

Abstracts

Session 1A	VOLUNTEERING AND PARTICIPATION IN TIMES OF CHANGE: PAST, PRESENT AND FUTURE? SESSION 1
------------	--

Experiences of volunteer befrienders working in the community in mental health care
Megan Cassidy (Queen Mary University of London), Rose Thompson (Queen Mary University of London),
Hana Pavlickova (Queen Mary University of London), Stefan Priebe (Queen Mary University of London)

Background: Befriending is utilised frequently for people with mental illness. This study aimed to explore the experiences volunteer befrienders and identify good practice. **Method:** Semi-structured interviews were conducted with 37 volunteers across 12 mental health befriending schemes in the UK. Volunteers talked about their motivations, role, and the benefits and challenges of volunteering. The data was thematically analysed. **Results:** Volunteers reported mostly positive experiences of befriending in a mental health context. A range of motivations and experiences were described by the volunteers, including the impact befriending on their life and characteristics believed to contribute to being a 'good' befriender. **Conclusion:** Volunteers reported a mostly positive experience of befriending. Some mentioned difficulties around the expectations of the befriended differing from those of the organisation. Some volunteers found themselves negotiating their befriending role. Volunteers who have a clear set of role expectations may be in the best position to do this effectively.

What roles for volunteers in supporting those facing dementia?
Vikki McCall (University of Stirling), Alasdair Rutherford (University of Stirling), Mike Woolvin (University of Stirling), Louise McCabe (University of Stirling), Feifei Bu (University of Stirling)

We present findings from the early stages of a two year project exploring the roles of volunteers in supporting those living with dementia. We do so in the context of increased involvement of volunteers in the delivery of public services; the de-institutionalisation of care; the projected increase in those facing dementia, and the questions of volunteer motivation. We ask what the perceived impact of volunteering in dementia care settings might be and who the volunteers are and what activities they engage in. We highlight the initial findings from a review of the literature and initial statistical analysis of available and relevant datasets. We identify our next steps in terms of fieldwork in both the North West of England and Central Scotland and draw out implications for broader public service reform and volunteer involvement contexts.

Inclusive volunteering – theory and qualitative study
Aneta Markova (Charles University in Prague)

The article tries to describe why we have such a limited number of people with disabilities in volunteering. Firstly it is dedicated to the theoretical issues. In this part the article tries to show how a great diversity can be found in definitions of terms such as a volunteer, a person with disability, inclusion and inclusive volunteering, and how these diversities can influence the number of volunteers with disability. Then it describes three groups of barriers affecting people with disability in the area of volunteering. These barriers strongly influence entry or staying in volunteering which can reduce the number of volunteers with disability. Secondly, the article brings new perspectives in the situation of volunteers with disability through a new qualitative study "Volunteering and The Voluntary Activity of People with a Disability" in the Czech Republic.

Session 1B	DIVERSITY, INEQUALITIES AND THE VOLUNTARY SECTOR: UNEVEN ENGAGEMENT AND IMPACTS? SESSION 1
------------	--

Civil society and gender equality in war-affected states - exploring the role of NGOs in the implementation of the UN Beijing declaration and platform for action: comparative analysis of twelve post-conflict states

Paul Chaney (Wales Institute of Social and Economic Research and Data)

Using critical discourse analysis, this study examines government and civil society perspectives on the implementation of gender mainstreaming in post-conflict states. Mainstreaming is a United Nations' policy objective subscribed to by 180+ states. It aims to embed gender equality concerns in every stage of the policy process. Complementarity theory emphasises how politicians attempt to cope with complexity by engaging civil society in policy formulation, thus not only strengthening input legitimacy but also policy efficacy through the pursuit of shared cognitive maps for action. However, the findings show that instead of securing the anticipated complementarity effects, current practice is aligned to an instrumentalist, 'expert-bureaucratic' policy intervention – with specific data, transitional justice and governance challenges to the fore as policy actors press for heightened attention to issues such as the effects on women of war-induced poverty, human rights violations, and women's empowerment in state reconstruction and peace-building.

The making of a social researcher in wartime Manchester: relic or exemplar?

Duncan Scott (Independent researcher)

A biographic perspective can provide a wider and deeper consideration of how a social researcher is 'made'. Adopting such a perspective, this paper explores three related issues and questions:

- i. The relative significance of the personal and the professional during what might be termed an 'early', even 'pre-professional' period
- ii. Wartime meant fewer men in the domestic labour market and in many parts of the university. How far have gendered accounts recognised these changes?
- iii. Voluntary agencies are disproportionately peopled by female volunteers and paid staff. How useful is a biographic and gendered approach in developing our understanding of the different organisational contexts within these agencies?

