching current needs and problems? Do you feel that the EU suffers from a lack of humanitarian and development capacities? Globally? In the country/countries you work in? • Level 2 - <i>Was the Initiative as a whole a suitable approach to address the needs and gaps identified?</i> This question examines whether a volunteering initiative is an appropriate solution to meeting the identified needs. • Level 3: Was the design of the initiative, notably the links between activities and outcomes, appropriate to reach the overall objectives? <ul style="list-style-type: none"> ○ Were the activities undertaken suitable to respond to the needs of the target groups? ○ Were the activities undertaken appropriate in terms of increasing awareness of the Union’s humanitarian aid principles and the enhancing the coherence and consistency of volunteering across Member States.

<p>JC 1.2 Was the Initiative appropriate to address identified needs?</p> <p>Extent to which an approach built around volunteering and its different components was (still is) appropriate to address the needs of your hosting organization?</p>	<ul style="list-style-type: none"> • Did the design of the volunteering initiative approach address capacity building needs of the sending and hosting organisations (linked with effectiveness)? • Were alternative approaches considered that could have achieved the same objectives? • Did the design, implementation and monitoring systematically incorporate humanitarian principles? • What was the likelihood that the design of intervention(s) supported by the volunteer(s) impacted on the lives of the targeted supported communities (linked with effectiveness)? • Were there operational objectives or needs that weren't addressed with the chosen approach?
<p>JC 1.3 How appropriate was the design of the volunteering initiative?</p> <p>Whether activities undertaken were/are appropriate to meet targeted beneficiary groups (volunteers, sending and hosting organisations, disaster affected communities) identified needs and intended outcomes.</p>	<ul style="list-style-type: none"> • Is there evidence that technical assistance was targeted at both short-term and longer-term capacity-building needs of the hosting organisations? • Were community-level resilience and DRR needs identified through localised needs assessments and addressed programmatically by the Initiative? • Were trainings undertaken targeted at identified gaps in volunteer knowledge and skills to enable them to contribute better to humanitarian aid or development operations? • To what extent were the designs and objectives of the Initiative and the projects aligned?
<p>JC 1.4 Was the Initiative designed to increase awareness of the EU's humanitarian aid principles and enhance the coherence and consistency of volunteering across Member States?</p>	<ul style="list-style-type: none"> • Were the activities undertaken targeted at known gaps in awareness of ECHO's humanitarian principles? • Did the Initiative help to improve consistency of volunteering within the EU? • Did the Initiative improve communication, co-ordination and coherence between EU and international volunteering activities?
<p>JC 1.5 Has learning been used to improve the EUAV initiative?</p>	<ul style="list-style-type: none"> • What approaches facilitated learning and application of lessons learned? • Were there specific examples of lessons identified that were applied? • Have lessons learned led to revisions in the Initiative? If so, which ones?
<p>EQ2 – To what extent was the Initiative coherent with related EU activities¹²³, particularly to humanitarian aid, development, and the EU Civil Protection Mechanism?</p>	
<p>JC 2.1 Have there been specific approaches to ensure the coherence of the EUAV Initiative with other relevant measures and</p>	<ul style="list-style-type: none"> • How did the EUAV Initiative complement other relevant EU initiatives and volunteer schemes? • How the Initiative approach facilitate coherence and complementarity.

¹²³ Supporting disaster management capacity & risk reduction/resilience

initiatives?	<ul style="list-style-type: none"> • What are the examples of coherence or a lack of coherence?
<p>JC 2.2. Is the Initiative compatible with and contributed positively to related EU activities, particularly supporting humanitarian aid and development activities or the EU Civil Protection Mechanism?</p>	<ul style="list-style-type: none"> • Has the Initiative contributed to the different related EU humanitarian and development activities? Give examples.
<p>JC 2.3 Has the Initiative complemented other volunteering schemes in the EU Member States and the United Nations?</p>	<ul style="list-style-type: none"> • What are the specific features of the Initiative that made it compatible with different related EU activities?
<p>EQ3 EU Added Value – To what extent did the Initiative provide an EU Added Value?</p>	
<p>JC 3.1 Has the EU conceived and applied an approach to draw on its specific role and mandate to create a specific added value that could/would not be achieved by Member States and other actors?</p>	<ul style="list-style-type: none"> • How has the Initiative tried to provide added value (design and implementation) and how has the approach evolved?
<p>JC 3.2 To what extent has the Initiative demonstrated value-added have been (e.g. through the extending the EU’s global presence, the capacity to intervene more flexibly in political sensitive situations, coordination capacity, etc.)?.</p>	<ul style="list-style-type: none"> • Are there specific examples where value has been added by the Initiative? • Could similar initiatives have been done by individual EU Member States in a way that added more value?
<p>JC 3.3 Is the Initiative appropriately positioned within the humanitarian volunteer network landscape to add tangible value at a global level?</p>	<ul style="list-style-type: none"> • What were some examples of problems that were solved with help from the Initiative? • Did you see any examples of duplication of efforts where EUAV Volunteers were involved? • What would have happened had the Initiative not been available?
<p>EQ4 Effectiveness - To what extent was the Initiative effective? What were the concrete results achieved?</p>	
<p>JC 4.1 Did the initiative contribute to increasing and improving the capacity of the EU to provide humanitarian aid including by providing improved opportunities for Union citizens to participate in humanitarian actions, reaching new organisation, and promoting new partnerships between organisations?</p>	<ul style="list-style-type: none"> • To what extent did the EU’s strategic objectives that the EUAV Initiative would increase and improve its capacity were realised? • Did volunteers have other opportunities to participate in humanitarian actions? • Number of new organisations reached and number of new partnerships between organisations promoted? • Were there concrete figures or qualitative elements that show that the Initiative has increased the capacity of the EU to participate in humanitarian actions?

<p>JC 4.2 Did the initiative improved the skills, knowledge and competences of volunteers in the field of humanitarian aid? This could include creating an esprit de corps amongst volunteers and increasing the knowledge and skills of volunteers through the mandatory training.</p>	<ul style="list-style-type: none"> • How many trainings were organised? How did participants rate the quality of the training provided? • How have you monitored the learning and development of deployed volunteers? What are the results? Can you share documentation? • What factors contributed to building skills and competence of volunteers? • Is there a network linking volunteers? If yes, what is it and what purpose does it serve?
<p>JC 4.3 How has the initiative contributed to building the capacity of hosting organisations and fostering volunteering in third countries?</p>	<ul style="list-style-type: none"> • What activities were done to build capacities of hosting organisation and foster volunteering? Give examples. • How effective was the volunteer selection process? How did you ensure that volunteer profiles match needs of hosting organisations? To what extent was this successful? • How useful have hosting organisations viewed the capacity building? • What factors had enhanced or hampered capacity building of hosting organisations by the Initiative?
<p>JC 4.4 To what extent has the Initiative has contributed to communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid (Obj. 4), and has contributed to the communication activities of both EU and EU-based non-governmental organisation?</p>	<ul style="list-style-type: none"> • What was the strategy used by the EU to communicate the Initiative and associated humanitarian principles? Give examples. • Are their concrete examples of how the Initiative has applied humanitarian principles? • How effective has the EU's communication strategy been regarding the Initiative? What factors have helped or hindered communication? • How often do you access or use the EUAV portal? What do you mainly use it for and how user-friendly is the portal? • How would you describe your communication with the EU about the Initiative?
<p>JC 4.5 Has the Initiative contributed to enhancing coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations?</p>	<ul style="list-style-type: none"> • Extent to which volunteer management procedures and standards have been established, implemented and respected by sending and hosting organisation • Has the partnership between different EU sending organisations had an effect (positive or negative)? • Have security procedures and practices for volunteers been appropriate? Why or why not?
<p>EQ5 Cost-Effectiveness – To what extent was the Initiative efficient?</p>	
<p>JC 5.1 To what extent was the allocated budget appropriate to what the Initiative was set out to achieve given the need to establish the implementation framework?</p>	<ul style="list-style-type: none"> • What was the share of the available budget allocated to the Initiative actually used? Are there any examples where objectives were not achieved due to budget shortfalls? • Are outcomes linked to budgets or only activities/outputs? Are exit/sustainability strategies considered? Give examples.

<p>JC 5.2 Did the content and structure of reference documents for the Initiative facilitate smooth implementation?</p>	<ul style="list-style-type: none"> • Were the operating standards and administrative constraints reasonable? To what extent did they help or hinder participation in the initiative? • Were there steps taken to adapt the rules, reference documents, operating standards? Were these appropriate?
<p>JC 5.3 To what extent did the regulations and processes put in place ensured efficiency and cost-effectiveness of Initiative?</p>	<ul style="list-style-type: none"> • How did you monitor and evaluate the efficiency and cost-effectiveness of the initiative? Give examples. • Have you used alternative approaches (options other than the Initiative) to achieve similar objectives? Give examples. • Have lessons learned about efficiency and cost effectiveness influenced changes in implementation? Give examples.
<p>JC 5.4 To what extent were Initiative interventions efficient and cost effective?</p>	<ul style="list-style-type: none"> • What were the main cost drivers for the Initiative and how were these managed to increase efficiency and/or cost effectiveness? • What was the proportion of fixed and overhead costs compared to the overall budget? Are these costs relatively high and, if so, how can these be justified? • What evidence is there that the interventions supported by the Initiative were a good use of financial resources in view of the outputs and outcomes achieved? • Were there other options that might of better used these resources? Give examples.
<p>Recommendations for key informants, documents. Help with targeted surveys.</p>	<ul style="list-style-type: none"> ✓ Is there anyone you feel it would be important for the evaluation team to speak to? ✓ Are there any reference documents you would recommend that you feel would particularly contribute to this evaluation? ✓ Can we contact you again in case we need further information? ✓ Help with targeted surveys? Have they filled it in and, if not, would they be willing to fill it in? Could they share it with others to improve response rates?

Interview guide for volunteers

The interview guide below is based on the **Evaluation Matrix in the Inception Report**.

Guidance for team members: This is not intended to be used as a questionnaire, rather used as a “**checklist**” during a semi-structured interview to ensure that we are collecting relevant data since we will need to compile evidence/data to support our conclusions and recommendations under each heading.

This is a comprehensive interview guide and **you should not expect that key informants will be able to respond to all of questions**. One of the main reasons for starting your interview by understanding the “Perspective of the key informant” is to give you a reasonable idea of which questions/sub-questions to ask.

Answers to sub-questions can often be obtained through a guided conversation sparked by high level questions such as:

- What has been your experience with the EUAV Initiative? Can you walk us through the process from when you first heard about the Initiative to your return to your home base? Was the experience what you expected? Looking back, would you do it again?
- How satisfied were you with your experience? How would you rate your overall experience on a scale of 10 (1 being poor and 10 being excellent)? What do you feel were the main strengths and weaknesses of the Initiative?
- What advice would you give to others who are interested in being a EUAV volunteer? What advice would give to volunteers who are about to be deployed?
- Would you recommend continuing with the EUAV Initiative? If so, what would you suggest changing?

... you can then guide the discussion by probing with to get answers to those sub-questions where you think that the key informant can provide useful input.

Interview Guide for Volunteers

Questions	Sub-Questions
Perspective of the Key Informant	<ul style="list-style-type: none"> ➔ Volunteer’s length of experience in the country. When and where were they deployed? ➔ What was their role? Did it change over time? ➔ Did they have any other volunteer experiences? If so, what was it and how did it compare? ➔ What was their professional career before and after their deployment as a EU volunteer? ➔ Other relevant background information.
EQ1 Relevance - To what extent was the Initiative relevant?	
<p>JC 1.1 Matching of Initiative objectives with needs. Extent to which there was and remains a need to:</p> <ul style="list-style-type: none"> • Increase EU’s humanitarian capacities with EUAV-type interventions; • Improve communication on humanitarian principles; • Improve skills and knowledge of volunteers, • Improve capacity of sending and hosting organisations; and • Increase the coherence and consistency of humanitarian volunteering across Member States. 	<ul style="list-style-type: none"> • Level 1 - Are operational objectives still matching current needs and problems? • Level 2 - <i>Was the Initiative as a whole a suitable approach to address the needs identified?</i> This question examines whether a volunteering initiative is an appropriate solution to meeting the identified needs. • Level 3: Was the design of the initiative, notably the links between activities and outcomes, appropriate to reach the overall objectives? <ul style="list-style-type: none"> ○ Were the activities undertaken suitable to respond to the needs of the target groups? ○ Were the activities undertaken appropriate in terms of increasing awareness of the EU’s humanitarian aid principles and the enhancing the coherence and consistency of volunteering across Member States.
<p>JC 1.2 Was the Initiative appropriate to address identified needs? Extent to which an approach built around volunteering and its</p>	<ul style="list-style-type: none"> • Did the design of the volunteering initiative approach address capacity building needs of hosting organisations (linked with effectiveness)? • Did the design, implementation and monitoring systematically incorporate humanitarian principles?

<p>different components was (still is) appropriate to address the needs of your sending organization?</p>	<ul style="list-style-type: none"> • What was the likelihood that the design of intervention(s) supported by the volunteer(s) impacted upon the lives of the targeted supported communities (linked with effectiveness)? • Were there operational objectives or needs that weren't addressed with the chosen approach?
<p>JC 1.3 How appropriate was the design of the volunteering initiative?</p> <p>Whether activities undertaken were/are appropriate to meet targeted beneficiary groups (volunteers, sending and hosting organisations, disaster affected communities) identified needs and intended outcomes.</p>	<ul style="list-style-type: none"> • Is there evidence that technical assistance was targeted at both short-term and longer-term capacity-building needs of the sending and hosting organisations? • Were community-level resilience and DRR needs identified through localised needs assessments and addressed programmatically by the Initiative? • Were trainings undertaken targeted at identified gaps in volunteer knowledge and skills to enable them to contribute better to humanitarian aid or development operations? • To what extent were the design and objectives of the Initiative and the projects aligned?
<p>JC 1.4 Was the Initiative designed to increase awareness of the EU's humanitarian aid principles and enhance the coherence and consistency of volunteering across Member States?</p>	<ul style="list-style-type: none"> • Were the activities undertaken targeted at known gaps in awareness of ECHO's humanitarian principles? • Did the Initiative help to improve consistency of volunteering within the EU? • Did the Initiative improve communication, co-ordination and coherence between EU and international volunteering activities?
<p>JC 1.5 Has learning been used to improve the EUAV initiative?</p>	<ul style="list-style-type: none"> • What approaches facilitated learning and application of lessons learned? • Were there specific examples of lessons identified that were applied? • Have lessons learned led to revisions in the Initiative? If so, which ones?
<p>EQ2 – To what extent was the Initiative coherent with related EU activities¹²⁴, particularly to humanitarian aid, development, and the EU Civil Protection Mechanism?</p>	
<p>JC 2.1 Have there been specific approaches to ensure the coherence of the EUAV Initiative with other relevant measures and initiatives?</p>	<ul style="list-style-type: none"> • How did the EUAV Initiative complement other relevant EU initiatives and volunteer schemes? Give examples.
<p>JC 2.2. Is the Initiative compatible with and contributed positively to related EU activities, particularly supporting humanitarian aid and development activities or the EU Civil Protection Mechanism?</p>	<ul style="list-style-type: none"> • Has the Initiative contributed to the different related EU humanitarian and development activities? Give examples.
<p>JC 2.3 Has the Initiative complemented other volunteering schemes in the EU Member States and the United Nations?</p>	<ul style="list-style-type: none"> • What are the specific features of the Initiative that made it compatible with different related EU activities?

¹²⁴ Supporting disaster management capacity & risk reduction/resilience

EQ3 EU Added Value – To what extent did the Initiative provide an EU Added Value?	
JC 3.1 Has the EU conceived and applied an approach to draw on its specific role and mandate to create a specific added value that could/would not be achieved by Member States and other actors?	<ul style="list-style-type: none"> • How has the Initiative tried to provide added value (design and implementation) and how has the approach evolved?
JC 3.2 To what extent has the Initiative demonstrated value-added have been (e.g. through the extending the EU's global presence, the capacity to intervene more flexibly)?	<ul style="list-style-type: none"> • Are there specific examples where value has been added by the Initiative? • Could similar initiatives have been done by individual EU Member States in a way that added more value?
JC 3.3 Is the Initiative appropriately positioned within the humanitarian volunteer network landscape to add tangible value at a global level?	<ul style="list-style-type: none"> • What were some examples of problems that were solved with help from the Initiative? • Did you see any examples of duplication of efforts where EUAV Volunteers were involved? • What would have happened had the Initiative not been available?
EQ4 Effectiveness - To what extent was the Initiative effective? What were the concrete results achieved?	
JC 4.1 Did the initiative contribute to increasing and improving the capacity of the EU to provide humanitarian aid including by providing improved opportunities for Union citizens to participate in humanitarian actions, reaching new organisation, and promoting new partnerships between organisations?	<ul style="list-style-type: none"> • Did the Initiative provide additional opportunities for EU citizens to participate in humanitarian actions and build new partnerships? If so, how? • Did volunteers have other opportunities to participate in humanitarian actions other than through the Initiative? • Were any new partnerships developed because of this Initiative? If so, how many and what type?
JC 4.2 Did the initiative improved the skills, knowledge and competences of volunteers in the field of humanitarian aid? This could include creating an esprit de corps amongst volunteers and increasing the knowledge and skills of volunteers through the mandatory training.	<ul style="list-style-type: none"> • How many trainings were organised? How did participants rate the quality of the training provided? • How have you monitored the learning and development of deployed volunteers? What are the results? Can you share documentation? • What factors contributed to building skills and competence of volunteers? • Is there a network linking volunteers? If yes, what is it and what purpose does it serve?
JC 4.3 How has the initiative contributed to building the capacity of hosting organisations and fostering volunteering in third countries?	<ul style="list-style-type: none"> • What activities were done to build capacities of hosting organisation and foster volunteering? Give examples. • How did you ensure that volunteer profiles match needs of hosting organisations? To what extent was this successful? • How useful have hosting organisations viewed the capacity building? • What factors had enhanced or hampered capacity building of hosting organisations by the Initiative?

<p>JC 4.4 To what extent has the Initiative has contributed to communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid (Obj. 4), and has contributed to the communication activities of both EU and EU-based non-governmental organisation?</p>	<ul style="list-style-type: none"> • What was the strategy used by the EU to communicate the Initiative and associated humanitarian principles? Give examples. • Are their concrete examples of how the Initiative has applied humanitarian principles? • How effective has the EU's communication strategy been regarding the Initiative? What factors have helped or hindered communication? • How often do you access or use the EUAV portal? What do you mainly use it for and how user-friendly is the portal? • How would you describe your communication with the EU about the Initiative?
<p>JC 4.5 Has the Initiative contributed to enhancing coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations?</p>	<ul style="list-style-type: none"> • Extent to which volunteer management procedures and standards have been established, implemented and respected by sending and hosting organisation • Have security procedures and practices for volunteers been appropriate? Why or why not? • Has the Initiative increased opportunities for EU citizens to participate in humanitarian aid activities and operations? Why or why not? • Has the Initiative enhanced coherence and consistency of volunteering across EU Member States? Why or why not?
<p>EQ5 Cost-Effectiveness – To what extent was the Initiative efficient?</p>	
<p>JC 5.1 To what extent was the allocated budget appropriate to what the Initiative was set out to achieve given the need to establish the implementation framework?</p>	<ul style="list-style-type: none"> • What was the share of the available budget allocated to the Initiative actually used? Are there any examples where objectives were not achieved due to budget shortfalls? • Do you send volunteers from other organisations? What role does budget considerations play in deciding which volunteer initiative you use? • Are outcomes linked to budgets or only activities/outputs? Are exit/sustainability strategies considered? Give examples.
<p>JC 5.2 Did the content and structure of reference documents for the Initiative facilitate smooth implementation?</p>	<ul style="list-style-type: none"> • Were the operating standards and administrative constraints reasonable? To what extent did they help or hinder participation in the initiative? • Were there steps taken to adapt the rules, reference documents, operating standards? Were these appropriate?
<p>JC 5.3 To what extent did the regulations and processes put in place ensured efficiency and cost-effectiveness of Initiative?</p>	<ul style="list-style-type: none"> • How did you monitor and evaluate the efficiency and cost-effectiveness of the initiative? Give examples. • Have you used alternative approaches (options other than the Initiative) to achieve similar objectives? Give examples. • Have lessons learned about efficiency and cost effectiveness influenced changes in implementation? Give examples.