A brief conclusion suggests that the professionalization of social research training may have (unwittingly) squeezed some of the 'social' out of social research. If we want to research other people's lives, the balance between curriculum and vitae might need re-assessment.

Collaboration and innovation in responding to need and austerity: developing a global concept to analyse and understand civil society responses to food insecurity
Alex Murdock (London South Bank University)

The original food bank was in Phoenix, Arizona and the founder then set out to launch food banks in other countries. The USA food bank model and its operational aspects have been influential in other countries but collaborative and innovative responses to food insecurity have taken a range of forms on different continents and in different local contexts. The relationship between civil society responses and the public sector is critical as is private sector involvement.

The paper draws on examples from a larger number of countries including Asia, Africa and Eastern Europe in order to further develop and test the model on a global basis. It brings in a range of examples of innovation and collaboration in service development and delivery. It will utilise public management as a key independent variable in the evolution of civil society responses to food insecurity.

The data used will be case study based.

Dominant paradigms in voluntary action: what does the British evidence suggest?
John Mohan (Third Sector Research Centre, University of Birmingham)

Rochester et al (2010) contend that a “dominant” paradigm in voluntary sector research carries unjustified assumptions about the nature of volunteering. These are that: volunteering is always and everywhere an altruistic act; voluntary action occurs in a narrow range of (generally social service) agencies; volunteering is an activity that is managed through large, professionally structured organisations; the tasks carried out by volunteers are prespecified and the activities of volunteers are to be closely managed and monitored.

This paper uses a combination of administrative data and survey data on third sector organisations, plus qualitative data from individuals describing their voluntary activities and the contexts in which they take place, to explore Rochester et al’s propositions. The datasets each present a partial picture but by bringing them into relationship with one another the paper suggests that there are arguments both for and against Rochester et al’s arguments.

Session 1C	NEW DIRECTIONS IN THEORETICAL DEBATES AND RESEARCH METHODS: LEARNING FROM DIVERSE PERSPECTIVES? SESSION 1
------------	--

Exploring sectoral divisions of labour in the new public service landscape: who does what?
Chris Damm (Third Sector Research Centre, University of Birmingham), James Rees (Third Sector Research Centre, University of Birmingham)

Critical discussions of ‘public service reform’ often seem to be premised on the assumption that providers from all sectors are in competition to deliver the same set of services. In this paper we discuss empirical research on the welfare mix within regulated adult social care. We consider whether in practice, organisations from different sectors perform different tasks within the quasi-market and whether it may therefore be rare to find direct inter-sectoral competition. In particular, we use the regulatory data available from the Care Quality Commission to assess whether a ‘division of labour’ has been established between sectors. By linking data from charity accounts and company data, we also explore alternative sources of division amongst providers, such as their size. The implications of the findings for third sector and quasi market theory are then discussed.

Food for thought? Testing voluntary sector theory against the growth of food banks in the UK
Rob Macmillan (University of Birmingham)

Food banks have become a newsworthy site of ongoing political controversy. Should they be regarded as a shameful but deeply felt community based response to hunger and poverty amidst the UK government's austerity and welfare reform agenda? Or is their growth really a supply side issue of market building by food bank providers, wider awareness of their availability and what have been claimed as the 'obvious' incentives for households to obtain low and no-cost food? There has been remarkably little explicit theoretical discussion of the emergence of charitable food aid in the UK, despite a growing literature. This paper takes the growth of food banks in the UK as a topical case study through which to examine and test existing theories of social or voluntary provision. It reviews the emerging academic and grey literature to identify explanatory claims for the growth of food banks, and discusses these in the context of broader theories of voluntary action and social entrepreneurship.

The dialectics and the third sector: is social enterprise the vanishing mediator?
Christopher Newis (Friends Learning Academy)

This paper seeks to view the third sector from a dialectic perspective and examines three areas of the third sector. Firstly definitions of the third sector, undertaken to lay out the current positions and discourses on third sector development. Secondly, the emergence of social enterprise and what, if any tensions, it has created within the third sector. Thirdly, the work discusses the extent to which social enterprise is a paradigm shift from a not for profit third sector to a profit making third sector, speculating that the third sector may be entering a new paradigm as not for profit and charity are transformed to create a new thesis of the third sector as an area of profit making. Finally, the paper examines the role of social enterprise – ala Frederic Jameson – as a vanishing mediator bringing about this dialectical shift to a profit making third sector.

Poppy fascism, lobbying, and the guilt trip: the symbolic power of charity
Jon Dean (Sheffield Hallam University)

This exploratory paper will argue that the notion of symbolic capital provides a useful conceptual tool for us to think about the power of charities. Utilising the sociological theory of Pierre Bourdieu and Max Weber, this paper aims to demonstrate the ways in which charities have power based on principles such as charismatic authority. First, the paper will briefly outline the theoretical ideas behind an analysis of symbolic power. Second, it will present a case study of 'poppy fascism', where the newsreader Jon Snow reported his hounding by various parties for his personal choice not to wear a Remembrance poppy, which, it is argued, demonstrates how charity can become weaponised as a tool of symbolic violence. Thirdly, drawing on in-depth, qualitative interviews with a range of charity sector practitioners, the paper discusses recent sector developments such as fundraising, the Lobbying Act, and the regulation of charities, through this symbolic framework.

Session 1D	GRASSROOTS VOLUNTARY ACTIVITY IN CHALLENGING TIMES: PAST PERSPECTIVES AND NEW FORMS? SESSION 1
------------	---

Resident led involvement in the Big Local programme: findings from two IVAR studies
Leila Baker (Institute for Voluntary Action Research), Charlotte Hennessy (Institute for Voluntary Action Research), Marilyn Taylor (Institute for Voluntary Action Research Associate)

Big Local is a 10 year resident led community development programme across 150 areas in England, focusing on residents making a lasting positive change in their communities with at least £1m funding over 10 years. The programme is managed by Local Trust. IVAR has been working as a learning partner with Local Trust for five years, and in this paper we draw on findings from two of our most recent studies for them:

- *'Local Trust's Funding Approach'* described the distinctive features of the funding approach that has been developed through funding Big Local.
- *'Building on assets: The Local Trust approach'* examined the theory and practice behind Big Local's focus on local strengths and assets.

This is an unfinished story; Local Trust's funding approach and the Big Local programme will continue to evolve over the next 10 – 15 years. Findings from these studies capture the programme at a point in time and crystallise what Local Trust and residents have learned so far about how to support resident led change. We end with some key insights about the realities of implementing a resident led programme, from the importance of messaging about programme ethos and values to the significance of time and pace to programme success.

Tailor-made: how the tailored support of volunteers in the community sector improve people's lives
Rebekah Ryder (Community Development Foundation), Jamie Evans (Community Development Foundation), Daniel Pearmain (Community Development Foundation)

This paper presents findings from the Community Development Foundation's research *'Tailor-made: how community groups improve people's lives'*, on the value of the community sector and its volunteers. We define the community sector as micro and small volunteer-led groups that provide support and services to people in their local area. Our paper argues that those who volunteer in community groups are uniquely placed to make a difference to their community by providing tailored services. The work and experience of volunteers mean community groups are trusted, committed to their cause, expert, connected and value for money. They ensure community groups are holistic and needs-based, making a real difference to society and the economy. Our paper reviews evidence for this impact and considers some challenges for the community sector before discussing what can be done to overcome these and better support community groups in their work.

"Volunteering- this word is killing us": supporting orphans and vulnerable children in rural Zimbabwe
Cathrine Madziva (London Metropolitan University), Martha Chinouya (Liverpool University)

This qualitative study explored how volunteers supporting orphans and vulnerable children through a community based initiative supported by donors made sense of volunteering during a period of hyperinflation in Zimbabwe. Findings confirm that volunteering in this context is underpinned by a normative value system, which we term traditional cultural capital. The concept volunteering emerged contradictory due to the prevalence of a social obligation discourse rather than individual choice as understood in the European sense of voluntarism. Most importantly caregivers, felt short changed by the label volunteer, as their socio economic circumstances did not resonate with their perceptions of those who supposedly volunteer. In the absence of a decent token, volunteering masked the cost of participation in a context without a formal welfare system, thereby potentially making the poor pay more for being poor. Further research is required to review the applicability of the volunteering concept in sub Saharan Africa and explore how alleviating participation costs can be balanced out with acceptable tokens while preserving traditional cultural capital.