<p>JC 5.4 To what extent were Initiative interventions efficient and cost effective?</p>	<ul style="list-style-type: none"> • What were the main cost drivers for the Initiative and how were these managed to increase efficiency and/or cost effectiveness? • What was the proportion of fixed and overhead costs compared to the overall budget? Are these costs relatively high and, if so, how can these be justified? • What evidence is there that the interventions supported by the Initiative were a good use of financial resources in view of the outputs and outcomes achieved? • Were there other options that might of better used these resources? Give examples.
<p>Recommendations for key informants, documents. Help with targeted surveys.</p>	<ul style="list-style-type: none"> ✓ Is there anyone you feel it would be important for the evaluation team to speak to? ✓ Are there any reference documents you would recommend that you feel would particularly contribute to this evaluation? ✓ Can we contact you again in case we need further information? ✓ Help with targeted surveys? Have they filled it in and, if not, would they be willing to fill it in? Could they share it with others to improve response rates?

Annex 10. PROJECT SAMPLE SUMMARY TABLES

10.1 Introduction

This annex presents key information on a sample of 15 projects. Each project table presents project objectives, activity, budget, participants, and results. Information provided is based on available project documents.

The selection of projects proposed ensures a representative coverage of EUAV Initiative activities, participants and contexts of intervention for the whole period 2015-2020, allowing to assess lessons learned and improvements at organisation or consortium level over time.

10.2 Project selection criteria

The following criteria have been used to select the 15 projects:

Project type and budget. The selection provides exhaustive examples of the three types of projects financed (capacity building, technical assistance), which are equally represented in the sample. Overall, the sample accounts for about 20% of EUAV project grants.

Phasing. The project sample covers the entire period 2015-2019 and provides examples of deployment, capacity building and technical assistance projects from the early to the last stages of the initiative. As a general rule, one project per type per year has been selected, with few exceptions that reflect the concentration of certain types of projects at given stages of the evaluation period. The years 2017-2019 are largely represented in the sample. The selection ensures the coverage of a sufficient number of NGO consortia. At the same time, it also provides examples of activities developed by the same consortium at different stages of the initiative (as it is the case for Projects N. 1, 6, 10), so to allow to follow developments over time and offer a longer-term perspective to assess impact.

Geography. Besides ensuring a representative coverage of EU member states, the project sample provides examples of activities involving organisations from the Western Balkans (2 projects), EU Eastern Neighbourhood (5 projects), MENA (4 projects), South and South-East Asia (7 projects), Sub-Saharan Africa (9 projects), Latin America (8 projects) and the Caribbean (1 project). The three countries selected for field work (Colombia, Kenya and Nepal) are widely represented in the sample. Colombia is indeed represented in 4 projects (with a minimum of 5 hosting or prospective hosting organisations involved), Kenya in 5 projects (5 organisations involved) and Nepal in 6 projects (at least 5 local hosts involved).

Project leads. The project selection is designed to provide a representative sample of applicant NGOs from 8 different EU member states (including NGOs from Southern, Northern and Central-Eastern Europe) with diverse levels of experience in managing DG ECHO grants. Project selected involve both organisations with a long record of participation in the initiative (including We World-GVC, Alianza, ADICE) and organisations which have recently joined (CBM) or have applied for funding after having been involved in capacity building activities as participants (Mondo MTU). The review will cover at least two projects (projects N. 7 and N.14) led by applicants involved in other volunteer initiatives selected for the comparative study, providing additional data for a meaningful comparison between the EUAV initiative and other similar experiences.

Project N.	Project Year	Project Type	Project code	Project Title	Project Lead	Applicant country of origin	Number of project partners (including applicant)	Short description
1	2015	Technical Assistance	566142	Strengthening HR Capacity for Volunteer Management and Humanitarian Response	CONCERN WORLDWIDE LBG	IE	3	A project involving improve their emerge compliance with EU good practices in
2	2015	Capacity Building	570011	Platform on Humanitarian Aid for a Sustainable Empowerment (PHASE)	ASSOCIATION POUR LE DEVELOPPEMENT DES INITIATIVES CITOYENNES ET EUROPEENNES	FR	14	A project aiming to country organisations to increase
3	2016	Capacity Building	581813	EU AID VOLUNTEERS 4 YOU - HOSTING ORGANISATIONS	GUILDE EUROPEENNE DU RAID	FR	7	A project led by La C and learnings with org EUAVI as Sendi
4	2016	Technical Assistance	581817	More and Better EU Aid Volunteers: enhancing technical capacity of European organisations and improving opportunities for EU citizens to participate in humanitarian aid actions	WE WORLD-GVC ORGANIZZAZIONE NON LUCRATIVA DI UTILITA' SOCIALE	IT	10	A project aiming to i the EUAV initiative encourage collaborati
5	2016	Deployment	582782	EUAVD Volunteers ACTING against disaster risks	STICHTING INTERKERKELIJKE ORGANISATIE VOOR ONTWIKKELINGSSAMENWERKING, ICCO	NL	26	A project aiming to NGOs in humanitar strengthen local NGO
6	2017	Deployment	592470	Sustainable Development through Humanitarian Aid Volunteers	ASSOCIATION POUR LE DEVELOPPEMENT DES INITIATIVES CITOYENNES ET EUROPEENNES	FR	13	In continuity with th this project aimed to HA projects
7	2017	Capacity Building	593324	Building Capacities in Asia & Africa for Preparedness And Better humanitarian effectiveness through Local Engagement and volunteering	VOLUNTARY SERVICE OVERSEAS	UK	11	A project aiming to capacity, train staff concepts, tools an assessment in progr
8	2017	Technical Assistance	593325	More to care: encouraging certification and strengthening EUAV management capacities of European sending organisations	FUNDACION ALIANZA POR LOS DERECHOS, LA IGUALDAD Y LA SOLIDARIDAD INTERNACIONAL	ES	7	A project aiming to s HA and volunte organisations' capacit send
9	2017	Capacity Building	593330	Empowering local capacities for humanitarian volunteering in Latin America and the Caribbean	FUNDACION ALIANZA POR LOS DERECHOS, LA IGUALDAD Y LA SOLIDARIDAD INTERNACIONAL	ES	7	A project aiming to p of capacities in 17 lo meet the standards to
10	2018	Deployment	603581	Sustainable Development through Humanitarian Aid Volunteers 2	MONDO MTU - NGO MONDO	EE	13	A project to increa vulnerable commun also increasing th
11	2018	Capacity Building	604947	Empowering Youth Led Volunteering in Local Level Responses	MELLEMFOLKELIGT SAMVIRKE	DK	9	A project aiming organisations for cert young organisation In decision making at lo local
12	2018	Technical Assistance	604950	EU Aid Volunteers - Volunteering for Humanity	VIATORES CHRISTI COMPANY LIMITED BY GUARANTEE	IE	4	A project aiming t capacities in HA, p certification and
13	2019	Deployment	614675	EU Aid Volunteers supporting and complementing Humanitarian Aid in Middle East, Africa, Asia and Southern and Central America	WE WORLD-GVC ORGANIZZAZIONE NON LUCRATIVA DI UTILITA' SOCIALE	IT	38	The project aims at resilience capacit communities throu (HA) in Middle East, A
14	2019	Capacity Building	614766	Exchange of good practices and Cooperation in Humanitarian Action to Generate Engagement	ASSOCIAZIONE SOLIDARIETA PAESI EMERGENTI	IT	17	A project aiming to sh aid, volunteer man development from
15	2019	Technical Assistance	614769	Technical Assistance in Humanitarian Response, Ensuring Valuable International Volunteering and Inclusion of persons with Disabilities	CHRISTIAN BLIND MISSION (IRELAND)	IE	8	Aproject aiming to cr made up of EU organ inclusion in huma

10.3 Project tables

Project N. 1		Strengthening HR Capacity for Volunteer Management and Humanitarian Response (Concern Worldwide)					
Project Type:	Technical Assistance	Project ID:	566142	Year:	2015	Start date- End date:	01/09/2015-30/11/2016
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic communication indicators, workplan, lists of event participants, audit report						
Project Description	Concern Worldwide leads a project aiming at 1) strengthening the EU's capacity to provide needs based humanitarian assistance; 2) strengthen the capacity and resilience of vulnerable or disaster affected communities in third countries; 3) enhance the coherence and consistency of volunteering to improve opportunities for European volunteers to participate in humanitarian operations						
Nb. Of EU organisations involved	3			Nb. of third country organisations involved	-		
Countries of origin of EU organisations	Ireland (lead), France, Czech Republic			Countries of origin of third country	-		
Budget / Expenditure	Total costs (budget)	EUR 429,155.60		Total costs (expenditure)	EUR 423,305.27		
Key objectives	Objectives			Progress			
	<p>Objective 1: to improve the capacity of human resources systems of sending organisations to prepare for and respond to humanitarian crises through the development of policies, strategies and training modules.</p>			<p>The project strengthened the capacity of participating partners to effectively prepare for and respond to humanitarian crises through the improved use of ICTs and the development of robust human resources systems and procedures, including the elaboration of new learning material and online modules, the purchase of new systems for candidate applications, the development and implementation of a data protection policy as well as other policies, for instance on child protection</p>			
	<p>Objective 2: to improve the capacity of participating organisations in volunteer management to reach certification standards through a review of current practices, identification of gaps and development of solutions to meet certification standards.</p>			<p>All consortium members applied for certification as sending and hosting organisations shortly after the onset of the project. Based on the gaps identified, the following were developed during the project: Induction checklist for use when sending and hosting, Guide for managing and mentoring an EUAV, Interview documents, Performance management framework and associated documents. The project was successful in positioning agencies to better support the EU Aid Volunteers initiative, ensuring volunteer management according to the standards and procedures set out for the management of candidate volunteers and EU Aid Volunteers. This is demonstrated by the fact that during the period of the project, the Consortium successfully secured two deployment grants for the deployment of 39 EU Aid Volunteers</p>			
	<p>Objective 3: to share learning and experience of the EU Aid Volunteers initiative among Alliance2015 member,s through learning and co-ordination meetings and documented good practice.</p>			<p>The project Co-Ordinators held weekly skype calls and met on a quarterly basis to review progress, agree next steps and share experiences. Each e-learning course developed with EUAV funding was made available to all seven A2015 members. As a result of this meeting, representatives from four A2015 member organisations (including two organisations not part of the existing Consortium) met and discussed how to collaborate further on HR / L&D matters.</p>			
N. of certified participants	-			N. of organisations having applied for certification following the project	3		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	15		Nr volunteers of EU based organisations	45.2	54.8	32
	Third countries based	9		Nr volunteers in third countries	32	68	22
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	60		Nb employed staff in EU based organisations	47%	53%	621
	Number of people reached	91,704		Nb employed staff in third country organisations	-	0	0

Project N. 2		"Platform on Humanitarian Aid for a Sustainable Empowermentvolunteering in Latin America and the Caribbean"(ADICE)通					
Project Type:	Capacity Building	Project ID:	570011	Year:	2015	Start date-End date:	01/05/2016 - 30/04/2018
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, event attendance sheets, indicators, "factual observations", workplan						
Project Description	PHASE project brought together 3 certified EU-based organisations with experience in volunteer management and humanitarian aid and 11 third country organisations. It aimed to strengthen the capacities of prospective hosting organisations to ensure better impact of their volunteering projects and to support their certification process. The project consisted in the development of several training modules, delivery of training events and support to third-country organisations in the implementation of lessons learned at the application process. The project did also include the design and creation of an online platform for volunteering management to ensure longer-term impact of volunteering projects, the organisations of several sensitisation events at country level and the publishing of 3 volumes on training contents. One third-country partner from Peru was excluded from the project during the implementation period for non-participation in planned activities. All remaining third country partners obtained the certification before the end of the implementation period.						
Nb. of EU organisations involved	3		Nb. of third organisations involved	11			
Countries of origin of EU organisations	France (lead), Estonia, Italy		Countries of origin of third country	Bolivia, Ghana, India, Kenya, Nepal, Palestine, Peru, Thailand, Uganda, Ukraine			
Budget / Expenditure	Total costs (budget)	455.992,27 EUR		Total costs (expenditure)	455.466,33 EUR		
Key objectives	Objectives			Progress			
	Objective 1: to train 10 prospective HOs for the development of effective rules, tools and processes to ensure the security of volunteers during deployment			Development of a training module on security by EU-based organisations, titled "To Ensure Security in Humanitarian Aid Context" for the training "PHASE 1- Empowerment of High Quality Volunteering Management in Humanitarian Aid". Four training sessions delivered; follow-up through monitoring and online support for the implementation of learnings by prospective HOs			
	Objective 2: to train 10 prospective HOs and increase their capacities in developing needs assessments and situation analyses to increase the relevance of volunteers' interventions			Development of a module on needs assessment by EU-based organisations, titled "To Realise a Field Needs Assessment for a Relevant Volunteering Intervention" for the training "PHASE 1". Four training sessions delivered; follow-up through monitoring and online support for the implementation of learnings by prospective HOs			
	Objective 3: to train 10 prospective HOs and increase their capacities in the management of logistics for better quality volunteer deployment			Development of a training module on logistics in humanitarian settings by EU-based organisations, titled "To implement the logistics in Humanitarian Aid Projects with Volunteers" for the training "PHASE 1". Four training sessions delivered; follow-up through monitoring and online support for the implementation of learnings by prospective HOs			
	Objective 4: to train 10 prospective HOs and increase their capacities in volunteer management			Development of a training module on volunteer management in humanitarian settings by EU-based organisations, titled "To Develop Quality Volunteering Management in Humanitarian Aid Contexts" for the training "PHASE 1". Four training sessions delivered; follow-up through monitoring and online support for the implementation of learnings by prospective HOs			
	Objective 5: to train 10 prospective HOs to ensure the sustainability of volunteer interventions in humanitarian contexts through the design and effective use of an online volunteering management platform that would allow to capitalise on the knowledge, tools and practices brought to host organisations by former volunteers			Design, creation and testing by EU-based partners of a volunteering management platform. Development of a learning module as a part of the training "PHASE 2 - Sustainability and multiplication of the volunteering management impact in Humanitarian Aid Contexts". Four training sessions delivered; follow-up through monitoring and online support for the implementation of learnings by prospective HOs.			
	Objective 6: to foster a multiplier effect of EUAV capacity building for volunteer management in humanitarian contexts by training 10 prospective HOs to deliver trainings and presentations at local level on volunteer management, the PHASE projects and the EU Aid Volunteers Initiative			Development of the training module "To become a trainer in High Quality Volunteering management" for the "PHASE 2" training by EU-based partners. Four training sessions delivered; follow-up through monitoring and online support for the implementation of learnings by prospective HOs. More than 10 events organised locally by prospective HOs and more than 230 people reached.			
	Objective 7: to ensure dissemination and capitalisation on project results to ensure a larger impact, including through training of 10 prospective HOs on communication techniques to ensure dissemination of project results in third countries involved.			Development of the training module "To ensure a large and useful dissemination" for the "PHASE 2" training by EU-based partners. Four training sessions delivered. 3 publications (instead of the 2 initially planned) dedicated to trainings "PHASE 1" and "PHASE 2". One final dissemination event organised involving external participants. Creation of 6 promotional videos.			
N. of certified participants	3		N. of organisations having applied for certification following the project	10			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	NA		Nr volunteers of EU based organisations	N/A	N/A	N/A
	Third countries based	NA		Nr volunteers in third countries	N/A	N/A	N/A
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	162	Number of direct beneficiaries participating in the activities of the project	Nb employed staff in EU based organisations	N/A	N/A	N/A
	Number of people reached	NA		Nb employed staff in third country organisations	N/A	N/A	N/A

Project N. 3		EU AID VOLUNTEERS 4 YOU - HOSTING ORGANISATIONS (La Guilde Européenne du Raid) 8					
Project Type:	Capacity Building	Project ID:	581813	Year:	2016	Start date-End date:	01/01/2017-31/12/2018
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, workplan, audit report						
Project Description	This project brought together 3 third country organisations operating in diverse local contexts and specialised in volunteer management and humanitarian assistance, and 4 EU partners with experience in the EU Aid Volunteers initiative. The project aimed to help organisation bridge experience gaps and strengthen prospective hosting organisations' capacities and to support them in the certification process. Thematic priorities and project activities were designed based on a preliminary needs assessment and regular update reports. The project was followed by an external evaluation.						
Nb. Of EU organisations involved	4		Nb. of third organisations involved	3			
Countries of origin of EU organisations	France (2)(lead), Greece, Ireland		Countries of origin of third country organisations	Myanmar, Peru, Togo			
Budget / Expenditure	Total costs (budget)	805,293.73 EUR		Total costs (expenditure)	688,494.08 EUR		
Key objectives	Objectives			Progress			
	Objective 1: to strengthen the capacities of prospective EUAV hosting organisations			Trainings and individual follow-up via coaching sessions were delivered to relevant staff members within participant organisations. Main results of these activities were: updates/improvements in the handbook of procedures in place within the organisation, revision of the Code of conduct, contacts made with the local civil protection to work on disaster risk reduction, increased awareness on safeguarding children and vulnerable adults within hosting organisations			
	Objective 2: to ensure compliance with EUAV standards for organisations and achievement of the certification			The project reached the target of 3 participating hosting organisations receiving the EUAV certification. One organisation (ActionAid Myanmar) got certified during the first year of the project. Support provided by SOs during the application process included the sharing of templates and tools, individual face-to-face and remote consultation sessions.			
Objective 3: to bridge the gaps between volunteering and humanitarian organisations while strengthening existing partnerships			Participating organisation mentioned a better understanding of volunteering in Humanitarian situations as the main change resulted from activities related to this objective. Organisation specialising in volunteering were provided with coaching in disaster risk management and security which increased their understanding of the humanitarian sector. At the end of the project, all hosting organisations had planned to host EU Aid Volunteers and ActionAid Myanmar had already participated in a deployment project.				
N. of certified participants	4 (of which one certified during the first year of the project)		N. of organisations having applied for certification following the project	3			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project	Men %	Women %	Total	
	EU based	33		Nr volunteers of EU based organisations	56%	44%	9
	Third countries based	3		Nr volunteers in third countries	-	-	-
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	133	Nb employed staff in EU based organisations	41	59	51	
	Number of people reached	573,005	Nb employed staff in third country organisations	39	61	18	

Project N. 4		More and Better EU Aid Volunteers (WE WORLD-GVC)					
Project Type:	Technical Assistance	Project ID:	581817	Year:	2016	Start date- End date:	01/02/2017 - 31/01/2019
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, workplan, event participant lists, audit report						
Project Description	More and Better EU Aid Volunteers is a 2 years project run by 10 organisations from 9 countries (Spain, Italy, Portugal, Hungary, Cyprus, Latvia, Lithuania, Slovenia, Estonia) with the aim of enhancing technical capacity of European organisations, and improving opportunities for EU citizens to participate in humanitarian aid actions.						
Nb. Of EU organisations involved	10			Nb. of third organisations involved	-		
Countries of origin of EU organisations	Spain, Italy (2), Portugal, Hungary, Cyprus, Latvia, Lithuania, Slovenia, Estonia			Countries of origin of third country	-		
Budget / Expenditure	Total costs (budget)	EUR 495,191.52		Total costs (expenditure)	EUR 486,265.53		
Key objectives	Objectives			Progress			
	Objective 1: Inform and engage in EU Aid Volunteers initiative 3 EU platforms and at least 38 organizations			The project succeeded in engaging in the EUAV initiative 3 EU platforms and 85 (instead of just the 38 originally planned) organizations, strengthening the relation among partners, mapping the beneficiaries and evaluating their needs, providing information about the initiative.			
	Objective 2: Strengthen the capacities of 38 organizations in Humanitarian Action and EU Aid Volunteers Initiative			The project succeeded in strengthening the capacities of 116 (instead of just the 38 originally planned) organizations in HA and EUAV Initiative. It trained 24 trainers (instead of the 18 originally planned) from the partners countries in HA and EUAV initiative in order for them to successfully train 116 local organizations (cascade approach). Moreover, 5 staff members of the applicant organization have been trained in Humanitarian-Development Nexus, getting additional information on HA action, to be shared with the partners.			
	Objective 3: Enhance interactivity and tailored learning and build collaboration, teamwork			The project succeeded in enhancing interactivity and tailored learning and built collaboration and teamwork. An online toolkit was produced in 10 languages (IT, EN, ES, HU, EE, LT, LV, PT, SL, EL), upscaling a previous toolkit produced by GVC within a EUAV Capacity Building project, to give additional support to the organizations in understanding and promoting the initiative, reaching 872 users. Additionally, 7 staff exchanges involving 50 staff members between certified SO and prospecting certified partners were implemented.			
N. of certified participants	2 certified consortium members (3 beneficiaries that were not members of the consortium were certified as a result of the project)			N. of organisations having applied for certification following the project	11		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	163		Nr volunteers of EU based organisations	57	43	9
	Third countries based	-		Nr volunteers in third countries	-	-	-
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	120		Nb employed staff in EU based organisations	29	71	571
	Number of people reached	1.232.620		Nb employed staff in third country organisations	40	60	53