Blending, braiding and balancing: an exploration of the multi-faceted nature of informal and formal modes of operating within the 'third sector' and its impact on community-institutional relations
Alison Gilchrist (Independent researcher)

The paper explores the interplay between informal and formal ways of operating and argues that this can best be understood as neither a dichotomy nor a continuum. The research focuses primarily on collective action, community engagement and volunteering within the current policy framework.

Drawing on evidence from practice, policy making and programme evaluations, the paper examines the equivocal nature of both modes by looking at advantages and disadvantages in relation to power, participation, knowledge, communication, risk management, standards, time and equalities.

In conclusion it is suggested that there exists a 'practice' (a set of skills, values, judgements, techniques and strategies) supporting facilitation and mediation that enables informal processes and formal procedures to be combined and balanced in ways that are proportionate and appropriate in different settings. Complexity theory is used to develop ideas around emergent leadership, resilience and the sustainability of organisational and community systems.

Session 1E	FUNDING THE FUTURE? FUNDING, FUNDRAISING AND PHILANTHROPY IN CHALLENGING TIMES. SESSION 1
------------	---

The role of foundations in a reintroduced Dutch corporatist civil society: how to fund NPO's?
Joppe Ter Meer (Rotterdam School of Management, Erasmus University), Lucas Meijs (Rotterdam School of Management, Erasmus University)

As one of the several examples in Europe, the Netherlands is undergoing major civil society shifts through a substantial abandonment of governmental interventions. This paper focuses on private endowed foundations as a presumed entity to (partly) take over the role of government as funders of nonprofit organizations. As private foundations shows to be a strong gap in foundation research, this paper provides a conceptual understanding of (1) the characteristics of corporatist regimes and the role of (endowed) foundations in these regimes, (2) private (endowed) foundations as separate entities, (3) private foundation's way of funding nonprofits and (4) exit strategies. As a next step, this paper builds upon an explorative multiple case study research consisting of Dutch private foundations. It is expected that the private foundations (1) take a place in earlier stages in a nonprofit's life cycle and (2) constitute a larger percentage of a nonprofit's business model.

Million pound askers: the social characteristics of major donor fundraisers

Beth Breeze (University of Kent)

There is a growing literature on giving/donors (the supply-side of philanthropy), but little serious enquiry into asking/fundraisers (the demand-side of philanthropy), despite giving and getting being two sides of the same coin, and extant research demonstrating the 'iron law' that, "*People are more likely to give and also tend to donate more when they are asked*" (Andreoni 2006).

In response, this research presents and discusses data from >1,200 online surveys completed by people employed as fundraisers in the UK. The extensive survey covers personal background, hobbies, the Big 5 factor personality test and an Emotional Intelligence scale. Whilst an overview of all the data will be presented, the paper will focus on the characteristics of the 174 survey respondents who self-report facilitating donations worth £1m+. The paper will explore how and - in what ways - this sub-group differs from fellow fundraisers as well as from the general UK population.

How is philanthropy changing as baby boomers retire?

Peter Maple (London South Bank University)

Philanthropy is not just the preserve of the uber-rich. Etymologically it simply means "love of humanity." It is well documented in the fundraising world that giving capacity and propensity tends to increase with age. The baby boomers, (the huge post second world war cohort - born 1946 to 1964) and regarded as "the luckiest generation" are already in their 50s and 60s. Many are retired, others dread the idea.

How is this affecting charity funding as they consider retirement and how will it impact future income sources? Schuyt, (2015) considers "Geronto Philanthropy" to be one of the most important areas of giving research in the next decade. The question is whether we may expect a, "Golden Age of Philanthropy" if charitable legacies continue growing.

This draws on existing academic analyses and, as yet, unpublished original research into the nature of individual philanthropy, highlighting some very interesting changes and challenging trends to suggest better ways for charities to communicate with givers.

The role of wine in charity fundraising: towards a critical assessment

Gareth Morgan (Sheffield Hallam University)

This paper seeks to open a critical investigation of the extent to which wine contributes (positively or negatively) to the fundraising income of UK charities.

It presents a taxonomy of six broad ways in which wine can play a part in generating charity income. Within these, it focuses on fundraising events such as dinners, wine-tastings and receptions, where wine is served and donations are invited.

Whilst there is ample literature on the role of wine in creating a sense of esteem and cultural capital, and literature on the conduct of fundraising events, no prior work was traced linking these themes.

Drawing on a focus group study which found radically different levels of income raised from two distinct charity wine-tasting events, the paper proposes an experimental approach for further investigation.

Session 1F	NEW RESEARCHERS' SESSION 1
------------	----------------------------

Trust in Scottish Government data: the role of charities
Tom Wallace (University of Stirling)

The use of government data by charities plays a key role in shaping how the public relate to, access, and ultimately, trust this data. Public opinion is not only shaped by the presentation of government data by third sector organisations in their own publications, but also by their ability to critically engage with this data. Critical engagement on the part of third sector organisations could improve the quality of data; for example, by removing errors before the public engage with the information. Therefore the capabilities that third sector organisations bring to their engagement with government data could be key in understanding how to build public trust in government data. This paper will describe the policy context for greater use of data and then discuss how I plan, in my PhD, to investigate how third sector organisations interact with Scottish Government data and how it relates to trust in that data.

Business & philanthropy – a match made in social conscientiousness
Chinonso Denwigwe (London Southbank University)

Philanthropy has evolved in the Western and developed world over many decades, and the literature on this is a minefield. Nonetheless there appears to be no consensus on what constitutes philanthropy. Moreover comparatively little has been published on the concept of corporate philanthropy and there is much work needing to be done on important questions. One of these is the circumstance in which corporations; conventionally tasked with the purpose of generating profit for its owners, would channel resources for charitable or community benefit. Do corporations benefit from such disposition of resources? If so, is there such a thing as corporate philanthropy? To tackle these questions, this paper proposes a model of social conscientiousness defined as a cycle of interactions between a variety of actors with a view to address social needs in the most effective way notwithstanding the incidental benefits that may be accrued to the benefactor.

Paths into volunteering
Laura Wiffen (Anglia Ruskin University)

This research explores what leads people to volunteer. Existing theories of volunteering are critiqued and brought together to create one multidimensional approach. The three dimensions to this multidimensional approach consist of: individual motivations; socialisation and social relationships; and the socio-cultural context in which volunteering occurs. This research also considers if paths to volunteering are different when people volunteer for groups who are constructed to be either deserving or undeserving.

A qualitative research design was implemented and data was gathered at multiple settings using a combination of semi-structured interviews, participant observation, and non-participant observation. Structure-agency theory is used in this paper to explore the influence of the individual's agency, as well as the social structures they encounter and context they are in, which can work to enable or constrain paths into volunteering.

This paper has developed a multidimensional approach to exploring volunteering, which includes the individual agent, socialisation and social relationships, as well as the socio-cultural context, and reveals the different, but overlapping ways in which people can be led into volunteering. In the process of doing so the findings have highlighted differences in what leads people to volunteer for either deserving or undeserving groups. These findings may prove useful for those seeking to increase levels of volunteering, either nationally or locally within an organisation.

Women together: a life cycle analysis of a grassroots HIV/AIDS organisation in Kyrgyzstan
Tyler Spencer (University of Oxford)

My research examines the organizational growth of Women Together, an HIV/AIDS service organisation that was founded by young intravenous drug users in Kyrgyzstan. Using a case study design and an emergent fit mode of analysis, I analyze audio-recorded interviews, archival organizational documents, and field notes from both participant and non-participant observation. My paper begins with an examination of the socio-political context of voluntary organisations in Kyrgyzstan. I then provide a summary of Women Together's history, structure, and activities, and I adopt an interpretivist approach to examine the trajectory of Women Together in light of the emerging literature on the life cycles of voluntary organisations. I provide a fine-grained thematic analysis of areas in which Women Together extends and complicates classical models of life cycle theory. My conclusions offer a nuanced look at the applicability and universalizability of life cycle models of voluntary organisations.

Session 2A	VOLUNTEERING AND PARTICIPATION IN TIMES OF CHANGE: PAST, PRESENT AND FUTURE? SESSION 2
------------	--

Contradictions in international volunteering outcomes: bridging the gap between theory and practice through a host-country perspective
Behi Barzegar (The Open University)

International organizations that specialize in sending volunteers to other countries base their actions on humanitarian or developmental goals such as poverty alleviation, empowerment and participation of the marginalized people in poor countries. However, the outcomes of volunteerism are not always realised for the intended beneficiaries, sometimes resulting in negative consequences within the host country which local actors have to negotiate in their daily lives long after the volunteers have left. This has led to contradictory literature on the benefits versus adverse impacts of international voluntarism and subsequent questions regarding the 'voice' of the potential beneficiaries in expressing their understanding of what is 'good change' for them. This research aims to address the gap thus created in academic literature between theory and practice of development through international voluntarism, by focusing on the perspective of the host-country and, in particular, the role of host-country offices of International Volunteer Sending Agencies (IVSAs).