Project N. 5		EUAID Volunteers ACTing against disaster risks (ICCO)					
Project Type:	Deployment	Project ID:	582782	Year:	2016	Start date- End date:	15/03/2017 - 15/03/2019
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, participant lists, workplan						
Project Description	The aim of this project was to build leadership and technical capacities of local organisations and local communities in humanitarian assistance, DRR and resilience building, by deploying junior and senior volunteers and with the support of online volunteers. The initiative involved 4 EU-based organisations and 7 third country organisations, along with 9 local branches of EU-based NGOs and in-country organisations of local ACT Alliance fora. Third country selection took into account disaster risk levels, the presence of ACT consortium members in the country and level of security risk for volunteers. The project built on existing partnerships developed within ACT Alliance consortium during the EUAV pilot phase and capacity building activities conducted in 2015-2016						
Nb. Of EU organisations involved	4 (+ 4 EU organisations with special partner status)		Nb. of third organisations involved	26 (including 10 local branches of sending organisations)			
Countries of origin of EU organisations	Netherlands (lead), Czech Republic, Denmark, Finland			Countries of origin of third country	Bangladesh, Cambodia, Ethiopia, Uganda, Nepal (EU organisations country offices)		
Budget / Expenditure	Total costs (budget)	1,640,000.00 EUR		Total costs (expenditure)	938,297.28 EUR		
Key objectives	Objectives			Progress			
	Objective 1: the successful and effective deployment to 21 senior and 12 junior EU volunteers to contribute to increase the capacity of 48 local organisations in humanitarian aid, DRR and resilience			The project deployed 40 volunteers and involved 47 online volunteers to work with 44 local organisations and 9 local branches of sending organisations on the preparation of activities (3 volunteers), project implementation and communication.			
	Objective 2: to strengthen the leadership and technical capacities of 48 local organisations and vulnerable communities in disaster-prone countries in humanitarian assistance, DRR and resilience, with the help of 18 senior volunteers, 12 junior volunteers and 60 online volunteers			Volunteers contributed to the implementation of capacity building activities, including a needs assessment and best practice sharing workshops, training of trainers, participatory vulnerability and capacity assessments, study visits, elearning webinars. Materials produced (including webinars) have remained available after the closing of the project.			
	Objective 3: to increase the visibility of the EU Aid Volunteers initiative and of the organisations involved through the implementation of communication activities and the deployment of 5 senior volunteers in communication			Volunteers were instructed to conduct communication activities focusing on DRR and resilience, while lobbying and advocacy for humanitarian aid towards stakeholders were kept limited to preserve the non-political nature of the project. Communication activities targeting the EU public included the production of video documentaries, website and newspaper articles, social media posting. In addition to the 17 hosting organisations participating in the programme, 17 other were reached by sensitization activities. However, only 5 of these organisations tried to meet the certification requirements during the project lifetime, without success.			
N. of certified participants	22		N. of organisations having applied for certification following the project	N/A			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	8		Nr volunteers of EU based organisations	50	50	47
	Third countries based	53		Nr volunteers in third countries	40	60	40
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	70		Nb employed staff in EU based organisations	59	41	46
	Number of people reached	20,321,50		Nb employed staff in third country organisations	40	60	53


Project N. 6		EUAVD Volunteers ACTing against disaster risks (ADICE) 20					
Project Type:	Deployment	Project ID:	592470	Year:	2017	Start date-End date:	01/12/2017 - 30/11/2019
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, audit report, lists of participants						
Project Description	The project represents the continuity of the capacity building project PHASE, coordinated by ADICE and involving the same consortium of 3 sending organisations and 10 hosting organisations. based on needs assessments conducted by hosting organisations, the project deployed 46 volunteers to work on a variety of tasks and thematic areas related to resilience building and development, and included complementary capacity building for non-EU partners (study visits) and communication and impact studies conducted by participant NGOs.						
Nb. Of EU organisations involved	3		Nb. of third organisations involved	10			
Countries of origin of EU organisations	France (lead), Italy, Estonia		Countries of origin of third country organisations	Ghana, India, Kenya, Nepal, Thailand, Uganda, Bolivia, Palestine Authority of the West Bank and Gaza Strip, Peru, Ukraine			
Budget / Expenditure	Total costs (budget)	EUR 1,112,121.01		Total costs (expenditure)	EUR 984,237.79		
Key objectives	Objectives			Progress			
	Objective 1: To improve the capacity of hosting organisations to deliver better humanitarian aid and development assistance through the deployment of expert volunteers: 1) Effective selection, recruitment, deployment and monitoring of 45 Senior and Junior EU Aid Volunteers to support host organisations' capacities			While some deployments were terminated earlier than initially envisaged (for reasons ranging from volunteers' having found an employment, to visa issues), the project reached the overall objective to deploy 45 volunteers to the hosting organisations to work on resilience building, organisational development and Nexus-related activities. Deployments to Palesting were not possible due to security reasons. Volunteers selected to be deployed to Palesting where deployed to Kenya instead.			
	Objective 2: to provide training to host organisations to increase their volunteer and project management capacities: 1) Improvement of organisations' capacities in development of project intervention logic and effective project cycle management 2) Administrative and financial management 3) Monitoring and evaluation of volunteers' activities			3 workshops, 3 study visit/scoping mission and 1 training for trainers were conducted according to a calendar developed in collaboration with all consortium partners. Activities covered communication and public awareness, and risk analysis and early warning.			
Objective 3: To communicate project results and develop an impact analysis: 1) Capacity building and involvement of volunteers and beneficiaries in project communication activities 2) Perform communication activities on the EUAV initiative 3) Capacity building and involvement of project participant in the analysis of the project impacts using various tools (survey questionnaires, meetings etc.)			An impact study was developed and disseminated, available in ENG, FR, EE and IT. All planned communication activities were implemented, informing over 30 000 peoplet via: national events, online articles, stories from the field, 21 teasers, press. The volunteers produced stories from the field and often other articles that were published on the organisations' websites/Social Media. Some video reportages were produced.				
N. of certified participants	13		N. of organisations having applied for certification following the project	N/A			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project	Men %	Women %	Total	
	EU based	3		Nr volunteers of EU based organisations	0	100	4
	Third countries based	10	Nr volunteers in third countries	45	55	1305	
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	10	Nb employed staff in EU based organisations	59	41	46	
	Number of people reached	259,225	Nb employed staff in third country organisations	43	57	324	

Project N. 7		Empowering Youth Led Volunteering in Local Level Responses (Voluntary Service Overseas) ²					
Project Type:	Capacity Building	Project ID:	593324	Year:	2017	Start date-End date:	01/02/2018-31/08/2019
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, lists of event participants, audit reports, workplan						
Project Description	The project brought together VSO International, VSO Netherlands and 9 VSO country offices. It aimed to develop the capacities of prospective hosting organisations according to their identified needs. The project was consistent with VSO objective to deliver the organisation's Resilience agenda, review and update existing volunteer management practices and develop VSO Volunteering for Development Standards (launched in 2019). All participant prospective HOs obtained the EUAV certification.						
Nb. Of EU organisations involved	2		Nb. of third organisations involved	9 (VSO country offices)			
Countries of origin of EU organisations	UK (lead), Netherlands		Countries of origin of third country organisations	Bangladesh, Cambodia, Ethiopia, Kenya, Malawi, Nepal, Philippines, Sierra Leone, Uganda			
Budget / Expenditure	Total costs (budget)	EUR 666,700.95		Total costs (expenditure)	EUR 562,743.97		
Key objectives	Objectives			Progress			
	Objective 1: improve volunteer recruitment and deployment standards in 9 prospective HOs, through: 1) identification of gaps in policies, practices and organisational readiness 2) provision of support to fill identified gaps 3) achievement of EUAV certification for prospective HOs			Building on a baseline survey and the experience of two already certified VSO country offices (Ethiopia and Kenya), training modules were delivered to support prospective HOs to fill gaps in their volunteer management practices and meet the certification requirements. Information events were organised by each HO at country level. Development on new volunteer management guidelines and a set of recommendations based on certification process assessments. 9/9 participant HOs underwent a review of their volunteer management practices and successfully completed the certification process.			
	Objective 2: increase the capacities of prospective HOs in humanitarian aid and the resilience approach, through: 1) training of at least 5 prospective HOs on specific country risks 2) integration of disaster preparedness at all stages of programming in order to deploy volunteers to work on well designed existing programmes			Development of training modules based on a preliminary learning needs survey. Development of a VSO Resilience Building Handbook. Staff of the 9 participant HOs received training on humanitarian and resilience concepts and specific risks at country level. The training was hosted on the Humanitarian Leadership Academy global online platform Kaya. Adapted training modules were delivered by HOs at country level. In successful cases, youth volunteers were trained to carry out risk assessments within their communities (eg in Ethiopia). In some countries, the expected multiplier effect of activities was hindered by high staff turnover (Malawi).			
	Objective 3: strengthen the capacities of prospective HOs in disaster preparedness and management, through: 1) development of disaster preparedness and management plans by HOs 2) support communities in at least 5 countries to conduct risk assessments 3) identification of the role of volunteers in disaster preparedness and of suitable volunteer profiles			Toolkits were developed to support HOs in designing country-relevant disaster risk preparedness plans. 9/9 participant HOs developed risk preparedness plans at organisational and community level through a participatory process and discussed with relevant local stakeholders to improve coordination and avoid overlappings in emergency response. Workshops were delivered at country level and all HOs provided support to local communities to identify vulnerabilities and develop or review existing preparedness plans. 13 preparedness plans were developed. In Sierra Leone, the plan was implemented for the first time during the project lifetime to respond to a flood emergency. The project allowed VSO to identify gaps in its Organisational preparedness plan.			
N. of certified participants	11 (including 7 HOs certified during the project lifetime)			N. of organisations having applied for certification following the project	7		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	2		Nr volunteers of EU based organisations	33	67	3
	Third countries based	9		Nr volunteers in third countries	51	49	110
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	References to the project were published through VSO media outlets		Nb employed staff in EU based organisations	36%	64%	11
	Number of people reached	31,782		Nb employed staff in third country organisations	52%	48%	170

Project N. 8		More to care: encouraging certification and strengthening EUAV management capacities of European sending organisations (ALIANZA)					
Project Type:	Technical Assistance	Project ID:	593325	Year:	2017	Start date-End date:	01/02/2018 - 31/01/2020
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, workplan, report of factual findings						
Project Description	CARE is a 2 year project run by 7 organisations from 5 countries (Spain, Italy, Greece, Romania, and the United Kingdom) with the aim to widen the European partnership of humanitarian and volunteering organisations that strengthen their capacities as sending organisations within the EU Aid Volunteers Initiative						
Nb. Of EU organisations involved	7		Nb. of third organisations involved	-			
Countries of origin of EU organisations	Spain, Italy (3), UK, Greece, Romania		Countries of origin of third country	-			
Budget / Expenditure	Total costs (budget)	EUR 414,340.91		Total costs (expenditure)	EUR 375,999.70 (interim)		
Key objectives	Objectives			Progress			
	<p>Objective 1: to reinforce and create focal points to promote the EUAV Initiative and develop the capacities EU organisation to support allow them to obtain the certification.</p>			<p>The project partners underwent a process of internal work to strengthen their capacities as sending organisations and focal points in their countries/regions. Special trainings were organised for partners to strengthen their capacity to serve as focal points. The partner organisations succeeded in playing an active role as Focal Points to the Initiative in their countries and it was through this role that the partners have reached out to over 120 local organisations providing advice and tailor-made support.</p>			
	<p>Objective 2: to provide technical assistance to EU organisations undergoing the certification process.</p>			<p>The following activities were completed: 1) 23 EU organisations received specific training about the Initiative and Humanitarian action and actors; 2) 10 EU organisations engaged in tailor-made webinars on certification and carried out a needs-assessment exercises; 3) Peer-to-peer online knowledge exchange; 4) in-presence trainings by external experts and streamlining and creation of tools for volunteer's recruitment, training, and management. As a result of these activities, four organisations (of which two consortium members) submitted their applications for certification and additional organisations were expected to submit their application by the end of the project</p>			
<p>Objective 3: to strengthen European partnerships and organisations' development for an optimal implementation of deployment and capacity building EUAV projects.</p>			<p>This project led to the formation of two new partnerships and has created lasting relations that are expected to be used for other projects within the EUAV or other European programmes. For example, after this TA project, Alianza will collaborate with LVIA (partner who submitted its certification application in the framework of this project) in two deployment projects.</p>				
N. of certified participants	4		N. of organisations having applied for certification following the project	4 (2 were consortium members)			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	7		Nr volunteers of EU based organisations	16,67	83,33	106
	Third countries based	-		Nr volunteers in third countries	-	-	22
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	234	Number of direct beneficiaries participating in the activities of the project	Nb employed staff in EU based organisations	28	72	675
	Number of project related media references to the EUAV initiative in Europe	4		Nb employed staff in third country organisations	-	-	-

Project N. 9		Empowering local capacities for humanitarian volunteering in Latin America and the Caribbean (Alianza por la Solidaridad)					
Project Type:	Capacity building	Project ID:	593330	Year:	2017	Start date-End date:	01/02/2018 - 31/01/2020
Available documentation:	Application form, financial proposal, final report, financial statement, intervention logic, report of factual findings, list of event participants						
Project Description	The project has been led by Alianza por la Solidaridad and implemented by 3 EU and 17 third country partners. With a consortium combining expertise and solid experience in all EUAV work strands, European and local organisations set as the project's main objective to provide needs-based capacity building to 17 organisations in 8 countries to better engage in the EU Aid Volunteers Initiative and strengthen their HA response capacities, specially with regard to DRR. Given the consortium's scope, the action is designed to guarantee mutual learning and experience exchange within the partners, providing needs-based capacity building activities, tailored assistance, development of specific tools and guidance documents in the identified areas.						
Nb. Of EU organisations involved	3		Nb. of third country organisations involved	17			
Countries of origin of EU organisations	Spain (lead), Italy, Greece		Countries of origin of third country organisations	Colombia, Haiti, Nicaragua, Bolivia, Peru, Cuba			
Budget / Expenditure	Total costs (budget)	EUR 666,700.95		Total costs (expenditure)	EUR 562,743.97		
Key objectives	Objectives			Progress			
	Objective 1: Promoting and reinforcing local volunteering in third countries through volunteer management capacity building activities with 4 local organisations and 1 governmental structure in LAC countries			56 local volunteers were involved in the project. The project contributed to the reinforcement of local volunteering (including creation of new pilot groups, trainings on first aid, nature-driven disaster prevention, community awareness, new materials tailor made for the local organisations in Haiti, Bolivia, Nicaragua and Colombia)			
	Objective 2: Capacity Building of prospective hosting organisations in LAC in volunteer management and administrative capacity to ensure the compliance with the standards requested in certification mechanism			Local organisations interviewed were very satisfied with the capacity building received and mentioned that it helped them systematize their policies. The organisations have built new capacities for volunteering management and promotion through workshops and peer-to-peer learning spaces on the volunteering cycle, communication in humanitarian contexts, safety and security protocols and complementary trainings in organizational development such as administrative management and team building. Four new hosting organizations have been certified and other three are working on their standards. The number of organisations applying for certification was limited by the new security standards that excluded Guatemala, El Salvador and Nicaragua from deploying volunteers as well as by the uncertainty linked to the announced end of the Initiative in 2020.			
	Objective 3: Enhancing resilience, DRR and climate change adaptation			The project had a strong climate change focus with in depth studies on the environmental impacts of sugar cane agriculture			
N. of certified participants	12 (4 during the project)		N. of organisations having applied for certification following the project	4			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project	Men %	Women %	Total	
	EU based	3		Nr volunteers of EU based organisations	-	-	-
	Third countries based	17	Nr volunteers in third countries	21,4%	78,6%	28	
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	258	Nb employed staff in EU based organisations	15,8%	84,2%	19	
	Number of people reached	1.213.500	Nb employed staff in third country organisations	26,0%	74,0%	100	

Project N. 10		Sustainable Development through Humanitarian Aid Volunteers 2 (MTU Mondo)					
Project Type:	Deployment	Project ID:	603581	Year:	2018	Start date- End date:	15/09/2018-14/09/2020
Available documentation:	Application form, financial proposal, interim report						
Project Description	The project has been led by MTU Mondo and implemented by 3 EU sending organizations and 10 Non-EU hosting organizations. It builds on 2 previous cooperation projects with the same partners. The general objective of the project is to increase the resilience and capacities of vulnerable communities in 10 non-EU countries while at the same time building the capacities of 10 non-EU hosting organizations in campaigning, conflict resolution and regional cooperation. The specific objective is to deploy 44 EU Aid volunteers to support community development in several areas: education, environment, rural development, livelihoods, health, human rights, civil society.						
Nb. Of EU organisations involved	3		Nb. of third organisations involved	10			
Countries of origin of EU organisations	Estonia (lead), France, Italy		Countries of origin of third country organisations	Thailand, India, Nepal, OPT, Ukraine, Bolivia, Peru, Ghana, Uganda, Kenya			
Budget / Expenditure	Total costs (budget)	EUR 1,311,983.45		Total costs (expenditure)	Not available		
Key objectives	Objectives			Progress			
	Objective 1: Support hosting organizations and local communities through 44 EU Aid Volunteers deployments to reinforce their humanitarian aid, rehabilitation and development projects and build resilience of local communities in 10 countries			As of January 2019, the project had enabled the deployment of 37 volunteers. The volunteers deployed have reached more than 7000 beneficiaries (above target)			
	Objective 2: Maintaining a strong and effective partnership between all 13 organisations involved in the project. Building the capacity of 10 non-EU partners and other local organisations.			The project has involved partners from several countries and active in different sectors (Human Rights, education, health, community development...). All of the partners had already collaborated in 2 previous EUAV projects and established a long-term partnership built on lessons learnt from previous experiences. 2 representatives from each Non-EU partner (in total 20 people) participated in a capacity building seminar in Tallinn in June 2019 focusing on 3 core subjects: designing and implementing campaigns and local actions, conflict management and networking. In addition, partners conducted study visits in their local communities where they involved staff members and local community leaders. According to the latest available data, 117 people have participated in the study visits.			
	Objective 3: Ensure the project and the EUAV initiative activities and results are disseminated widely in EU and Non-EU countries.			During the first year of the project, more than 270.000 people were reached with dissemination activities. Social media was actively used throughout deployment cycle to advertise vacancies and to share EUAV human interest stories and positive impact. Local sensitisation events were organised in 3 EU partner countries in November/December 2018. In total, 190 people participated in the events. "Stories from the field" have been published.			
N. of certified participants	13		N. of organisations having applied for certification following the project	N/A			
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	3		Nr volunteers of EU based organisations	25	75	18
	Third countries based	10		Nr volunteers in third countries	50	50	20
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	15		Nb employed staff in EU based organisations	15	85	34
	Number of people reached	272.497		Nb employed staff in third country organisations	70	30	122

Project N. 11		Empowering Youth Led Volunteering in Local Level Responses (Mellemfolkeligt Samvirke) 					
Project Type:	Capacity Building	Project ID:	604947	Year:	2018	Start date-End date:	15/12/2018 - 14/12/2020
Available documentation:	Application form, financial proposal, interim report						
Project Description	This capacity building project led by Action Aid Denmark aimed to build the capacities of prospective hosting organisations to allow them to successfully undergo the certification process. Consistently with the localisation agenda, the project aimed to generate local volunteer capacities and to build the capacities of young women and men organisation leaders so they can have a more active role in local level response, and participate in decision making on humanitarian response at community level.						
Nb. Of EU organisations involved	3			Nb. of third organisations involved	6		
Countries of origin of EU organisations	Denmark (lead), Greece, Spain			Countries of origin of third country organisations	Colombia, Liberia, Kenya (included during project implementation), Nepal, Sierra Leone, Uganda		
Budget / Expenditure	Total costs (budget)	803,140.40 EUR		Total costs (expenditure)	N/A		
Key objectives	Objectives			Progress			
	<p>Objective 1: to strengthen the capacity of consortium members to host EU Aid Volunteers. The certification of prospective hosting organisations is included in this objective. Prospective HOs were expected to apply for certification by August 2020.</p>			Action Aid Nepal has been certified and could participate in 2019 deployment project application round. Project documentation and other data sources available do not provide information on progress made in certification applications of other organisations after the first year of implementation.			
<p>Objective 2: Build the capacity of young people, particularly young women, to increase the local volunteering capacity and foster local ownership and leadership of humanitarian response</p>			Needs assessments have been conducted in all 5 countries and a first round of youth-led-step-down local trainings facilitated by trained volunteers has been concluded successfully. EU-based organisations have benefitted from the sharing of best practices on localisation and youth engagement. A Youth leadership in Humanitarian Context training manual has been developed				
N. of certified participants	6 (including 1 participant having achieved the certification during the project lifetime)			N. of organisations having applied for certification following the project	3		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	3		Nr volunteers of EU based organisations	12,2	87,8	82
	Third countries based	6		Nr volunteers in third countries	33,33	66,67	54
Information, communication and awareness raising	Number of references to EJAV initiative in media in EU	30		Nb employed staff in EU based organisations	0,26	0,74	308
	Number of people reached	39.805		Nb employed staff in third country organisations	0,50	0,50	232