Volunteer engagement: lessons from the service enterprise diagnostic

Sarah Jane Rehnborg (University of Texas at Austin), Ana Kolendo (University of Texas at Austin)

Volunteer engagement, a burgeoning field of social science research, has generally focused on the mission-focus of the work of volunteers as opposed to the characteristics of the effective management. To fill this need, the University of Texas at Austin developed the Community Engagement Index (CEI). The paper discusses the evolution of the CEI and the development of the Service Enterprise Diagnostic 2.0 (SED 2.0), an organizational self-assessment tool for nonprofits seeking to enhance the effectiveness of volunteer engagement and community resource management. The SED 2.0 forms the gateway to credentialing nonprofit organization as Service Enterprises through a national collaborative undertaking, and also serves as an emerging data set for study of volunteerism and community engagement in service sector organizations. The preliminary findings from the SED 2.0 reveals interesting information about the size and scope of volunteer initiatives and the type of service opportunities available to volunteers.

Volunteering or compulsory community activity: the evidence of post-Soviet countries

Irma Pranaityte (ISM University of Management and Economics)

Purpose – The research focuses on the attitudes toward volunteering in post-soviet countries as under Soviet regime volunteerism was organized by the state and was compulsory activity. In some CEE countries it was state organized but not compulsory, so there was some place for volunteering. The main objective of the research is to disclose historical and institutional context of Post-soviet countries and explore the attitudes towards volunteering. **Design/methodology/approach** – The paper is based on the qualitative study – interview, seeking explore people attitudes towards voluntary activity in post-Soviet countries. The study is based on the interviews executed in Lithuania. **Findings** – attitude towards volunteering has very strong bounds with the period of Soviet Union “involuntary activities”. Attitude towards volunteering nowadays it influenced by the historical heritage, work of well-known voluntary organizations and the transparency of their work.

Volunteer energy or volunteering? A matter of translation

Lucas Meijs (Rotterdam School of Management, Erasmus University), Jeffrey Brudney (University of North Carolina Wilmington)

Volunteer involving organizations translate volunteer energy into volunteering. Metaphorically, volunteer energy can be compared to natural resources leading to three different basic levels of volunteer commitment (oil, fishes and solar power) having different sources. Following this, episodic volunteering can be described as working with volunteer energy based upon new sources of volunteer energy. These sources can be described from three perspectives: hyphen, third party and instrumental use. Hyphen sources are the combinations of volunteering with other obligations in the schedules of people. Third party involvement relates to other parties, such as companies and educational institutes, being involved in the volunteering. The instrumental use is the extra (functional) goal that people and third parties can achieve through volunteering. These new sources lead to new challenges for volunteer management, e.g. the need to negotiate the actual involvement with a third party.

Session 2B	CIVIL SOCIETY AND DEMOCRACY: NEW CHALLENGES AND OPPORTUNITIES? SESSION 1
------------	---

Spaces and places, voices and noise: practices of resistance inside the outside of the voluntary sector?

Mike Aiken (Co-operatives Research Unit, Open University)

Austerity continues to shape the lives of disadvantaged people and the nature of public services. Voluntary organisations are increasingly working in an environment shaped by contractual relations in a marketised economy of social goods. This occurs amid a 'business-like' working culture that permeates resources, relationships and narratives. This paper looks beyond mainstream voluntary *organisations* to a range of *practices* in a broader civil society. The role of conviviality (NCIA, 2013) 'commoning' (Quiligan, 2013), 'reciprocal work' and 'solidarity' is examined as self-conscious forms of resistance. This paper draws on research into case study examples to argue that these practices offer the potential to provide a cultural challenge to the apparent thematic victory of the neo-liberal project. Nevertheless, the ladders and bridges between voluntary service organisations and some of the practices described here appear to be threatened.

Civic activism in Armenia

Valentina Gevorgyan (Turpanjian Center for Policy Analysis)

The last decade is characterised by a new stage of development in the history of Armenian civil society. This development is manifested in a new form of activism expressed through civic initiatives or campaigns. These are most of the time youth-driven, single-purposed, against various governmental decisions, recognised by spontaneity of action and empowered by social media.

The paper firstly presents the stages in the Armenian civil society development, to provide background information on the context of the country. It then follows with analysis of four case-studies of selected civic campaigns seeking to examine the dynamics of their development, similarities and differences among cases, factors affecting their positive resolution and the type of actors involved in such initiatives. The paper relies on primary data collection including semi-structured interviews and participant observations.

The capabilities of UK civil society – aspirations and risks

Razia Shariff (Canterbury Christ Church University)

This research explores the conditions, positions and powers at play on UK civil society in order to understand the challenges faced in democratic participation. It uses a Foucauldian Discourse Analysis to shed light on the processes, agency and actions of UK civil society and the implications, given current contexts, on Sen's (1999) capability approach and instrumental freedoms. The discourse analysis identifies three reoccurring positioning themes for civil society: '*Positive aspirations and qualities*' - what it can/could be, rather than what it actually is or does; '*Warning at risk*' - where its actions and independence are being eroded by changing economic and political factors; '*Needing safeguarding*' - regarding its values, public trust, independence and ways of working. It argues that we need to re-conceptualise civil society as an arena where 'collective agency capabilities' can occur in order to overcome the challenges faced in the UK context.

Session 2C	EDUCATION AND TRAINING IN AND ON THE VOLUNTARY SECTOR: WHAT DO WE KNOW? WHAT DO WE NEED? SESSION 1
---------------	--

Labour market intelligence – is it fit for purpose for the voluntary sector in Wales
Bryan Collis (Wales Council for Voluntary Action)

Labour Market Intelligence about the Third Sector is required if mainstream skills policies are to reflect the needs and nature of the sector. In Wales, recent changes in skills policy have included the establishment of a regional infrastructure that consists of three multi-sector partnerships. These partnerships require data that fits their footprint, is robust and is Third Sector friendly. One aspect of Labour Market Intelligence is the presence of skills shortages and skills gaps. These are estimated by the Employer Skills Survey conducted by the UK Commission for Employment and Skills. The Wales data from the 2013 survey has been tabulated and published and is used to determine whether it provides information that is useful for the Third Sector. The conclusion is that it does not provide data at an appropriate level to be useful and suggestions for further work are provided.

Reflecting on giving and asking: the use of critical reflection in training voluntary sector practitioners
John Mc Loughlin (University of Kent)

In Britain alone, over 700,000 people work in paid roles within the voluntary sector (NCVO, 2012), while many more work in public or private sector roles which bring them into regular contact with voluntary sector organisations. For all of these practitioners, there is a need to reflect on their professional practice and to use this reflection to inform their future work. We see reflective practice as a three stage model – first reflecting on what has gone before, next critically appraising it in light of relevant theory and research and then by strategically applying these findings to future professional practice. This experiential approach to learning (Brookfield, 1990; Fook, 2002; Morley, 2007) allows practitioner students to use their own experiences to understand practice and theory as being interconnected rather than separate phenomena.

Saudi students' attitudes toward non-profit management education
Ibrahim Alhidari (Imam University , Riyadh)

Nonprofit management education (NME) has grown rapidly across the world and there is a strong interest in and demand for university based programs that is distinctive from business and governmental management education programs. NME gives students the opportunity to learn more about professional work within nonprofit sector. Nonprofit sector in Saudi Arabia has become increasingly important to the society. However, NME is very limited in Saudi and across the Arab region. The current study aimed to review the state of NME in Saudi universities and explore the universities students' attitudes toward NME in undergraduate level. Study's findings revealed that, undergraduate students in a large Saudi university have positive attitudes toward NME, aware of nonprofit sector and its role in the society, but seem to be not interested in working in the sector. Therefore, they prefer to study NM as one or two selective courses rather than as compulsory courses, concentration track, certificate, or full undergraduate degree.

Recognising the value of volunteers in statutory financial accounts (are volunteers invaluable?)
Amelia Clarke (St Mary's University Twickenham), Geoff Paul (St Mary's University Twickenham), Nick Kavanagh (St Mary's University Twickenham)

The Charities SORP 2005 encouraged charities to acknowledge volunteers and their input within the annual Trustees' report. However, it excluded their contribution of volunteers from the Statement of Financial Activities stating that the value of their contribution to the charity cannot be reasonably quantified in financial terms.

The aim of the research is to examine whether charitable organisations believe that volunteer input should be included as a value within the statement of financial activities.

Research was undertaken via postal questionnaires, interviews with charity specialists and an online LinkedIn discussion.

The key finding indicated an interest to include a 'more comprehensive' volunteer contribution within the accounts, but was countered with concern over the feasibility of an accepted approach. Findings also demonstrated that many organisations found the SORP guidance regarding donated in-kind services unclear.