Project N. 12		Aid Volunteers - Volunteering for Humanity (Viatores Christi)					
Project Type:	Technical Assistance	Project ID:	604950	Year:	2018	Start date- End date:	01/01/2019 - 31/12/2020
Available documentation:	Application form, financial proposal, interim report						
Project Description	The project has been led by Viatores Christi and implemented by 3 EU and 1 third country partners. In a consortium marked by the withdrawal of its initial lead coordinator, the project aims at fostering development of EU-wide relationships and networking across the volunteering and Humanitarian aid community, as well as relevant capacity building activities and training. The project has provided training in several areas, and created communication tools for dissemination. Still ongoing, it has allowed the certification of 2 organisations. Partners have been involved in best-practice sharing, notably in terms of financial procedures.						
Nb. Of EU organisations involved	4		Nb. of third country organisations involved		-		
Countries of origin of EU organisations	Ireland (lead), France, Lithuania, Slovakia		Countries of origin of third country organisations		-		
Budget / Expenditure	Total costs (budget)	EUR 746,702		Total costs (expenditure)	EUR 239,048 (interim)		
Key objectives	Objectives			Progress			
	Objective 1: Increased capacity within consortium, results include: 1) project management tools developed; 2) strengthening in the risk assessment, volunteer management, project cycle management, needs assessment, M&E, operation management; 3) policies and procedures are in place on all above areas.			Successful workshops in risk, needs assessment, aspects of volunteer management including health, and security have all helped increase capacities within the consortium.			
	Objective 2: Consortium became certified, results include: 1) strengthening in managing relationship with host organisations; safeguarding; 2) policies and procedures for certification are in place.			Two consortium members have already submitted their applications for certification and VC is almost ready to submit, having received significant encouragement from the certified member of the consortium.			
	Objective 3: Increased collaboration between organisations, results include: 1) 10 organizations are in the new network for volunteering in humanitarian action; 2) regular online collaboration among them; 3) strong working relationship among them; 4) partner NGOs able to meet each other.			All partners have different skills and experiences to share and have had the opportunity to benefit significantly from networking and the sharing of best practices. A shared platform has been set up using google drive, and regular communication is taking place using Facebook Workplace app.			
N. of certified participants	0		N. of organisations having applied for certification following the project		3		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	15		Nr volunteers of EU based organisations	45,2	54,8	32
	Third countries based	9		Nr volunteers in third countries	32	68	22
Information, communication and awareness raising	Number of references to EJAV initiative in media in EU	60		Nb employed staff in EU based organisations	32	60	25
	Number of people reached	91.704		Nb employed staff in third country organisations	36	64	14

Project N. 13		EU Aid Volunteers supporting and complementing Humanitarian Aid in Middle East, Africa, Asia and Southern and Central America (WeWorld-GVC)					
Project Type:	Deployment	Project ID:	614675	Year:	2019	Start date-End date:	01/10/19-30/09/2021
Available documentation:	Application form, financial proposal						
Project Description	This large deployment project aims to contribute to increase the EU capacity to provide need-based humanitarian assistance and increase the resilience of 100 disaster-prone communities worldwide. It involves 4 EU-based organisations and 4 hosting organisations from 22 different countries in MENA, Southern and Central America and Africa and aims to deploy 58 volunteers (junior and senior profiles) and engage an additional small number of online volunteers. GVC HQ in Bologna and Milan, Alianza HQ and ACF HQ in Madrid, and ActionAid HQ in Athens will be included.						
Nb. Of EU organisations involved	4			Nb. of third organisations involved	34		
Countries of origin of EU organisations	Italy (lead), Spain (2), Greece			Countries of origin of third country organisations	Benin, Bolivia, Brazil, Burkina Faso, Cambodia, Colombia (2), Georgia, Guatemala (2), India, Kenya (2), Lebanon (2), Mali (2), Mauritania (2), Mozambique, Myanmar, Nepal, Niger (2), Palestine (3), Peru (2), Philippines, Senegal (2), Tunisia		
Budget / Expenditure	Total costs (budget)	1,398,590.93 EUR		Total costs (expenditure)	N/A		
Key objectives	Objectives			Progress			
	Objective 1: to strengthen the response and resilience capacity of vulnerable and disaster-affected local communities in MENA and Asia through the deployment of 21 volunteers (19 junior, 2 senior) to work on protection, LRRD, communication, project management, finance, monitoring and evaluation, communication in 9 countries, and the engagement of 2 online volunteers.			N/A			
	Objective 2: to strengthen the response and resilience capacity of vulnerable and disaster-affected local communities in 5 countries in Central and South America through the deployment of 9 volunteers (1 senior and 8 junior) working on coordination and partnerships, management of human resources, monitoring and evaluation, WASH.			N/A			
	Objective 3: Strengthening the response and resilience capacity of vulnerable and disaster-affected local communities in 8 countries in Africa through the deployment of volunteers (4 senior, 24 junior) to work in project management and administration, monitoring and evaluation, LRRD, WASH, livelihood, DRM and communication.			N/A			
	Objective 4: to strengthen the consortium coordination and capacities to ensure compliance with the standards and procedures of the EU Aid Volunteers Initiative, and to promote good practices in the countries involved.			N/A			
N. of certified participants	31 (+ 7 pending applications)			N. of organisations having applied for certification following the project	N/A		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	N/A		Nr volunteers of EU based organisations	N/A	N/A	N/A
	Third countries based	N/A		Nr volunteers in third countries	N/A	N/A	N/A
Information, communication and awareness raising	Number of references to EJAV initiative in media in EU	N/A		Nb employed staff in EU based organisations	N/A	N/A	N/A
	Number of people reached	N/A		Nb employed staff in third country organisations	N/A	N/A	N/A

Project N. 14		Exchange of good practices and Cooperation in Humanitarian Action to Generate Engagement (ASPEm)					
Project Type:	Capacity Building	Project ID:	614766	Year:	2019	Start date-End date:	01/11/2019-31/10/2020
Available documentation:	Application form, financial proposal						
Project Description	This capacity building project involves 5 EU Sending Organisations 12 Hosting Organisations from Africa, Latin America and the Balkans. Through trainings and dissemination and exchange workshops, it aims to prepare prospective hosting organisations to host EU Aid Volunteers and to help them integrate good practices in the provision of humanitarian assistance, volunteer management and community-based development.						
Nb. Of EU organisations involved	5		Nb. of third organisations involved		12		
Countries of origin of EU organisations	Italy (lead) (3), Slovakia, Spain		Countries of origin of third country organisations		Colombia, Ethiopia, Guatemala (2), Mpzambique, Kenya (2), Peru (2), Serbia (3)		
Budget / Expenditure	Total costs (budget)	586,058.30 EUR		Total costs (expenditure)	N/A		
Key objectives	Objectives			Progress			
	Objective 1: to provide prospective HO's with exhaustive knowledge of the EUAV Initiative and its procedures, and support them to reach the standards required to apply for certification to send/host EU Aid volunteers (target of 11 prospective HO's having applied for certification after participation in the project)			N/A			
	Objective 2: to provide consortium members with specific training to improve the management of local and international volunteers, taking into account local cultural contexts and the humanitarian situation on the ground			N/A			
	Objective 3: to promote the synergies among organisations interested in volunteer management in the countries involved in the project			N/A			
N. of certified participants	3		N. of organisations having applied for certification following the project				
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	NA		Nr volunteers of EU based organisations	NA	NA	NA
	Third countries based	NA		Nr volunteers in third countries	NA	NA	NA
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	NA	Number of direct beneficiaries participating in the activities of the project	Nb employed staff in EU based organisations	NA	NA	NA
	Number of people reached	NA		Nb employed staff in third country organisations	NA	NA	NA

Project N. 15		Technical Assistance in Humanitarian Response, Ensuring Valuable International Volunteering and Inclusion of persons with Disabilities (CBM)					
Project Type:	Technical Assistance	Project ID:	614769	Year:	2019	Start date-End date:	22/01/2019 - 11/01/2020
Available documentation:	Application form						
Project Description	The project aims at developing and promoting an EU model for the support of disability inclusive humanitarian action and volunteering. The project involves 6 partners from 5 EU countries. The organisations will build their capacity to manage inclusive humanitarian action and will develop practices in the field to be shared with the broader sector and the public. Two organisations are expected to become certified through the project.						
Nb. Of EU organisations involved	8		Nb. of third country organisations involved		-		
Countries of origin of EU organisations	Ireland (lead), Belgium, Italy, Finland, Germany		Countries of origin of third country		-		
Budget / Expenditure	Total costs (budget)	EUR 809,535.21		Total costs (expenditure)	N/A		
Key objectives	Objectives			Progress			
	Objective 1: Increase the capacity of EU organizations to manage inclusive HA project, including disaster risk reduction and post-disaster recovery			N/A			
	Objective 2: Enable some consortium member EU offices to become certified as sending organisations for deployment of EUAV and to run volunteering programmes			N/A			
	Objective 3: Development of community of practice building capacity in inclusion, humanitarian action and volunteering between members, and sharing this learning with the sector and the public			N/A			
N. of certified participants	1		N. of organisations having applied for certification following the project		2 (target)		
Number of organisations benefiting from the project activities		Number	Number of direct beneficiaries participating in the activities of the project		Men %	Women %	Total
	EU based	8		Nr volunteers of EU based organisations	NA	NA	NA
	Third countries based	-		Nr volunteers in third countries	NA	NA	NA
Information, communication and awareness raising	Number of references to EUAV initiative in media in EU	NA	Number of direct beneficiaries participating in the activities of the project	Nb employed staff in EU based organisations	NA	NA	NA
	Number of people reached	NA		Nb employed staff in third country organisations	NA	NA	NA

Annex 11. LIST OF DOCUMENTS CONSULTED

This annex presents a list of documents that contributed to the evidence base for this report. It is structured as follows: (i) general EU documentation; (ii) other general documentation; (iii) country-level information for Colombia, Kenya, and Nepal; and (iv) documentation for the case studies i.e. capacity building and technical assistance, certification, and volunteer recruitment, deployment and apprenticeship.

11.1 General documentation - European Union

ADE (2016) Study on Approaches to Assess Cost-Effectiveness of DG ECHO's Humanitarian Aid Actions.

DG ECHO (2018) 2018 Grand Bargain Annual Self-Reporting – European Commission/ DG ECHO

EACEA – DG ECHO (2019) EUAV Initiative: Critical Incident Management Procedure

EACEA – DG ECHO (2019) EU Aid Volunteers: Methodology to define list of countries for deployment 2019

EU What we do website: https://ec.europa.eu/echo/what-we-do/humanitarian-aid/capacity-building_en

JOINT STATEMENT (2008) by the Council and the Representatives of the Governments of the Member States meeting within the Council, the European Parliament and the European Commission. The European Consensus on Humanitarian Aid, 2008/C 25/01

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL (2010), How to express EU citizen's solidarity through volunteering: First reflections on a European Voluntary Humanitarian Aid Corps", COM/2010/0683 final

EU COMMISSION (2012) Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL Establishing the European Voluntary Humanitarian Aid Corps EU Aid Volunteers, COM (2012) 514:

EU REGULATION No 375/2014 of the European Parliament and of The Council of 3 April 2014 establishing the European Voluntary Humanitarian Aid Corps ('EU Aid Volunteers initiative')

EU DELEGATED REGULATION No 1398/2014 of 24 October 2014 laying down standards regarding candidate volunteers and the EU Aid Volunteers

EU IMPLEMENTING REGULATION No 1244/2014 of 20 November 2014 laying down the rules for the implementation of the regulation (EU) No 375/2014

EU COMMISSION (2018) Proposal for a REGULATION establishing the European Solidarity Corps programme and repealing [European Solidarity Corps Regulation] and Regulation (EU) No 375/2014

EUAV Annual Reports, annual work plans and Newsletters

EUAV FAQ and Volunteer deployment guide (accessed 15 August 2020)

European Commission (2020) European Solidarity Corps Guide.

European Commission (2020) European Solidarity Corps Technical Stakeholders' event Meeting Report – the new Humanitarian Aid strand. Online webinars, 1st and 3rd April 2020.

European Commission (2018) Interim Evaluation of the EU Aid Volunteers initiative Accompanying the document Report from the Commission to the European Parliament and the Council on the Interim Evaluation of the EU Aid Volunteers initiative for the period mid-2014 to mid-2017

Kunze, M., Potter, J., Glerum, P., Vanbruaene, M., Fürstos, M. (2017) Interim Evaluation of the Implementation of the EU Aid Volunteers Initiative Particip, Germax, and Prolog

Prolog Consult (2006) Review Concerning the Establishment of a European Voluntary Humanitarian Aid Corps.

11.2 General documentation – Other

Alianza por la Solidaridad (2018) EU Aid Volunteers Mid-Term Recommendations

GVC Onlus (2014) Capacity Building Actions in the Frame of EU Aid Volunteers Initiative: Needs Assessment Methodology

ICF International (2018) Comprehensive evaluation of the European Union humanitarian aid, 2012-2016

ICF International (2014) Assessment of needs in the humanitarian sector with regard to knowledge, skills and competences

ICF International (2014) Evaluation of the Pilot Action of EU Aid Volunteers – Final Report

Louis, H. (2020) UNV Online Volunteering Services – Final Project Evaluation

Metcalfe-Hough, V., Fenton, W. and Poole, L. (2019) Grand Bargain annual independent report 2019

Project Services International (2018) Summary of the report of the formative evaluation of the Volunteer Cooperation Program (2015–2020). Global Citizens, Global Affairs Canada

Rinaldi, Vittorio (2019) Sustainable Development Final Report Through Humanitarian Aid Volunteer Impact Study

UN (2020) Plan of Action to Integrate Volunteering into the 2030 Agenda

VOICE (2018) European Solidarity Corps Programme (2021-2027): Integration of the EU Aid Volunteers Initiative in the ESC. VOICE Position Paper October 2018.

VOICE (2011). European Voluntary Humanitarian Aid Corps. VOICE Position Paper July 2011

In addition to the above list, relevant EU regulations, partner reports, meeting minutes, websites of voluntary organisations and other relevant documents were also consulted during the course of this review.

11.3 Country Studies

Colombia

DG ECHO (2019). Visiting EU Aid Volunteers in Bogota, Colombia, 15-22 October 2019. Mission Report.

DG ECHO (2020). Colombia Factsheet 13/11/2020 (ES). https://ec.europa.eu/echo/files/aid/countries/factsheets/colombia_es.pdf

The World Bank (2020). Population, total – Colombia 2019. <https://data.worldbank.org/indicator/SP.POP.TOTL?locations=CO>

UNHCR (2020). Colombia. Last accessed on: 04/01/2021. <https://www.unhcr.org/colombia.html>

UNOCHA (2020). Financial Tracking Services: Colombia 2019. <https://fts.unocha.org/countries/49/summary/2019>

UNOCHA (2020). Panorama de las necesidades humanitarias Colombia.

In addition to the above list, for the four EUAV capacity building and deployment projects that were implemented in Colombia and were selected for in-depth study, the relevant documentation (application forms, interim and final reports) was consulted.

Kenya

Council of the European Union (2015) Council Conclusions on the EU Horn of Africa Regional Action Plan 2015-2020. Outcome of Proceedings.

Kiuna, S. (2003) Voluntarism and Development in Kenya: A study of the perceptions of voluntarism among selected stakeholders. University of Nairobi.

Loguh, B. (2018) Participatory Research on the impacts of international volunteers in Kenya; Provisional Results. University of Illinois.

Republic of Kenya (2015) The National Volunteerism Policy. February 2015.

Valetta Summit on Migration (2015) Valetta Summit, 11-12 November 2015 Political Declaration

Nepal

DG ECHO (2020), Nepal Factsheet 01/12/2020: https://ec.europa.eu/echo/where/asia-and-pacific/nepal_en

Government of Nepal, Ministry of Home Affairs (2019), Nepal Disaster Report, June 2019

Hari Bhatta, Bishnu (2007), Volunteerism in Nepal, *The International Journal of Volunteer Administration*, 24:6

Silwal, Bhuvan and Don Messerschmidt (2010), Traditions of Volunteerism & Civic Service in Nepal, *Features*, Issue 85 July

UNDP/BCPR (2004), Reducing disaster risk. A challenge for development. New York.

11.4 Case Studies

Capacity building and technical assistance

Action Against Hunger, Training Plan for Volunteers

Action Against Hunger, Mentoring Strategy

Alianza por la Solidaridad (2017) Standards and Procedures Required by EUAV, Guidelines for Sending Organisations

Caritas Austria (2020), PEACH Final Evaluation Report, 18 August

Caritas Austria (2020), TEACH Final Evaluation Report, 13 April

EACEA Calls for Proposal for Technical Assistance 2015 – 2019

EACEA Calls for Proposals for Capacity Building 2015 - 2019

Engineers Without Borders Denmark (December 2018), Guidelines for Sending Organisations, <https://iug.dk/en/eu-aid-volunteers-initiative>

Finnish and German Red Cross (September 2020), Final Evaluation of the project EU Aid Volunteers supporting resilience of vulnerable communities and capacity building within the Red Cross Red Crescent Movement

GVC (2019), Final Project Evaluation Report, More and Better EU Aid Volunteers: enhancing technical capacity of European organisations and improving opportunities for EU citizens to participate in humanitarian aid actions

MDM (2020), Final External Evaluation, Capacity Building Project

Volunteer deployment

Decreto Legislativo del Presidente della Repubblica Italiana 5 aprile 2002, n. 77: Disciplina del Servizio civile nazionale a norma dell'articolo 2 della legge 6 marzo 2001, n. 64

Dipartimento della Gioventù e del Servizio Civile Nazionale, Presidenza del Consiglio dei Ministri della Repubblica Italiana (2013), Linee Guida per la formazione generale dei giovani in servizio civile

Decreto Legislativo del Presidente della Repubblica Italiana 6 Marzo 2017, n. 40: Istituzione e disciplina del servizio civile universale a norma dell'articolo 8 della legge 6 giugno 2016, n. 106

Dipartimento della Gioventù e del Servizio Civile Nazionale, Presidenza del Consiglio dei Ministri della Repubblica Italiana (2017), Relazione al Parlamento sulla organizzazione, sulla gestione e sullo svolgimento del Servizio Civile Nazionale/Universale

EUAV Deployment , Project Handbook Selection (2017)

FOCSIV Volontari nel Mondo, Training plan for Italian Civil Service Volunteers (not public)

GVC (2016), EUAV Guidelines for Local Organisations

Presidenza del Consiglio dei Ministri della Repubblica Italiana (2019), Piano triennale 2020-2022 per la programmazione del servizio civile universale

UNV (2020), Online Volunteering Final Evaluation Report, 5 February

UNV, International Handbook for Volunteers: Terms and Conditions

Certification

Deloitte Southeast Asia Ltd. (2019) Harmonised Approach to Cash Transfers (HACT): Strengthening capacities for management and accountability.

Engineers Without Borders tools and guides (2018) Needs Assessment Questionnaire for HO; Online Security Training Module for HO; Guided Self-Assessment for hosting organisations (HO) and sending organisations (SO) on Certification Requirements; Core Humanitarian Standard Training Module and Initial Self-Assessment Checklist for Core Humanitarian Standard.

IFRC (2019), Red Cross Certification Manual, July

Potter, Jonathan (2019), Developing the Global Standard for Volunteering for Development, Framing Paper, IVCO

VSO and FORUM (2019), Global Standard for Volunteering for Development, Launched in October 2019

Annex 12. LIST OF INTERVIEWEES

This annex presents the persons interviewed during the course of this evaluation process.

European Union

Agency	Position
DG ECHO	Team Leader EU Aid Volunteers
	Field Security Coordinator
	DG ECHO representative in Nepal
	Head of Colombia Office
	Head of Colombia Regional Office
	Former Head of Kenya Office
	Technical Assistant in Kenya
DG EAC	Policy Officer
	Programme Assistant
EACEA	Head of Sector, EU Aid Volunteers
	Programme officer
	Assistant to the Director
COMMITTEE ON DEVELOPMENT EUROPEAN PARLIAMENT	Member of European Parliament
	Member of European Parliament
DEVE COMMITTEE SECRETARIAT	Seconded National Expert
EEAS	EU Ambassador to Kenya
DG HOME	Deputy Director-General

Sending Agencies

Agency	Position
Concern Worldwide	Programme Co-ordinator - EU Aid Volunteers
NGO Mondo	Head of Humanitarian Assistance
	Project manager
ADICE	Project Manager international cooperation
ActionAid Denmark	Project Manager
WeWorld-GVC	EU Aid Volunteers Coordinator

Agency	Position
Action Aid Hellas	Youth and International Volunteering Manager
Fundacion Alianza por los Derechos, la Igualdad y la Solidaridad Internacional	Volunteering Coordinator
Fundacion Alianza por los Derechos, la Igualdad y la Solidaridad Internacional	Coordinator of Participation
Engineers without Borders	Secretary General
ICCO	Senior Business Developer
Finnish Red Cross	Project Officer, EU Aid Volunteers & Erasmus
Danish Refugee Council	Consortium Coordinator EU Aid Volunteers
Action Against Hunger Spain	EU Aid Volunteers Program Coordinator
	Volunteers Manager
Movimiento por la Paz, el Desarme y la Libertad	Head of Social Mobilisation and Communication Department
CARITAS	Coordinator EUAV Development and Capacity Building
Aspem	EU Aid Volunteers Coordinator
FOCSIV	Director
Trocaire	Humanitarian Technical Manager
France Volontaires	Programme Manager
	Programme Manager
	Project Coordinator

Hosting Agencies

Agency	Position
Small Projects Istanbul	Director
Concern Malawi	Country Director
Volunteer Initiative Nepal	Founding President
Nepal Red Cross Society	Deputy Director
	Finance Officer
Caritas Nepal	Programme Manager
Action Aid Nepal	DRR Focal Point

	Programme Officer
	Resources Generation Manager
	Emergency Coordinator
	Programme and Policy Manager
Acción contra el Hambre Colombia	Human Resources Coordinator
Movimiento por la Paz, el Desarme y la Libertad Colombia	Coordinator
Movimiento por la Paz, el Desarme y la Libertad Colombia	Social worker - focal Point for EUAV
Orden de Religiosas Adoratrices de Colombia	Project Manager
Fundacion Servicio Jesuita para Refugiados Colombia	Human Resources Manager
Alianza por la Solidaridad Colombia	HR focal point
UNHCR Colombia	Human Resources Officer
DRC Colombia	Country Director
Girl Child Network Kenya	Executive Director
No One Out (SVI-SCAIP) Kenya	Country Coordinator
We World Onlus Kenya	Country Representative
WeFoco Kenya	Director
PACIDA Kenya	Director
Jukumu Letu Kenya	Founder Director
Rise and shine school of the mentally handicapped	Head Teacher
MDM Palestine	Country Co-ordinator
DRC Uganda	Country Director
ACF Palestine	Country Director
WeWorld Tanzania	Country Director
Wefoco Kenya	Chairperson Women Group

EU Volunteers

Country	Position
Nepal	Volunteer - Volunteers Initiative Nepal
	Volunteer - ICCO
	Volunteer – Red Cross
Ethiopia	Volunteer - ICCO
Kenya	Volunteer – MTÜ Mondo
	Volunteer- MTÜ Mondo
	Volunteer - DRC
	Volunteer DRC
Togo	Volunteer – German Red Cross
Albania	Volunteer – ADRA Slovakia
Lebanon	Volunteer – WeWorld-GVC
Haiti	Volunteer – Fundacion Alianza por la Solidaridad, los Derechos y la Solidaridad Internacional
Colombia	Volunteer – ActionAid Hellas
	Volunteer – Accion Contra el hambre
	Volunteer – DRC
	Volunteer – DRC
	Volunteer – Movimiento por la Paz
Uganda	Volunteer – ADICE
Guinea	Volunteer – French Volunteers
Georgia	Volunteer DRC
Thailand	Volunteer ADICE
Cambodia	Volunteer – WeWorld - GVC

Others

Agency	Position
United Nations Volunteers	Team Leader Capacity Development
ICF	Chief Analyst, Public Policy

VOICE	Programme Coordinator
Handicap International	EU Partnership Adviser
United Nations Volunteers	Chief Volunteer Service Center
VSO	Lead Adviser for Resilience
Arci Servizio Civile	Presidente Nazionale
FOCSIV	Italian Civil Service Desk manager/ Lead of volunteer Recruitment and training
Asociación Cultural Euroacción Murcia	European Trainer
UNHCR (Brussels)	Former Director for Europe Bureau
	External Relations Officer

Annex 13. EUAV INITIATIVE REGULATIONS

This annex presents the main elements of the regulatory framework for the EU Aid Volunteers Initiative, as contextual information.

In 2008, with the Communication on the European Consensus on Humanitarian Aid¹²⁵, EU Member States agreed on a common vision on Humanitarian Aid and acknowledged the comparative advantage and added value of the European Union as a global humanitarian actor able to ensure Europe-wide coherence in humanitarian policies and action. In 2007, the Lisbon Treaty (article 214.5 TFEU) laid down the framework for the joint participation of European young citizens in the humanitarian aid operations of the Union. With the Communication on “How to express EU citizen's solidarity through volunteering”¹²⁶ of 2010, the European Commission provided a first overview on the gaps and needs in humanitarian aid volunteering, opening for a reflection on the way the prospective EU humanitarian voluntary aid corps could better make a difference. The lack of common standards in volunteer recruitment and training, and of systems providing easy access to well trained and experienced volunteers to be deployed to support humanitarian response, as well as to younger volunteers to cover back-office support functions and temporarily increase organisations' capacities during emergencies, were identified as existing needs the EU initiative could contribute to address. The Communication opened an assessment phase that culminated in the first Commission's proposal for the establishment of the EU Voluntary Humanitarian Aid Corps¹²⁷. The proposal is the result of several rounds of consultations with stakeholders and the analysis of results of 12 pilot projects. Consultations included an impact assessment published in 2012, Preparatory action studies dating from 2013 and the needs assessment conducted in 2014.

The EU Aid volunteers Initiative was regulated by three fundamental legal acts. These are the Regulation of the European Parliament and the Council No. 375/2014, establishing the European Voluntary Humanitarian Aid Corps; the Commission Implementing Regulation No. 1244/2014 and the Commission Delegated Regulation 1398/2014. These regulations came into force in 2014 and have remained valid to date without amendments. Financial assistance for the implementation of the initiative is governed by the Regulation 2018/1046 (repealing Regulation (EU, Euratom) No 966/2012), applicable to the General Budget of the Union.

At the end of 2020, the EU Aid Volunteers initiative ceased to exist in its current form. The humanitarian strand of a renewed edition of the EU Solidarity Corps will be the successor of the EU Aid volunteers initiative, consistently with the aim to increase coherence in the management of existing EU volunteering schemes and to bring them under a single label¹²⁸, with a strengthened focus on youth. Trilateral negotiations on the Commission's proposal for the establishment of the new EU Solidarity corps, which should repeal Regulation 375/2014, led to a preliminary agreement in December 2020. The new regulation on EU Solidarity Corps is expected to enter into force in early 2021.

¹²⁵ 2008/C 25/01, “Joint Statement by the Council and the Representatives of the Governments of the Member States meeting within the Council, the European Parliament and the European Commission. The European Consensus on Humanitarian Aid”

¹²⁶ COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL, How to express EU citizen's solidarity through volunteering: First reflections on a European Voluntary Humanitarian Aid Corps”, COM/2010/0683 final.

¹²⁷ COM (2012) 514: Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL Establishing the European Voluntary Humanitarian Aid Corps EU Aid Volunteers

¹²⁸ COM (2018) 440 final/2: Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL establishing the European Solidarity Corps programme and repealing [European Solidarity Corps Regulation] and Regulation (EU) No 375/2014

Regulation No. 375/2014 establishing the EU Aid Volunteers Initiative

Regulation 375/2014 established the scope and the objectives of the EU Aid volunteers Initiative, the rules and procedures for its operation and the rules for the provision of financial assistance.

Article 7 of the Regulation lists 5 operational objectives:

- Contribute to increasing and improving the capacity of the Union to provide humanitarian aid.
- Improve the skills, knowledge and competences of volunteers in the field of humanitarian aid and the terms and conditions of their engagement.
- Build the capacity of hosting organisations and foster volunteering in third countries
- Communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid
- Enhance coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations.

Two or more monitoring indicators are provided for each operational objective, which the Commission is entitled to modify by means of delegated acts, to respond to evolving needs of the initiative.¹²⁹

Regulation 375/2014 proposes a definition of Humanitarian Aid which is broader than the one provided in the Council Regulation (EC) No 1257/96 on humanitarian aid and subsequent amendments.¹³⁰ Consistently with the vision proposed in the European Consensus on Humanitarian Aid, the definition provided in Regulation 375/2014 includes resilience building within the scope of humanitarian assistance.¹³¹

Resilience building and the nexus with Development is clearly identified as a part of the general objective of the EU Aid volunteers initiative.¹³² Among thematic priorities listed in the Annex, resilience-building and related activities are allocated 31 % of the budget.

While the Regulation clearly identifies resilience building and disaster risk management as the domains in which volunteers' contribution is mostly expected, the Annex allocates 10% of the budget to deployments aimed at supporting emergency response operations. Moreover, Article 20 envisages the possibility for the Commission to revise the figures of budget allocation to each action by more than 10% and up to 20%, to provide support to emergency response actions, if need be. According to the Implementing Regulation 1244/2014, the need for rapid deployment in response to an emergency allows to shorten the normal duration of volunteer selection process.¹³³

The operation of the Initiative are regulated by the Commission through an Implementing Regulation and a Delegated Regulation.

The initiative was implemented in partnership with participating organisations, which were responsible for the design, implementation and monitoring of projects financed under this scheme. The capacity of sending and hosting organisations to perform their tasks according to the quality standards set by the Commission was ensured by means of the certification system organizations have to go through before being allowed to host EU Aid Volunteers.¹³⁴ The deployment of EU Aid Volunteers to third countries had to be consistent with local needs expressed by hosting organisations.¹³⁵

Chapter III of the Regulations includes provisions for the financing of actions under the EU Aid Volunteers Initiative. The EU Aid Volunteers Initiative is not covered by DG ECHO budget and its actions

¹²⁹ Regulation No. 375/2014, Article 7.2

¹³⁰ Regulation No. 1257/96, Article 1: "The Community's humanitarian aid shall comprise assistance, relief and protection operations on a non-discriminatory basis to help people in third countries, particularly the most vulnerable among them, and as a priority those in developing countries, victims of natural disasters, man-made crises, such as wars and outbreaks of fighting, or exceptional situations or circumstances comparable to natural or man-made disasters. It shall do so for the time needed to meet the humanitarian requirements resulting from these different situations. Such aid shall also comprise operations to prepare for risks or prevent disasters or comparable exceptional circumstances."

¹³¹ 2008/C 25/01, Article 1.9

¹³² Regulation No. 375/2014, Article 4.

¹³³ Regulation No. 1244/2014, Article 5.3

¹³⁴ Regulation No. 375/2014, Article 10

¹³⁵ Ibidem, Article 14.2

are not concerned by EU legal provisions concerning the exemption of humanitarian aid operations from the rules stated in the EU financial regulation.¹³⁶

Implementing Regulation No. 1244/2014

This Commission Regulation provides the rules to implement the EU Aid Volunteers Initiative according to Regulation 375/2014.

It provides details on the procedures for the identification and selection of EU Aid Volunteers (Chapter II), and for training and pre-deployment induction, including provisions for apprenticeship placements and contracting of volunteers (Chapters III and IV). A detailed training curriculum, indicating key outcomes and competences to be addressed, is provided in Annex II. Chapters V and VI detail the rules and standards for volunteer management during deployment, including working conditions, supervision and psychological and mentoring support, post-deployment follow-up and insurance conditions. Security, safety and health provision are introduced in Chapter VII. According to Article 28, sending organisations shall have in place a proper organizational security policy and risk assessment procedures. Moreover, sending and hosting organisations shall jointly develop a written assessment of security, travel and health risks for the country of deployment, for which details are provided in Annex I. Provisions for the performance assessment of volunteers and the certification procedures for participating organisations are developed in Chapter VIII and IX respectively.

Delegated Regulation No. 1398/2014

The Commission Regulation 1398/2014 includes the provisions for the identification, selection and training of Junior and Senior EU Aid Volunteers, ensuring that non-discrimination rules are applied in the identification process. It provides a detailed competence framework and standards for the assessment, documentation and recognition of skills acquired by EU Aid Volunteers in line with other EU initiatives. The Regulation lays down the standards governing the partnership between sending and hosting organisations, and provides the rules to ensure that sending and hosting organisations comply with relevant EU and national laws and the laws of the host countries.

The table below provides a summary of key EU acts laying the ground for the creation of the EU Aid Volunteers Initiative and setting the rules for its implementation.

¹³⁶ DG ECHO Humanitarian Aid operations are among the areas exempted from the Grant procedure established in the EU financing regulation 2018/1046 (see Regulation No. 2018/1046, Article 195). Other exceptions covering humanitarian operations concern procurement rules (see Regulation No. 2018/1046, Article 111 on Expenditure operations and Article 178 on External Action Procurement).

Table 10 – Regulations governing the EUAV Initiative

Ref No.	Full Title	Content
General Framework		
2007/C 306/01	TREATY OF LISBON AMENDING THE TREATY ON EUROPEAN UNION AND THE TREATY ESTABLISHING THE EUROPEAN COMMUNITY (2007/C 306/01)	Provides the legal basis for the establishment of the EU Aid Volunteers initiative (Article 214.5 TFEU)
EUAV Regulations		
375/2014	Regulation (EU) No 375/2014 of 3rd April 2014 establishing the European Voluntary Humanitarian Aid Corps (“EU Aid Volunteers initiative”)	<ul style="list-style-type: none"> • Establishes the EU Aid volunteers initiative general rules and procedures • Lays down the objectives of the initiative • Identifies the types of action to be implemented (“Thematic priorities”) • Provides a monitoring framework • Defines the framework for the financing of the initiative
1398/2014	Delegated Regulation (EU) No 1398/2014 of 24 October 2014 laying down standards regarding candidate volunteers and the EU Aid Volunteers	<ul style="list-style-type: none"> • Defines and details: • competence framework in line with existing relevant Union initiatives • provisions to ensure equal opportunities and non-discrimination in the identification and selection process • procedures to ensure compliance of sending and hosting organisations with relevant national and Union law and law of the hosting country • standards governing the partnerships between sending and hosting organisations
1244/2014	Implementing Regulation (EU) No 1244/2014 of 20 November 2014 laying down the rules for the implementation of the regulation (EU) No 375/2014	<ul style="list-style-type: none"> • Defines and details the procedures for: • identification, selection and necessary pre-deployment preparation of candidate volunteers, • training and assessment • deployment and management of EU Aid Volunteers • insurance coverage and living conditions of volunteers • duty of care, safety and security measures, including medical evacuation protocols and security plans that cover emergency evacuation from third countries

		<ul style="list-style-type: none"> • monitoring and assessing the individual performance of EU Aid Volunteers • certification mechanism
Financing framework		
2018/1046	REGULATION (EU, Euratom) 2018/1046 of 18 July 2018 on the financial rules applicable to the general budget of the Union	<p>Regulation repealing regulation No 966/2012 mentioned in the EUAV regulation 375/2014</p> <p>The EUAV initiative is not covered by exemptions concerning of humanitarian aid, emergency support operations, civil protection operations or crisis management aid</p>
Relevant draft regulation for the next phase (not applicable to the evaluation period)		
	Proposal for a REGULATION establishing the European Solidarity Corps programme and repealing [European Solidarity Corps Regulation] and Regulation (EU) No 375/2014	Proposal repealing the current EUAV regulation and the current EU Solidarity corps regulation.
Additional reference documents		
2008/C 25/01	Communication on European Consensus on Humanitarian Aid	Common European vision guiding EU and Member States provision of Humanitarian Aid

Annex 14. TERMS OF REFERENCE

TERMS OF REFERENCE

For the ex post evaluation of the EU Aid Volunteers initiative

Table of Contents

- 1. GENERAL CONTEXT..... 3
- 2. THE EUROPEAN VOLUNTARY HUMANITARIAN AID CORPS..... 3
- 3. PURPOSE AND SCOPE OF THE EVALUATION 8
- 4. MANAGEMENT AND SUPERVISION OF THE EVALUATION 13
- 5. SPECIFIC REQUIREMENTS 13
- 6. CONTENT OF THE OFFER..... 15
- 7. BUDGET OF THE CONTRACT 16
- 8. TIMETABLE 16
- 9. PHASES OF THE EVALUATION SUPPORT STUDY 16
- 10. PROVISIONS OF THE FRAMEWORK TENDER SPECIFICATIONS..... 20
- 11. RAW DATA AND DATASETS 20
- 12. ANNEX 1 EU AID VOLUNTEERS – LIST OF DOCUMENTS..... 22
- 13. ANNEX 2 MONITORING FRAMEWORK 30

1. GENERAL CONTEXT

Climate change and a growing number of conflicts cause an increasing need for humanitarian assistance worldwide¹. Highly skilled professional humanitarian workers are required to provide not only humanitarian aid but also their expertise to local communities in order to strengthen resilience to shocks. Given that resources to address increasing humanitarian needs are limited, EU Member States and international humanitarian organisations set up volunteering schemes in order to raise awareness about humanitarian needs and to train and recruit future humanitarian aid workers. Most existing volunteering schemes in humanitarian aid or development established by EU member states are limited to the participation of national citizens. A strong rationale therefore exists for the creation of an EU volunteering scheme in humanitarian aid that brings together EU citizens from various countries and organises deployments under a single framework.

2. THE EUROPEAN VOLUNTARY HUMANITARIAN AID CORPS

2.1. Legal context

The Lisbon Treaty provides for the setting up of a European Voluntary Humanitarian Aid Corps with the objective "to establish a framework for joint contributions from young Europeans to the Humanitarian Aid operations for the Union"².

The Regulation establishing the European Voluntary Humanitarian Aid Corps ('the EU Aid Volunteers initiative')³ (hereafter called 'Regulation') was adopted in April 2014. It lays down the rules and procedures for the operation of the EU Aid Volunteers initiative, including specifying its general and operational objectives, the principles and the actions of which it consists, the provisions for financial assistance and the general provisions for its implementation.

The EU Aid Volunteers initiative is based on the humanitarian aid principles⁴, and on the definition of humanitarian aid as provided by Article 3(d) of the Regulation. It covers activities and operations in third countries intended to provide needs-based emergency assistance aimed at preserving life, preventing and alleviating human suffering, and maintaining human dignity in the face of man-made crises or natural disasters. It encompasses assistance, relief and protection operations in humanitarian crises or their immediate aftermath, supporting measures to ensure access to people in need and to facilitate the free flow of assistance, as well as actions aimed at reinforcing disaster preparedness and disaster risk reduction, and contributing towards strengthening resilience and capacity to cope with, and recover from, crises.

¹ <https://www.unocha.org/global-humanitarian-overview-2020>, *Global Humanitarian Overview 2020*, p. 29

² Art. 214 (5) of the Treaty on the Functioning of the European Union.

³ [Regulation \(EU\) N° 375/2014 of the European Parliament and of the Council of 3 April 2014 establishing the European Voluntary Humanitarian Aid Corps \('EU Aid Volunteers initiative'\)](#)

⁴ [Council Regulation N°1257/96 concerning humanitarian aid](#) and [European Consensus on Humanitarian Aid](#)

It is complemented by a Commission Delegated Regulation⁵ laying down standards regarding candidate volunteers, as well as a Commission Implementing Regulation⁶ laying down rules for the implementation of the Regulation.

2.2. Objectives

The **overall** objective of the EU Aid Volunteers initiative is stipulated by Article 4 of the Regulation:

To contribute to strengthening the Union's capacity to provide needs-based humanitarian aid aimed at preserving life, preventing and alleviating human suffering and maintaining human dignity and to strengthening the capacity and resilience of vulnerable or disaster-affected communities in third countries, particularly by means of disaster preparedness, disaster risk reduction and by enhancing the link between relief, rehabilitation and development.

The **operational** objectives are stipulated in Article 7:

- Contribute to increasing and improving the capacity of the Union to provide humanitarian aid.
- Improve the skills, knowledge and competences of volunteers in the field of humanitarian aid and the terms and conditions of their engagement.
- Build the capacity of hosting organisations and foster volunteering in third countries.
- Communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid.
- Enhance coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations.

The EU Aid Volunteers initiative brings volunteers and organisations from different countries to work together and provides European citizens with an opportunity to express their solidarity with disaster-affected people in third countries.

The EU Aid Volunteers initiative aims at complementing existing national and international voluntary schemes while minimising duplication and ensuring cost-effectiveness. It should enhance the consistency across the Member States of a well-managed international volunteering contribution that focuses on addressing concrete needs and gaps in the humanitarian field.

2.3. Principles and actions

The general **principles** are stipulated by Article 5:

1. The actions under the EU Aid Volunteers initiative shall be conducted in compliance with the humanitarian aid principles of humanity, neutrality, impartiality and independence, and with the European Consensus on Humanitarian Aid.

⁵ [Commission Delegated Regulation N° 1398/2014 laying down standards regarding candidate volunteers and EU Aid Volunteers](#)

⁶ [COMMISSION IMPLEMENTING REGULATION \(EU\) No 1244/2014 of 20 November 2014 laying down rules for the implementation of Regulation \(EU\) No 375/2014 of the European Parliament and of the Council establishing the European Voluntary Humanitarian Aid Corps \('EU Aid Volunteers initiative'\)](#)

2. The actions under the EU Aid Volunteers initiative shall respond to the humanitarian needs of local communities and the requirements of the hosting organisations and shall aim to contribute to enhancing the effectiveness of the humanitarian sector.
3. The safety and security of candidate volunteers and EU Aid Volunteers shall be a priority.
4. The EU Aid Volunteers initiative shall promote needs-based joint projects and transnational partnerships between participating volunteers from different countries and organisations implementing the actions under that initiative as referred to in Article 10.

The Regulation specifies the following **types of action**:

- **Standards regarding candidate and EU Aid Volunteers** (Art. 9)

The Commission has developed standards to ensure effective, efficient and coherent recruitment and preparation of candidate volunteers and deployment and management of EU Aid Volunteers, which are the main actions of the initiative. The standards ensure duty of care and cover, notably, responsibilities of the sending and hosting organisations, minimum requirements on the coverage of subsistence, accommodation and other relevant expenses, insurance coverage and other relevant elements (Commission Implementing Regulation)

In addition, the Commission Delegated Regulation contains detailed information mostly on candidates' competences required, learning and development plan, legal status of the volunteers, principles to be respected in view of the selection and preparation of the volunteers (e.g. data protection, equal opportunities and non-discrimination). It defines also partnerships between sending and hosting organisations.

- **Certification** (Art. 10)

Sending and hosting organisations are certified for compliance with the standards and procedures regarding candidate volunteers.

- **Technical assistance** (Art.10)

Through this action, the Commission can provide technical assistance to organisations based in the European Union aiming at strengthening their capacity to participate in the EU Aid Volunteers initiative and to ensure compliance with the standards and procedures.

- **Identification and selection of candidate volunteers** (Art. 11)

Sending organisations implementing projects under the EU Aid Volunteers initiative publish vacancies for specific positions and profiles on the EU Aid Volunteers Platform⁷. On the basis of the received applications, the sending organisations identify and select candidates in cooperation with the hosting organisations, based on an assessment of the needs in third countries.

⁷ https://webgate.ec.europa.eu/echo/eu-aid-volunteers_en/

- **Training programme and support for training and apprenticeship placements** (Art. 12)

The pre-selected candidates participate in a training programme which includes online and face-to-face training. The training curriculum is presented in detail in Annex II to the Commission Implementing Regulation. The training includes an assessment by the training provider whether the candidate is fit for deployment in third countries or not.

- **Database of EU Aid Volunteers** (Art. 13)

Candidate volunteers are assessed for their preparedness to be deployed in third countries. If successful, they are included in a database of EU Aid Volunteers eligible for deployment. The EU Aid Volunteers Platform hosts the database of EU Aid Volunteers.

- **Deployment of EU Aid Volunteers in third countries** (Art. 14)

On the basis of annual work programmes, adopted by the Commission, EACEA publishes calls for proposals for the deployment of EU Aid Volunteers by certified sending organisations to certified hosting organisations. Sending organisations implementing projects which have been awarded and signed grant agreements under these calls, publish vacancies on the EU Aid Volunteers Platform and select candidate volunteers in cooperation with the hosting organisations.

- **Capacity building of hosting organisations** (Art. 15)

Through this action, the EU Aid Volunteers initiative supports capacity building of hosting organisations to ensure effective management of the EU Aid Volunteers and sustainable impact of their work, while also encouraging participation of volunteers from the beneficiary countries ('local volunteering').

- **Technical assistance for sending organisations** (Art. 10 (6))

Sending organisations to be certified may benefit from technical assistance aimed at strengthening their capacity to participate in the EU Aid Volunteers initiative and to ensure compliance with the standards and procedures.

- **EU Aid Volunteers' Network** (Art. 16)

A network composed of candidate volunteers, sending and hosting organisations, and Member States and European Parliament representatives facilitates interaction between them and promotes knowledge and experience sharing.

- **Communication and awareness raising** (Art. 17)

DG ECHO has elaborated the 'EU Aid Volunteers' External Communication Plan⁸ specifying communication objectives such as promotion of the Initiative itself and solidarity values; establishment of a volunteering identity among participants; and generating interest in and support for the Initiative by the public. The communication activities include development of visual materials explaining the purpose of the Initiative, organisation of the volunteers' photo library, and university round table discussions. The main tools used by the Commission for

⁸ See Annex II, 7.3

communication activities are the website of the initiative of DG ECHO and the EU Aid Volunteers Platform.

2.4. Implementation and funding

The operational management of the Initiative is delegated to the Education, Audiovisual and Culture Executive Agency (EACEA)⁹. EACEA publishes calls for proposals, assesses proposals received, concludes and manages grant agreements and contracts, carries out on-site and remote monitoring of projects, and disseminates the results of the actions.

For each budgetary year, the Commission adopts an annual work programme (AWP), which outlines priorities, actions and budget allocations.

The AWP 2014¹⁰, AWP 2015¹¹, AWP 2016¹², AWP 2017¹³, AWP 2018¹⁴, AWP 2019¹⁵ and AWP 2020¹⁶ provided for the following actions and budget allocations for the implementation of the EU Aid Volunteers initiative:

	AWP 014	AWP 2015	AWP 2016	AWP 2017	AWP 2018	AWP 2019	AWP 2020	TOTAL
TOTAL - requested	12 148 000	13 868 000	16 885 000	20 972 000	19 235 000	18 365 000	19 355 000	120 828 000
TOTAL - spent	12 148 000	6 568 000	8 118 000	16 361 000	19 049 000	17 696 000	tbc	79 940 000
TOTAL - MFF	12 700 000	13 900 000	16 900 000	21 000 000	25 200 000	25 500 000	26 200 000	141 400 000
Deployment (plan)	-	8 400 000	8 400 000	12 600 000	8 400 000	10 000 000	13 500 000	61 300 000
TA/CB (plan)	6 948 000	-	7 960 000	7 607 000	7 770 000	4 600 000	-	27 937 000
Programme administration / Certification (plan)	200 000	50 000	100 000	200 000	200 000	100 000	50 000	900 000
Support measures (plan)	1 000 000	418 000	425 000	565 000	365 000	665 000	355 000	2 793 000
Training (plan)	-	5 000 000	-	-	2 500 000	3 000 000	5 250 000	15 750 000
Insurance (plan)	4 000 000	-	-	-	-	-	-	4 000 000

⁹ https://eacea.ec.europa.eu/eu-aid-volunteers_en

¹⁰ [Commission Implementing Decision of 16/06/2014 {C\(2014\) 3872 final} concerning the adoption of the 2014 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

¹¹ [Commission Implementing Decision of 12/03/2015 {C\(2015\) 1548 final} concerning the adoption of the 2015 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

¹² [Commission Implementing Decision of 15.12.2015 {C\(2015\)9058 final} concerning the adoption of the 2016 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

¹³ [Commission Implementing Decision of 6.01.2017 {C\(2016\) 8989 final} concerning the adoption of the 2017 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

¹⁴ Commission Implementing Decision of 22.1.2018 {C(2018) 165 final} concerning the adoption of the 2018 work programme – not published

¹⁵ Commission Implementing Decision of 14.1.2019 {C(2019) 4 final} on the financing of the EU Aid Volunteers initiative and the adoption of the work programme for 2019 – not published

¹⁶ [Commission Implementing Decision of 13.1.2020 {C\(2020\) 59 final} on the financing of the EU Aid Volunteers initiative and the adoption of the work programme for 2020](#)

2.5. Monitoring provisions and previous evaluations

An independent evaluation of the Pilot Action of the EU Aid Volunteers (2011-2014) was completed in 2014¹⁷. The evaluation provided a set of operational and strategic recommendations on how to develop the initiative based on the experience of the pilot projects.

Based on Article 27(4)(b) of the Regulation establishing the EU Aid Volunteers initiative, an interim evaluation¹⁸ was carried out in 2017 covering the first three years of implementation from 2014 to 2017.

Article 7 of the Regulation also provides indicators relating to the operational objectives. Based on the Framework for monitoring¹⁹ the implementation of the EU Aid Volunteers, EACEA provides six-monthly reports to the Commission. To date the monitoring reports covered the implementation from 2015 to 2019. Given that most data figuring in the monitoring framework is extracted from final project reports, the data cover mainly reports from projects that started in 2015, 2016 and 2017 (projects last 24 months).

Based on Article 27(4) of the Regulation, the Commission is required to submit annual reports to the European Parliament and to the Council on the implementation of the Initiative. So far, the Commission has adopted and submitted to the European Parliament and to the Council five reports - for 2014, 2015, 2016, 2017 and 2018²⁰. The report on the implementation of the EU Aid Volunteers initiative in 2019 is planned for adoption by the Commission in June 2020.

3. PURPOSE AND SCOPE OF THE EVALUATION

3.1. Purpose

Based on Art. 27(4)(d) of the Regulation, an ex post evaluation should be carried out for the seven-year financial period of implementation. This evaluation applies the Better Regulation Guidelines²¹ and will inform the future implementation of the humanitarian aid strand under the European Solidarity Corps²², which should succeed the EU Aid Volunteers initiative in the period of 2021-2027.

3.2. General scope

The evaluation will cover the seven-year financing period of the Multiannual Financial Framework 2014-2020 and include all the legal acts on which the initiative was founded. However, it should be noted that both the Delegated Regulation and the Implementing Regulation were only adopted at the end of 2014. Given the preparatory work involved (launching of calls for proposals and calls for tender), the implementation timeframe in reality covers six years (2015-2020), with first deployments of EU Aid Volunteers starting only in December 2016.

¹⁷ http://ec.europa.eu/echo/funding-evaluations/evaluations/thematic-evaluations_en

¹⁸ [Interim evaluation of the EU Aid Volunteers initiative \(2017\)](#)

¹⁹ See Annex III

²⁰ http://ec.europa.eu/echo/who/accountability/annual-reports_en

²¹ SWD (2017) 350 of 7 July 2017

²² Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL establishing the European Solidarity Corps programme and repealing [European Solidarity Corps Regulation] and Regulation (EU) No 375/2014 COM/2018/440 final/2 of 12 June 2018

It also has to be taken into account that projects are funded for a duration of 24 months. Thus, for the desk analysis of this ex post evaluation only approved final project reports for projects funded in the years 2015, 2016, 2017 and 2018 will be available. Only project proposals for the years 2019 and 2020 will be available.

Based on the requirements of the Commission's **Better Regulation Guidelines**²³, the analysis will be structured around five evaluation criteria:

- **Relevance:** Is the initiative (still) doing the right things?

This criterion will assess the extent to which the objectives of the EU Aid Volunteers initiative and its design respond to the needs of the participating organisations (direct beneficiaries), volunteers (indirect beneficiaries) and the local communities (indirect beneficiaries). It will consider whether any developments since the initiative was established affect its objectives.

- **Coherence:** How well does the initiative fit in the wider framework?

This criterion will analyse if the EU Aid Volunteers initiative is compatible and contributes positively to other related activities of the European Union, EU Member States and the United Nations; for example, other volunteering schemes offered by the EU, the EU Member States and UN Volunteers.

- **Effectiveness:** Is the EU Aid Volunteers initiative achieving its objectives? What difference has it made?

This criterion assesses the extent to which the initiative achieved its objectives, and its results, including any differential results across groups. It will also analyse, as far as possible, the extent to which the EU Aid Volunteers initiative has generated or is expected to generate, significant (sustainable) positive or negative, intended or unintended, higher-level effects.

- **Efficiency:** How well are resources being used?

This criterion will measure the extent to which the EU Aid Volunteers initiative delivers, or is likely to deliver, results in an economic and timely way or, in other words, if the inputs provided (e.g. funds or expertise) resulted in a cost-effective way in outputs and outcomes. This will include a quantitative assessment of actual costs and benefits (as far as possible). It will also include an assessment of scope for simplification of procedures and complexity related to the management of the EU Aid Volunteers initiative.

- **EU Added value:** What is the additional value resulting from the EU Aid Volunteers initiative compared to what would have been achieved by Member States acting at national or regional level?

This criterion should also include consideration of how the situation was expected to evolve without the EU Aid Volunteers initiative (a counterfactual scenario, or some estimate of the cost of the Union not acting, the so-called "cost of non-Europe").

3.3. Evaluation questions

The evaluation is based on a set of questions, which consists of overall questions – relating to each of the evaluation criteria (as listed above) – and some specific questions. It needs to be noted that the specific questions may not be covering the whole scope of the overall questions, and that an analysis and further breakdown of the overall questions is required to ensure that

²³ http://ec.europa.eu/smart-regulation/guidelines/toc_guide_en.htm

each criterion is appropriately addressed. All questions will be discussed between the contractor and the Commission, and finalised by the contractor in the Inception phase.

The contractor should provide overall conclusions on each of the evaluation criteria, which must be presented in the form of evidence-based, reasoned answers to each of the evaluation questions, with clear references to the sources on which they are based.

1. To what extent was the Initiative **relevant**?

Issues to consider are, e.g.:

- a. Fit between the objectives of the Initiative (as specified under section 2.2 above) and the needs of participating sending and hosting organisations (direct beneficiaries), volunteers (indirect beneficiaries) and the local communities (indirect beneficiaries). For example
 - i. Has the EU Aid Volunteers initiative been relevant to the need of participating sending organisations to enhance their capacity to carry out humanitarian aid and development projects?
 - ii. Has the Initiative been relevant with regard to the need of volunteers to increase their skills, knowledge and competences in order to contribute better to humanitarian aid or development operations?
 - iii. Has the Initiative been relevant with regard to the need of participating hosting organisations to strengthen their own capacity to respond to humanitarian crises? Has it been relevant to the need of hosting organisations to foster volunteering in third countries?
 - iv. Has the Initiative been relevant with regard to the need of vulnerable and disaster-affected local communities to develop their skills and knowledge in order to better respond to disasters?
- b. Does the implementation allow for any lessons to be drawn?

2. To what extent was the Initiative **coherent** with related EU activities²⁴, particularly to humanitarian aid, development, and the EU Civil Protection Mechanism? For example

- a. To what extent was the EU Aid Volunteers initiative compatible with and contributed positively to other volunteering schemes of the European Union?
- b. To what extent was the EU Aid Volunteers initiative compatible with other volunteering schemes in the EU Member States and the United Nations (UN Volunteers)?

3. To what extent did the Initiative provide an **EU Added Value**?

Issues to consider are e.g. how the Commission has drawn on its specific role and mandate to create a specific added value, which could/would not be achieved by

²⁴ Supporting disaster management capacity & risk reduction/resilience

Member States and other actors. This includes examining the added value of the Initiative compared to other, existing volunteering initiatives.

4. To what extent was the Initiative **effective**? What were the concrete **results** achieved?
 - a. To what extent have the objectives listed under section 2.2 been achieved through the implementation of the actions (covering both pre-deployment and deployment)? What were the factors that helped and factors that hindered the achievement of the objectives?
 - b. To what extent has the EU Aid Volunteers initiative tangibly contributed to the communication activities of the European Union and EU-based non-governmental organisations, especially with a view to the promotion of the Union's humanitarian aid principles and activities?
 - c. To what extent has the Initiative created a positive impact with regard to the establishment, implementation and respect of volunteer management procedures and standards?
 - d. To what extent has the Initiative improved opportunities for Union citizens to participate in humanitarian aid activities and operations?
 - e. To what extent has the EU Aid Volunteers initiative reached new organisations that have not previously worked with the Commission, and promoted new partnerships between organisations?
 - f. To what extent has the Initiative contributed to organisational development activities of participating organisations especially with a view to improvement of funds management, project management and human resources management?
 - g. To what extent has the EU Aid Volunteers Platform been useful for the organisation of the recruitment process and the subsequent project management?
 - h. To what extent were the safety procedures and security of volunteers a priority issue for the overall Initiative and in each project? What lessons can be learnt for security standards and duty of care for EU Aid Volunteers?
 - i. To what extent have trans-European partnerships, as required by the calls for proposals, contributed to the effectiveness and efficiency of the Initiative?
 - j. To what extent has the Initiative created an '*esprit de corps*' among the participating volunteers that goes beyond the duration of their deployment? To what extent has the mandatory training contributed to an increase of knowledge and skills of volunteers?
 - k. To what extent has the Initiative achieved to bring together the profiles and skills of selected volunteers and the needs of hosting organisations?
5. To what extent was the Initiative **efficient**?

- a. To what extent has the contents and structure of the set of reference documents put in place for the Initiative been appropriate for ensuring and facilitating a smooth implementation?
- b. To what extent did the processes put in place by the Commission and EACEA ensure cost-effectiveness and a smooth implementation of the Initiative, whilst conforming to the requirements of the reference documents for the operation of Initiative?
- c. To what extent was the allocated budget appropriate to what the Initiative was set out to achieve given the need to establish the implementation framework?
- d. Are there any lessons to be learnt regarding a possible scope for simplification of procedures and complexity related to the management of the initiative?

3.4. Supplementary tasks

The contractor should carry out the following tasks:

- 1. Public Consultation:** In cooperation with the Commission, carry out a 12-week Public Consultation, which must comply with the Commission's Better Regulation Guidelines (BRG)²⁵ (including preparation, launch, analysis of responses, and report drafting). The public consultation will be launched in Q3 2020 on the Commission's consultation portal, [Have your say](#). The public consultation questionnaire will be available in English, French, and German, but replies can be provided in any of the official EU languages.

A synopsis report that summarises the results of all consultation activities will be published on the consultation page once all consultation activities are closed.

The contractor is asked – in cooperation with the Commission – to:

- Develop a questionnaire (Inception phase)²⁶;
- Analyse and synthesise the results of the Public Consultation;
- Integrate the Public Consultation and targeted consultation results, as appropriate, in the evaluation;
- Provide a draft synopsis report according to the requirements of the Better Regulation Guidelines;

The contractor shall also draft a **Consultation Strategy**: Better Regulation Guidelines requirement. This document should cover all consultation tasks, and explain how it is ensured that all relevant stakeholder groups are being properly reached (Inception phase);

²⁵ http://ec.europa.eu/smart-regulation/guidelines/toc_guide_en.htm

²⁶ To be considered is if there should be a shorter questionnaire for the general public, and a longer one for specialists (a small community)

- 2. Intervention logic:** Based on the research carried out for the Inception phase, provide a reconstructed intervention logic (Inception phase);
- 3. Validity of results:** Provide a statement about the validity of the evaluation results, i.e. to what extent it has been possible to provide reliable statements on all essential aspects of the intervention examined. Issues to be referred to may include scoping of the evaluation exercise, availability of data, unexpected problems encountered in the evaluation process, proportionality between budget and objectives of the assignment, etc.;
- 4. Translations of Executive Summary:** Provide a French and German translation (in addition to the English version) of the executive summary of the Final Report;
- 5. Dissemination:** Make a proposal for the dissemination of the evaluation results;
- 6. Abstract:** Provide an abstract of the evaluation of no more than 200 words;

4. MANAGEMENT AND SUPERVISION OF THE EVALUATION

The EU Aid Volunteers team in Unit B2 is responsible for the management and the monitoring of the evaluation, in cooperation with the Evaluation team of DG ECHO (Unit E2), and with the support of an Interservice Steering Group (ISG). Both the EU Aid Volunteers team in Unit B2 and the DG ECHO Evaluation team must therefore always be kept informed and consulted by the contractor and copied on all correspondence with other DG ECHO staff and members of the ISG.

The DG ECHO Evaluation manager is the contact person for the contractor and will assist the team during their mission in tasks such as providing documents and facilitating contacts.

5. SPECIFIC REQUIREMENTS

5.1. Methodological notes

- The evaluation support study must comply with the requirements of the Commission's Better Regulation Guidelines.
- The tenderers must describe the methodological approach they propose in order to address the evaluation criteria and indicative questions listed above.
- This will include a proposal for indicative judgment criteria²⁷ that they may consider useful for addressing each evaluation question. The judgement criteria, as well as the information sources to be used in addressing these criteria, will be discussed and validated by the Commission during the Inception phase at a workshop facilitated by the contractor, in Brussels or remotely. This workshop will also give the evaluation support study team the opportunity to refine the evaluation questions, which will have

²⁷ A judgement criterion specifies an aspect of the evaluated intervention that will allow its merits or success to be assessed. E.g., if the question is "To what extent has DG ECHO assistance, both overall and by sector been appropriate and impacted positively the targeted population?", a general judgement criterion might be "Assistance goes to the people most in need of assistance".

to be included in the inception report, discuss the intervention logic, and analyse external factors at play.

- A 12-week Public Consultation shall be carried out (see 3.4 (1) above) as a part of the evaluation support study contract.
- The evaluation support study should also include targeted consultations that should be analysed and be integrated in the overall analysis of the Public Consultation to the extent possible bearing in mind the interest and degree of knowledge of the different stakeholder groups, and that correspond to the requirements of Article 27(3) of the Regulation²⁸.
- It is expected that 40-45 projects will be closed with final reports available at the end of the evaluation support study. About 30-40 projects will still be ongoing during the period of the evaluation support study. The set of projects funded cover technical assistance, capacity building, and deployment. Furthermore, before the Covid-19 outbreak there would have been more than 1600 volunteers deployed by the end of the evaluation support study period, but now the estimate is rather 1200 (only very few new deployments in 2020). During the evaluation support study period there will probably be only a limited number of volunteers (maybe 50-100) still in the field depending on the progression of the Covid-19 pandemic.
- For the purpose of filling information gaps and cross-check the evidence collected in the desk phase, the contractor will mainly carry out remote interviews with sending organisations, hosting organisations and (former) EU Aid Volunteers. Three field trips to third countries should be foreseen. The field trips should in principle cover different geographical areas/continents. The field trips should be proposed by the contractor and agreed with the Commission in the Inception phase of the evaluation support study²⁹.
- The following three case studies should be carried out:
 - capacity building and technical assistance
 - process of volunteers recruitment and deployment including apprenticeship
 - procedure of certification for sending and hosting organisations

5.2. Evaluation support study team

The assessment for the support study shall be carried out by a team with experience both in the humanitarian field and in the evaluation of humanitarian aid, with specific expertise in capacity building, the volunteer sector and disaster risk management.

The team should be able to deal with replies to the Public Consultation in different languages, notably English, French, German.

²⁸ **Consultations** shall be carried out for relevant stakeholders, including volunteers, sending and hosting organisations, assisted local population and communities, humanitarian organisations and workers in the field.

²⁹ During the inception phase it will be decided jointly if the field trips can be carried out under the circumstances of Covid-19 or if all interviews need to be carried out remotely.

The Contractor shall ensure that experts are adequately supported and equipped. In particular, sufficient administrative, secretarial and interpreting resources, as well as junior experts, must be available to enable senior experts to concentrate on their core evaluation support study tasks.

6. CONTENT OF THE OFFER

A. The administrative part of the bidder's offer must include:

1. The tender submission form (annex D to the model specific contract);
2. A signed Experts' declaration of availability, absence of conflict of interest and not being in a situation of exclusion (annex E to the model specific contract).

B. The technical part of the bidder's offer should be presented in a maximum of **30 pages** (excluding CVs and annexes), and must include:

1. A description of the understanding of the Terms of Reference, their scope and the tasks covered by the contract. It will explain the bidder's understanding of the evaluation questions, and the information sources to be used for answering the questions;
2. The methodology the bidder intends to apply for this evaluation support study for each of the phases involved, including a draft proposal for the number of case studies to be carried out during the field visit, the regions to be visited, and the reasons for such a choice. The methodology will be refined and validated by the Commission during the desk phase;
3. A description of the distribution of tasks in the team, including an indicative quantification of the work for each expert in terms of person/days;
4. A detailed proposed timetable for its implementation with the total number of days needed for each of the phases (Desk, Field / remote interviews and Synthesis).

C. The CVs of each of the experts proposed.

D. The financial part of the offer (annex F to the model specific contract) must be provided as a separate electronic document and include the proposed total budget in Euros, taking due account of the maximum amount for this evaluation support study as provided above. The price must be expressed as a lump sum for the whole of the services provided.

7. BUDGET OF THE CONTRACT

The maximum budget allocated to this evaluation support study contract is **200.000 €**.

8. TIMETABLE

The duration of the contract is **8 months**.

The evaluation support study starts after the contract has been signed by both parties, and no expenses may be incurred before that.

The indicative starting date (T=contract signature) of the evaluation support study is **June 2020**.

In their offer, the bidders shall provide an indicative schedule based on the following table:

Indicative timing	Report	Meeting
T+1 week		Kick-off
T+2 weeks		Inception workshop
T+3 weeks	Draft Inception Report	
T+4 weeks		Inception meeting
T+17 weeks	Draft Interim Report	
T+18 weeks		Interim Report meeting
T+21 weeks	Draft Final Report	
T+22 weeks		Draft Final Report meeting
T+25 weeks	Final Report	

9. PHASES OF THE EVALUATION SUPPORT STUDY

It is expected that the contractor participate in four meetings in Brussels³⁰ with the evaluation ISG, discussing different deliverables, as specified below. For these meetings minutes should be drafted by the contractor, to be agreed among the participants. Furthermore, the Contractor

³⁰ If official travel restrictions apply on the date of the meetings, the meetings can also take place via videoconference (Web Ex).

might be asked to present the final evaluation support study results to DG ECHO management in Brussels³¹.

9.1. Inception Phase

The inception phase starts from the moment the contract is signed. During the inception phase the evaluation support study team will analyse the intervention logic on the basis of official documents and work on the evaluation questions and judgment criteria. The team will specify the indicators, and develop the final definition of the methodology and the schedule for the field visits. An inception workshop (1/2 day) with the evaluation support study team and the interservice steering group will be organised in Brussels, be it face-to-face or remotely. During the inception phase the 12 week Public Consultation should be launched.

Kick-off

A kick-off meeting will be convened as soon as possible after the signature of the contract. The consultants will present their understanding of the Terms of Reference. The evaluation questions will be discussed as well as an indicative methodological design. Access to informants and to documents, as well as foreseeable difficulties will be considered.

Inception Report

The Inception report will be produced after the kick-off meeting and will contain, at a minimum, the following elements:

- a finalised evaluation support study framework covering all evaluation questions;
- a reconstructed intervention logic
- a consultation strategy;
- a description of the methodology for data collection and analysis, including the chain of reasoning for responding to the evaluation questions, and indicating limitations;
- draft questionnaires, including for the Public Consultation, and interview guides; and
- a final detailed work plan and timetable.

Inception meeting

One week after the submission of the Inception report the evaluation support study team will present its overall approach in the Inception meeting, which will take place, either in Brussels face-to-face at DG ECHO headquarters or remotely, with the ISG. The Inception report will be discussed and the evaluation support study team will have the possibility to ask for additional information and/or clarification on the requirements of the Terms of Reference. The Inception Report will be revised if needed according to the mutually agreed amendments and approved by the Commission.

9.2. Research phase

The Research phase will encompass all data gathering necessary to answer the evaluation questions and carry out all the tasks under the contract. It will include desk review, consultations

³¹ If official travel restrictions apply on the date of the meetings, the meetings can also take place via videoconference (Web Ex).

in different formats (including a Public Consultation) and field visits. At the end of the research phase an interim report will be provided.

During the Research Phase evidence should be collected to provide partial answers to the evaluation questions and shape the case studies. The research phase will integrate a document review, interviews with Commission staff, EACEA representatives working on the implementation of the Initiative, hosting and sending organisations, partners, trainers, volunteers, and others as appropriate.

Based on document research and interviews, information gaps will be identified and initial assumptions concerning the evaluation questions to be tested during the field visits will be formulated. During the field visits evidence on the case studies topics will be gathered. The travel and accommodation arrangements, the organisation of meetings, and the securing of visas will remain the sole responsibility of the contractor.

If, during the Research Phase, any significant change from the agreed methodology or scheduled work plan is considered necessary, this will be explained to and agreed with DG ECHO Evaluation Sector, in consultation with the ISG.

Report on the Public Consultation

At the end of the research phase, the contractor should provide a report on the Public Consultation. The report should detail which stakeholder groups participated, which interests they represented and identify what stakeholder groups have been reached. Furthermore, it should describe consultation results, key issues of the contribution and give feedback on how the results will contribute to the final assessment. The report will be provided to the Commission together with the draft Interim report and will be shared with the ISG and discussed at the Interim report meeting.

Interim report

Based on evidence collected during the research phase an interim report will be provided. The report should include:

- A short description of the data collection work implemented, including the meetings, reviews and interviews conducted and other tools used;
- The first elements of answers to the evaluation questions when available;
- Summary of initial findings regarding the case studies;
- Report on the Public Consultation;
- Limitations of the evaluation methods used will be pointed out, biases and risks, as well as problems to be solved.

Interim report meeting

One week after the submission of the Interim report and Public Consultation report, the evaluation support study team will present the results of the research phase (interim report and report on public open consultations) to the ISG during the Interim meeting, which will take place either in Brussels at DG ECHO headquarters or remotely. The ISG will provide comments on the reports following the presentation, to be considered as appropriate by the contractor before finalising the documents.

9.3. Synthesis Phase

During the synthesis phase all information obtained in the previous phases should be analysed and triangulated, including information related to the case studies.

The Draft Final Report should deliver the results of all tasks covered by these Terms of Reference, and must be clear enough for any potential reader to understand.

As a reminder, even if the evaluation support study will assess individual projects, conclusions and recommendations must be drafted with a view to the overall evaluation of the Commission's intervention in the area concerned, and will be based on the overall information collected during the evaluation process.

The structure of the report should follow a broad classification into three parts:

- **Executive Summary:** It sets out, in no more than 5 pages, a summary of the evaluation support study's main conclusions and the main evidence supporting.
- **Main body:** The main report must be limited to 50 pages and present, in full, the results of the analyses and conclusions arising from the evaluation support study. It must also contain a description of the subject evaluated, the context of the evaluation support study, and the methodology used; and
- **Annexes:** These must collate the technical details of the evaluation support study, and must include the Terms of Reference, questionnaire templates, interview guides, any additional tables or graphics, and references and a full quotation of all sources. Each case study will be presented in one separate annex.

Draft Final Report Meeting

A face-to-face or virtual meeting will be organised in Brussels after the submission of the first draft final report. The contractor will make a PowerPoint presentation to the ISG on the main findings, conclusions and recommendations of the evaluation support study. The date for the meeting will be agreed between the ISG and the contractor. The ISG will provide comments to the draft final report. The comments should be taken into account in the final report.

While finalising the report and its annexes, the contractors shall always highlight changes (using track changes) and modifications introduced as resulting from the meeting and the comments received from DG ECHO Evaluation Sector.

In case of disagreement, the contractor will provide an argued reply explaining why a certain comment cannot be accepted. In case of substantial disagreements, the contractor may be called for another meeting in Brussels to further discuss the subject of disagreement. The expenses for such a meeting will be covered by the existing budget of the Specific Contract.

Final Report

On the basis of the comments made by the ISG, the contractor shall make appropriate amendments, insofar as these do not interfere with the independence of the contractor in respect of the conclusions they have reached and the recommendations made. The Executive Summary should be translated into French and German by a professional translator, once it has been approved by the Steering Committee.

The Final Report should be accompanied by a PowerPoint presentation in electronic form, covering the main conclusions and recommendations of the evaluation support study. The contractor might be asked to present the evaluation support study results once in Brussels to DG ECHO's management and staff.

10. PROVISIONS OF THE FRAMEWORK TENDER SPECIFICATIONS

- 1) **Team composition:** The Team proposed by the Tenderer for assignments to be contracted under the Framework Contract must comply with Criterion B4 (see Section 5.2.4 of the Tender Specifications for the Framework Contract). Refer also to Section 3.2 of this document for more details on the expertise required.
- 2) **Procedures and instructions:** The procedures and instructions to the Tenderer for Specific Contracts under the Framework Contract are provided under Section 6 of the Tender Specifications for the Framework Contract.
 - Sections 6 – 6.4 are fixed and must be fully taken into account for offers submitted in response to Requests for Services. E.g. the **Award Criteria** are presented under Section 6.2.2;
 - Section 6.5 is indicative and could be modified in a Request for Services or discussed and agreed during the Inception Phase under a Specific Contract.
- 3) **EU Bookshop Format:** The template provided in Annex M of the Tender Specifications for the Framework Contract must be followed for the Final Report. Any changes to this format, as introduced by the Publications Office of the European Union, will be communicated to the Framework Contractors by the Commission.

11. RAW DATA AND DATASETS

Any final datasets should be provided as structured data in a machine-readable format (e.g. in the form of a spreadsheet and/or an RDF file) for Commission internal usage and for publishing on the Open Data Portal, in compliance with Commission Decision (2011/833/EU)³².

The data delivered should include the appropriate metadata (e.g. description of the dataset, definition of the indicators, label and sources for the variables, notes) to facilitate reuse and publication.

The data delivered should be linked to data resources external to the scope of the evaluation support study, preferably data and semantic resources from the Commission's own data portal or from the Open Data Portal³³. The contractor should describe in the offer the approach they will adopt to facilitate data linking.

³² If third parties' rights do not allow their publication as open data, the tenderers should describe in the offer the subpart that will be provided to the Commission free of rights for publication and the part that will remain for internal use.

³³ For a list of shared data interoperability assets see the ISA program joinup catalogue (<https://joinup.ec.europa.eu/catalogue/repository/eu-semantic-interoperability-catalogue>) and the Open Data Portal resources.

12. ANNEX 1 EU AID VOLUNTEERS – LIST OF DOCUMENTS

The documents are listed here to provide details on the information to be analysed by the service provider in the course of the evaluation support study

I. LEGISLATION

Article 214 (5) of the Treaty on the Functioning of the European Union

In order to establish a framework for joint contributions from young Europeans to the humanitarian aid operations of the Union, a European Voluntary Humanitarian Aid Corps shall be set up. The European Parliament and the Council, acting by means of regulations in accordance with the ordinary legislative procedure, shall determine the rules and procedures for the operation of the Corps.

1. Humanitarian Aid

[Council Regulation N°1257/96 concerning humanitarian aid](#)

[European Consensus on Humanitarian Aid](#)

2. EU Aid Volunteers initiative

[Regulation \(EU\) N° 375/2014 of the European Parliament and of the Council of 3 April 2014 establishing the European Voluntary Humanitarian Aid Corps \('EU Aid Volunteers initiative'\)](#)

[Commission Delegated Regulation N° 1398/2014 laying down standards regarding candidate volunteers and EU Aid Volunteers](#)

[Commission Implementing Regulation \(EU\) No 1244/2014 of 20 November 2014 laying down rules for the implementation of Regulation \(EU\) No 375/2014 of the European Parliament and of the Council establishing the European Voluntary Humanitarian Aid Corps \('EU Aid Volunteers initiative'\)](#)

II. ANNUAL WORK PROGRAMMES

[Commission Implementing Decision of 16/06/2014 {C\(2014\) 3872 final} concerning the adoption of the 2014 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

[Commission Implementing Decision of 12/03/2015 {C\(2015\) 1548 final} concerning the adoption of the 2015 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

[Commission Implementing Decision of 15.12.2015 {C\(2015\)9058 final} concerning the adoption of the 2016 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

[Commission Implementing Decision of 6.01.2017 {C\(2016\) 8989 final} concerning the adoption of the 2017 work programme and the financing for the implementation of the EU Aid Volunteers initiative and its annexes](#)

Commission Implementing Decision of 22.1.2018 {C(2018) 165 final} concerning the adoption of the 2018 work programme (not published)

Commission Implementing Decision of 14.1.2019 {C(2019) 4 final} on the financing of the EU Aid Volunteers initiative and the adoption of the work programme for 2019 (not published)

[Commission Implementing Decision of 13.1.2020 {C\(2020\) 59 final} on the financing of the EU Aid Volunteers initiative and the adoption of the work programme for 2020](#)

III. ANNUAL REPORTS ON THE IMPLEMENTATION OF THE EUAV INITIATIVE

https://ec.europa.eu/echo/who/accountability/annual-reports_en

Annual report on the implementation of the EU Aid Volunteers initiative in 2014
COM(2015)335

Annual report on the implementation of the EU Aid Volunteers initiative in 2015
COM(2016)436

Annual report on the implementation of the EU Aid Volunteers initiative in 2016
COM(2017)313

Annual report on the implementation of the EU Aid Volunteers initiative in 2017
COM(2018)572

Annual report on the implementation of the EU Aid Volunteers initiative in 2018
COM(2019)289

Annual report on the implementation of the EU Aid Volunteers initiative in 2019
[to be adopted]

IV. PREVIOUS EVALUATIONS

1. Pilot action (2011-2014)

Report by independent contractor

http://ec.europa.eu/echo/files/evaluation/2014/pilot_project_euaidvolunteers_final_report_en.pdf

2. Interim evaluation (2014 - 2017)

2.1. Report by independent contractor

https://ec.europa.eu/echo/funding-evaluations/evaluations/thematic-evaluations_en

2.2. Report from the Commission to the European Parliament and to the Council and Staff Working Document COM(2018) 496 of 28.6.2018

https://ec.europa.eu/echo/funding-evaluations/evaluations/thematic-evaluations_en

V. EDUCATION, AUDIOVISUAL AND CULTURE EXECUTIVE AGENCY (EACEA) https://eacea.ec.europa.eu/homepage_en

1. Mandate/Delegation

Council Regulation (EC) No 58/2003 of 19 December 2002 laying down the statute for executive agencies to be entrusted with certain tasks in the management of Community programmes

Commission Decision C(2013)9189 of 18.12.2013 delegating powers to the Education, Audiovisual and Culture Executive Agency with view to performance of tasks linked to the implementation of Union programmes in the field of education, audiovisual and culture comprising, in particular, implementation of appropriations entered in the general budget of the Union and of the EDF allocations (amended several times).

2. Memoranda of Understanding between EACEA and its parent DGs

- General Memorandum of Understanding between EACEA and its parent DGs – modalities and procedures of interaction
- Memorandum of Understanding between EACEA and its parent DGs in the field of procurement
- Memorandum of Understanding between EACEA and its parent DGs concerning financial resources
- Memorandum of Understanding between EACEA and its parent DGs designated bodies
- Memorandum of Understanding between EACEA and its parent DGs in the field of information and communication
- Memorandum of Understanding between EACEA and its parent DGs in the field of IT

3. Working Arrangements between EACEA and DG ECHO

3.1. Framework for monitoring of the implementation of the actions under EU Aid Volunteers initiative

3.2. Critical Incident Management Procedure

Monitoring reports 2016-2019

VI. ACTIONS

1. Certification

1.1. Call for applications for certification of sending and hosting organisations

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/certification-mechanism-for-sending-and-hosting-organisations_en

1.2. List of certified organisations

Sending organisations:

https://eacea.ec.europa.eu/sites/eacea-site/files/sending_organisations.pdf

Hosting organisations:

https://eacea.ec.europa.eu/sites/eacea-site/files/hosting_organisations_1.pdf

2. Deployment

2.1. Call for proposals 2015

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eacea-252015-deployment_en

Project Compendium

Final Reports (2 projects)

2.2. Call for proposals 2016

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eu-aid-volunteers-deployment-eacea142016_en

Project Compendium

Final reports (4 projects)

2.3. Call for proposals 2017

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eu-aid-volunteers-deployment-eacea082017_en

Project Compendium

Final reports (6 projects)

2.4. Call for proposals 2018

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eu-aid-volunteers-deployment_en

Project Compendium

2.5. Call for proposals 2019

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eu-aid-volunteers-deployment-2019_en

Project Compendium

2.6. Call for proposals 2020

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eu-aid-volunteers-deployment-2020_en

3. Technical Assistance/Capacity Building

3.1. Call for proposals 2015

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/technical-assistance-and-capacity-building_en

Project Compendium

Final Reports (6 capacity building, 4 technical assistance)

3.2. Call for proposals 2016

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/technical-assistance-and-capacity-building-eacea272016_en

Project Compendium

Final Reports (2 capacity building, 3 technical assistance)

3.3. Call for proposals 2017

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/technical-assistance-and-capacity-building-eacea092017_en

Project Compendium

Final Reports (14 capacity building, 4 technical assistance)

3.4. Call for proposals 2018

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/technical-assistance-and-capacity-building-2018_en

Project Compendium

3.5. Call for proposals 2019

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/eu-aid-volunteers-technical-assistance-for-sending-organisations-capacity-building-for-humanitarian-aid-hosting-organisations-2019_en

Project Compendium

4. EU Aid Volunteers Platform

https://webgate.ec.europa.eu/echo/eu-aid-volunteers_en/

Memorandum of Understanding between DG DIGIT and DG DIGIT on the EU Aid Volunteers Platform

4.1. Vacancies

https://webgate.ec.europa.eu/echo/eu-aid-volunteers_en/vacancies_en

4.2. Stories from the field

https://webgate.ec.europa.eu/echo/eu-aid-volunteers_en/stories_en

4.3. Library – documents prepared and published by funded projects.

Title	Description	Organisation	Actions
The EU Aid Volunteers' Certification Mechanism	*** Please note that this Manual was developed for Red Cross and Red Crescent National Societies. Many links and documents referred to in this Manual are therefore not accessible to other organisations *** The Manual aims to help interested Red Cross and Red Crescent National Societies to go through the compulsory certification procedure. It explains the required certification documents and provides templates and other material that is useful to complete the certification e-Form.	European Commission ↗	Manage ▾
VSO - Resilience Building Handbook	This handbook brings together not only our collective experience as an organisation in embedding resilience, but also the ideas and experience of our resilience volunteers and programme staff. It outlines some unique 'VSO' tools and approaches which we have designed specifically to support resilience building within our programmes, and many external approaches which we have adapted within our work. Our	European Commission ↗	Manage ▾
Community Protection Approach	Handbook: The Overview introduces the Community Protection Approach (CPA) Handbook and is a guide to understanding the research methodology used for its design and development. It aims to set out the general logic of the CPA in order to identify its application opportunities in different contexts. It targets both the specialized and general audience by using nontechnical terminology as far as possible.	European Commission ↗	Manage ▾
ADICE - Presentation of EU Aid Volunteers capacity building projects	In March 2019 ADICE presented in Brussels their experience with two capacity building projects to interested organisations.	European Commission ↗	Manage ▾
Capacity Building project description BE-DRIN (2015)	Project leaflet: The objective of the BE DRIN project (2015-2017), taking place within the Drin river basin, is to enhance volunteers management capacities of the third countries partners in Albania, Kosovo and FYR of Macedonia and to facilitate their undergoing in EUAV certification process. http://www.bedrin.eu/	European Commission ↗	Manage ▾
Alianza - Standards and procedures required by the EUAV initiative	Guidelines for Sending Organisations - Through our involvement in the EU Aid Volunteers programme we learnt and improved our processes on volunteer management, what standards and procedures work better in varied contexts, and which policies and budgets are required. However, most important of all, is the fact that those of us who participated in the programme - both people and organisations - feel we are truly European Citizens, and want to continue to pursue this dream.	European Commission ↗	Manage ▾

EU Aid Volunteers Monitoring Framework

Title	Description	Organisation	Actions
Alianza - Guidelines for supporting local organisations	Alianza por la Solidaridad has teamed up with Volonteurope, HBAid and GVC to support the implementation of the EU Aid Volunteers initiative. The objective of these guidelines is to provide organisations with practical recommendations and materials to be used when acting as Focal Points for the EU Aid Volunteers initiative in their countries (communication / dissemination activities, training activities and FAQs ready to be used about the initiative) - http://www.aidvolunteers.org/en/	European Commission ↗	Manage ▾
Alianza - The gender approach in the management of EU Aid Volunteers	The aim of the guide is to provide organisations with a better understanding of gender, and its implications for the planning and programming of actions. Integrating a gender perspective requires an integrated approach at different levels. Management commitment to and support for gender mainstreaming is essential. Given the role of organisations managing volunteers within the EU Aid Volunteers Initiative, this document aims to serve as a tool to assist organisations. http://www.aidvolunteers.org	European Commission ↗	Manage ▾
Alianza - EU Aid Volunteers mid-term recommendations	The +CARE project has brought together organisations with experience in the EU Aid Volunteers Initiative in the same consortium since its pilot phase (such as Alianza por la Solidaridad and GVC), and other organisations certified and with experience in different projects of the Initiative (ActionAid Hellas). With this report and the subsequent recommendations, the intention is to help improve the Initiative to secure its growth and continuity in the future.	European Commission ↗	Manage ▾
GVC - EUAV: Certification guidelines for local organisations	This publication is a document designed to support sending and hosting organisations in the various aspects related to their participation to the EU Aid Volunteers Initiative. These guidelines cover the key aspects of the EU Aid Volunteers Initiative, the management of volunteers and tools to build the capacity and resilience of local communities affected by disasters. For this reason, it can be useful for those organisations that are still engaged in the certification process.	European Commission ↗	Manage ▾

< previous 1 2

4.4. Surveys of deployed EU Aid Volunteers (more than 500 responses)

5. Training

Overview of the training programme

Review of the training, December 2019 (ICF report and presentation)

6. Insurance

EUAV Benefits Overview

EU Aid Volunteers Info Brochure

7. Communication

7.1. EUAV Legislation Library

7.2. Overview of the responsibilities of sending and hosting organisations

7.3. Communication Plan

https://eacea.ec.europa.eu/eu-aid-volunteers/library/eu-aid-volunteers-communication-plan_en

7.4. EUAV Visual Guidelines

https://eacea.ec.europa.eu/sites/eacea-site/files/euav_visual_guidelines_v2_2.pdf

7.5. Volunteer Deployment Guide

https://ec.europa.eu/echo/what/humanitarian-aid/eu-aid-volunteers_en

7.6. Videos 2019

[https://audiovisual.ec.europa.eu/en/video/I-181696,](https://audiovisual.ec.europa.eu/en/video/I-181696)

<https://audiovisual.ec.europa.eu/en/video/I-181695>

[https://audiovisual.ec.europa.eu/en/video/I-181782,](https://audiovisual.ec.europa.eu/en/video/I-181782)

<https://audiovisual.ec.europa.eu/en/video/I-181684>

[https://audiovisual.ec.europa.eu/en/video/I-181763,](https://audiovisual.ec.europa.eu/en/video/I-181763)

<https://audiovisual.ec.europa.eu/en/video/I-181762>

[https://audiovisual.ec.europa.eu/en/video/I-181694,](https://audiovisual.ec.europa.eu/en/video/I-181694)

<https://audiovisual.ec.europa.eu/en/video/I-181783>

7.7. Newsletters

https://ec.europa.eu/echo/what/humanitarian-aid/eu-aid-volunteers_en

Older newsletters can be provided.

8. Networking

8.1.Reports from networking events 2017 (1) and 2018 (2)

13. ANNEX 2 MONITORING FRAMEWORK

FRAMEWORK

FOR

THE MONITORING

OF THE IMPLEMENTATION

OF THE ACTIONS

UNDER EU AID VOLUNTEERS INITIATIVE

1 Introduction

Pursuant to Article 27 of Regulation (EU) 375/2014 of the European Parliament and of the Council of 3 April 2014 establishing the EU Aid Volunteers initiative³⁴, actions receiving financial assistance shall be regularly monitored, and regularly evaluated through independent external evaluation to assess their efficiency, effectiveness and impact against the objectives of the initiative. The monitoring and evaluation shall include the reports under paragraph 4 of the same article

Annual reports shall be submitted by the European Commission to the Europe Parliament and to the Council, outlining progress made, results and the impact made against the objectives of the EU Aid Volunteers initiative. Interim and ex post evaluation reports are also envisaged under the initiative in 2017 and 2021. The external independent evaluations on the EU Aid Volunteers initiative shall be conducted by an independent contractor. Evaluations shall make use of existing evaluation standards, with the objective of measuring the longer-term impact of the EU Aid Volunteers initiative on humanitarian aid. The results of the evaluation shall feed back into the programme design and resource allocation.

³⁴ Available at: <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1420127481637&uri=CELEX:32014R0375>

In this context, this framework has been designed in order to help the competent EU institutions and bodies to monitor the implementation of the initiative. Furthermore, the framework outlines the role and contribution of different actors in the data collection, including EACEA (Education, Audio-visual, Culture Executive Agency). This framework is complementary to the current working arrangement between EACEA and the Commission, as provided for in the Memorandum of Understanding³⁵. The monitoring framework shall guide the Commission in monitoring and reporting on the EUAV initiative. The data collected by this framework and the relevant analysis shall feed into the reporting process and shall contribute to the evaluation standards.

2. Development of a monitoring framework

The development of a framework to monitor the performance of the EU Aid Volunteers initiative is based on the intervention logic of the initiative. Performance will be measured in relation to progress made in attaining the expected outputs, outcomes and impact of the intervention. For each of these aspects, indicators have been developed so that the progress can be systematically measured.

The logic model contains the following components:

1. The inputs into the initiative (resources)
2. The activities to be undertaken in the initiative
3. Expected immediate outputs (results) of the work
4. Expected outcomes/ specific objectives
5. Expected impacts/ overall objective.

2.1. Activities and Objectives

2.1.1. EU Aid Volunteers: programme activities

The Regulation outlines the kinds of activities to be covered:

- Standards regarding candidate volunteers and EU Aid Volunteers (Article 9)
- Certification mechanism (Article 10)
- Training of candidate volunteers and apprenticeship placements (Article 12)
- Database of EU Aid Volunteers (Article 13)
- Deployment of EU Aid Volunteers in third countries (Article 14)
- Capacity building of hosting organisations (Article 15)
- EU Aid Volunteers' Network (Article 16)
- Communication, awareness raising and visibility (Article 17)

2.1.2. EU Aid Volunteers: programme objectives

Article 4 of the EU Aid Volunteers Regulation states that the objective of the EU Aid Volunteers shall be “to contribute to strengthening the Union's **capacity to provide needs-based humanitarian aid** aimed at preserving life, preventing and alleviating human suffering and maintaining human dignity and to strengthening the **capacity and resilience of vulnerable or disaster-affected communities** in third countries, particularly by means of disaster preparedness, disaster risk reduction and by enhancing the

³⁵ General Memorandum of Understanding Between EACEA and Its Parent DGs- Modalities and Procedures of Interaction Ref. Ares(2015)1333575 - 26/03/2015

EU Aid Volunteers Monitoring Framework

link between relief, rehabilitation and development. That objective shall be attained through the **added value of joint contributions of EU Aid Volunteers**, expressing the Union's values and solidarity with people in need and visibly promoting a sense of European citizenship”.

Article 5 of the Regulation lists the general principles of the EUAV as follows:

1. The actions under the EU Aid Volunteers initiative shall be conducted in compliance with the humanitarian aid principles of humanity, neutrality, impartiality and independence and with the European Consensus on Humanitarian Aid.
2. The actions under the EU Aid Volunteers initiative shall respond to the humanitarian needs of local communities and the requirements of the hosting organisations and shall aim to contribute to enhancing the effectiveness of the humanitarian sector.
3. The safety and security of candidate volunteers and EU Aid Volunteers shall be a priority.
4. The EU Aid Volunteers initiative shall promote needs-based joint projects and transnational partnerships between participating volunteers from different countries and organisations implementing the actions under that initiative as referred to in Article 10.

Article 7 outlines the initiative's operational objectives, as well as some indicators for measuring these. The operational objectives are as follows:

- (a) Contribute to increasing and improving the capacity of the Union to provide humanitarian aid
- (b) Improve the skills, knowledge and competences of volunteers in the field of humanitarian aid and the terms and conditions of their engagement
- (c) Build the capacity of hosting organisations and foster volunteering in third countries
- (d) Communicate the Union's humanitarian aid principles agreed in the European Consensus on Humanitarian Aid
- (e) Enhance coherence and consistency of volunteering across Member States in order to improve opportunities for Union citizens to participate in humanitarian aid activities and operations.

2.2. Targets

At the early stage of the initiative, targets for only a limited number of indicators have been defined. In this light, the early stages of the roll-out of the programme will be vital in establishing targets for the wider range of indicators. With evidence and experience gathered from the initial roll-out of the programme, this information will be used for further development of the monitoring framework and will inform the development of realistic and achievable targets, based on sound data from the project roll-out.

2.3. The intervention logic

2.3.1. The intervention logic is based on Regulation 375/2014 establishing the EU Aid Volunteers Initiative and on the basis of analysis and lessons learned from the three EU Aid Volunteers pilot actions. The key articles of the Regulation describing the EUAV's objectives, principles and activities are outlined below.

EU Aid Volunteers Monitoring Framework

The intervention logic is built around the five key actors or groups of actors involved and/or affected by EUAV, namely the European Union, sending organisations, hosting organisations, volunteers and local communities. The desired outputs, outcomes and impacts will vary in relation to the actor affected (although some will of course be identical or at least very similar for each).

Figure 1.1 below shows some of the key interests of each of these parties and figure 1.2 - the intervention logic model:

Figure 1.1 EUAV parties and their key interests

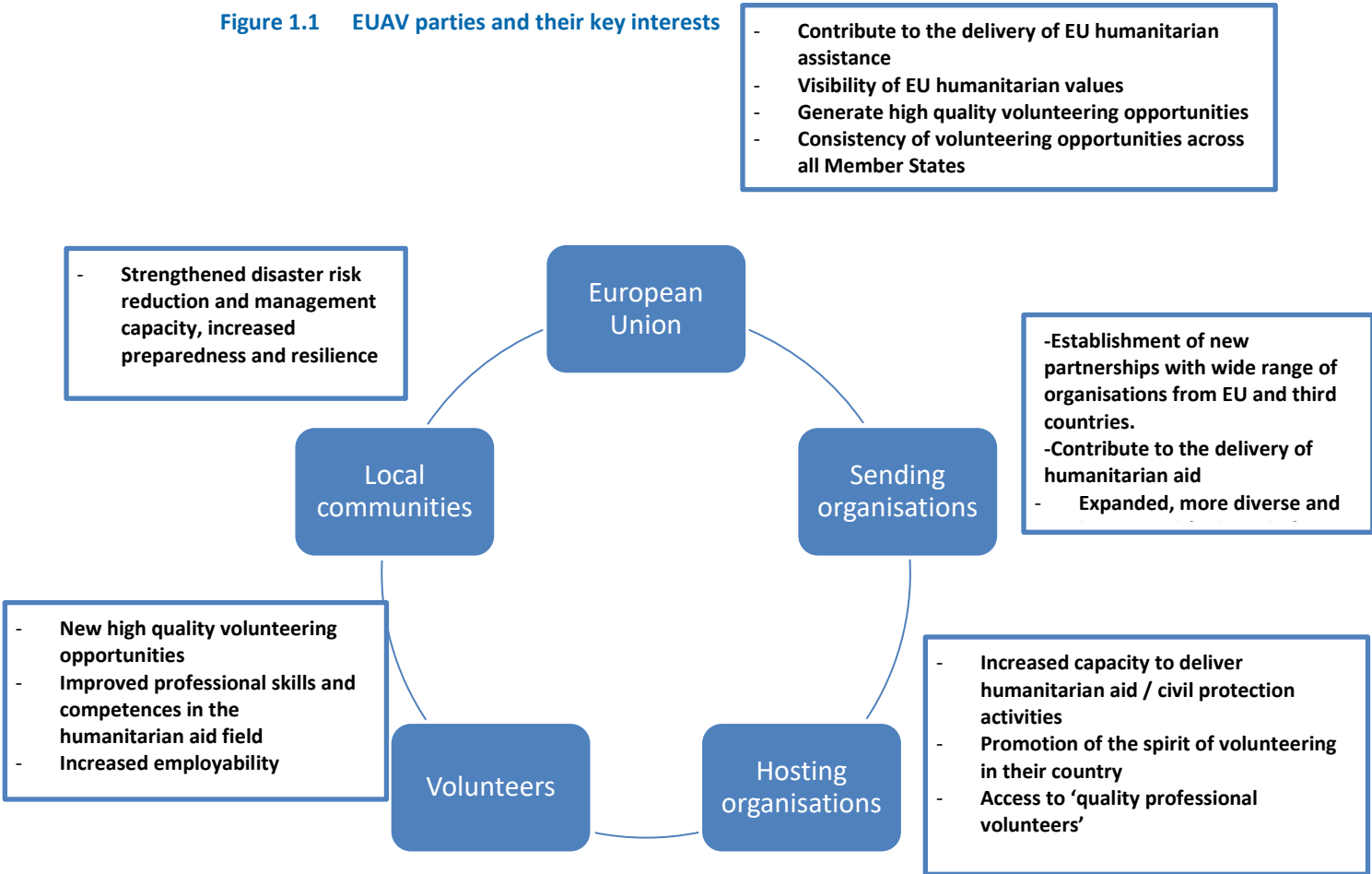
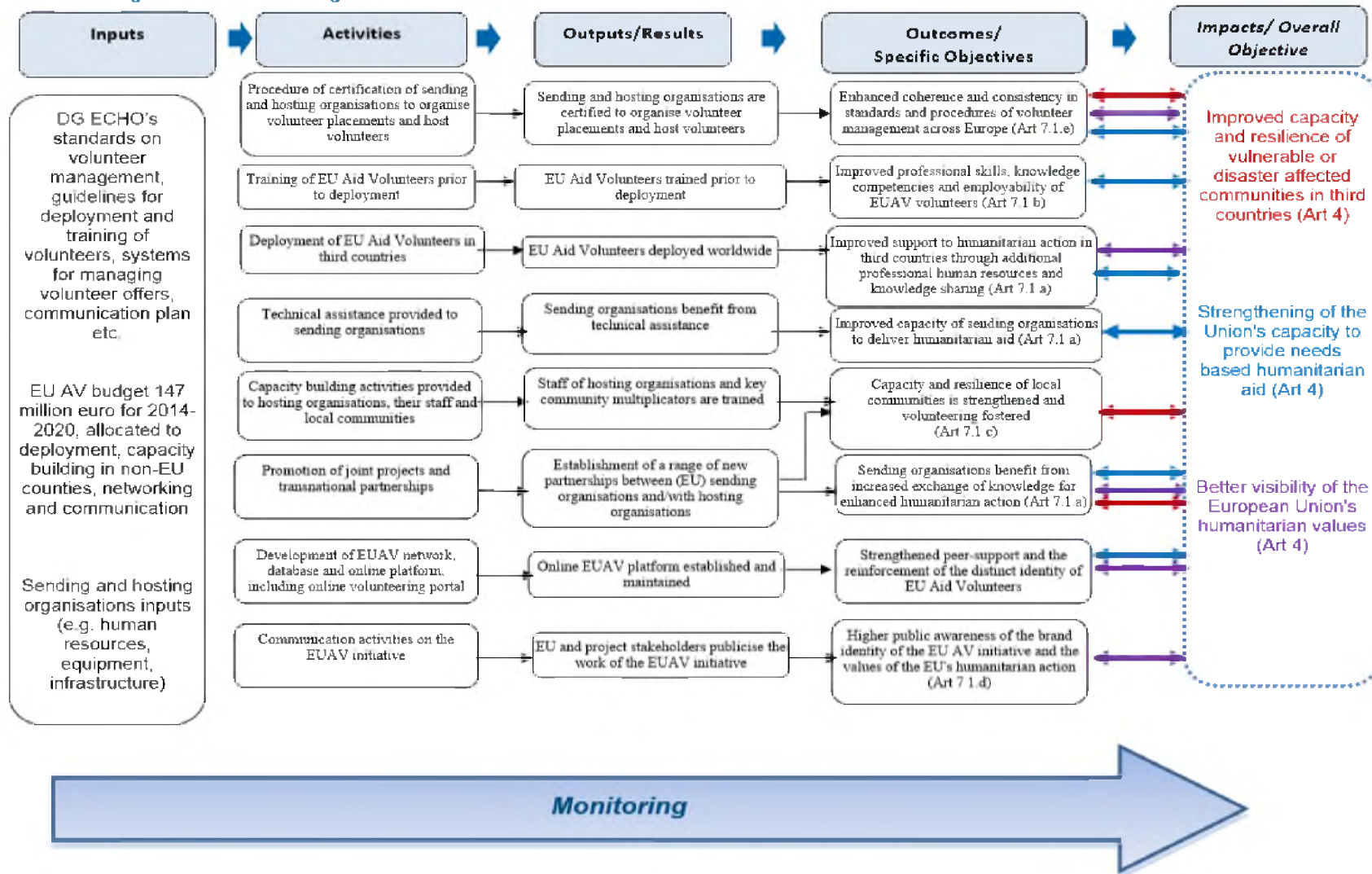


Figure 1.2.: Intervention logic model



HOW TO OBTAIN EU PUBLICATIONS

Free publications:

- one copy: via EU Bookshop (<http://bookshop.europa.eu>);
- more than one copy or posters/maps:
 - from the European Union's representations (http://ec.europa.eu/represent_en.htm);
 - from the delegations in non-EU countries (http://eeas.europa.eu/delegations/index_en.htm);
 - by contacting the Europe Direct service (http://europa.eu/europedirect/index_en.htm) or calling 00 800 6 7 8 9 10 11 (freephone number from anywhere in the EU) (*).

(* The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

Priced publications:

- via EU Bookshop (<http://bookshop.europa.eu>).



Publications Office

doi: 10.2795/828
ISBN 978-92-76-40308-1