The conclusions proposed that volunteer input must be shown within the report and accounts in a more compelling format and that the current guidance for volunteer involving organisations required improved clarity.

Session 2D	EDUCATION AND TRAINING IN AND ON THE VOLUNTARY SECTOR: WHAT DO WE KNOW? WHAT DO WE NEED? SESSION 2
---------------	--

Transforming the world and themselves: the learning experiences of volunteers being trained within health and social focused charities in England
Sarah Darley-Nolan (University of Manchester)

Within charities focusing on health and social issues in England, volunteers often perform vital and complex roles supporting vulnerable groups of people. Training has long been recognised as an important part of the volunteer process, and in these types of charities training is often compulsory. Research in this area has tended either to take an evaluative approach, which has involved measuring the performance of volunteers before and after training, or has focused solely on informal learning within the volunteer role. However, so far, few studies have examined the learning experienced by volunteers within the actual process of training. This paper presents early findings from my PhD, which aims to address this gap by drawing upon Cultural Historical Activity Theory (CHAT) to help conceptualise and provide further insight into learning within this context. In particular the paper focuses on how training within this context can enable both individual and collective transformation.

Volunteering for health: a method for addressing health inequality?
Anne Mills (Bournemouth University)

This paper explores the health and wellbeing outcomes for 6 graduates of the Personal Best Volunteer Training Programme (PBVTP), a bespoke training course designed for 16 -19 year olds not in employment, education or training and for economically inactive people over the age of 20. The study utilises biography to capture the life stories of the participants, who had experienced social exclusion, due to addiction or mental ill health. Biographies were collected and digitally recorded in 2012, with participant permission. The data was transcribed, thematically coded and analysed. Results demonstrate a wide range of personal health, wellbeing, social and employability benefits and the development of positive self-concept and enhanced self-esteem. The work concludes that socially excluded people should have the opportunity to easily access volunteer training, which meets their needs and allows them to become proficient and actively involved in the delivery of volunteer services.

Meeting the needs of volunteers, volunteer managers and organisations: a new volunteer management model and needs life cycle
Zoe MacGregor (Volunteer Scotland), Gemma Jackson (Volunteer Scotland)

Volunteer Scotland has put the needs of the individual volunteer at the centre of their training course re-development. Research, along with volunteers' own experiences show that volunteers' needs and methods of engagement are changing. This practice focused paper outlines the development process of mapping what volunteers want in order to have a good volunteering experience and what a volunteer manager needs to do in order to deliver that experience. A new volunteer management model has been developed by Volunteer Scotland which contains four stages: thinking about volunteering; getting started; making a difference and building on success. The volunteer life cycle and the organisation life cycle provide further details at each of these stages. The paper outlines how the new volunteer management model and life cycles can be used flexibly by volunteer managers to decide what is right for the individual volunteer, different volunteer roles and their organisation.

Serious games, education and the voluntary sector
Alasdair Rutherford (University of Stirling)

Serious games use play to allow participants to explore, collaborate, compete and learn. Significant advances in both analogue and digital game design in the past 10 years have increased the potential to harness the power of play in education. This paper discusses some research findings from a study of using games to increase engagement with social inequality, and shares experiences of using games to teach undergraduate students about the voluntary sector. We propose collaboration between social scientists, game designers and voluntary sector practitioners to build evidence-based serious games that can be used for both training within the sector and education about the sector.

Session 2E	SOCIAL WELFARE AND VOLUNTARY SERVICES: EVOLVING RELATIONSHIPS BETWEEN CIVIL SOCIETY, THE STATE AND THE MARKET? SESSION 1
<p>Weathering the storm: understanding the voluntary sector through a fields theory analysis - early findings of a case study example of preventative children's services in Kent <i>Alison Body (Centre for Philanthropy, University of Kent)</i></p> <p>Since 2010 Kent County Council has delivered over £350m worth of cuts to public sector delivery. Embarking on a 'transformation agenda', the local authority sought to achieve savings through a public commitment to a procurement agenda, identifying preventative services and partnership with the voluntary sector as a key priority for ensuring long-term savings. Alongside this in November 2010 Kent County Council were issued with an 'inadequate' rating from Ofsted for safeguarding and services to looked-after children. This research argues that the combination of austerity and the need to transform children's services to address the Ofsted rating led to unprecedented shifts in terms of the balance and nature of service provision in the field of children's services. Highlighting three typologies of voluntary sector organisational responses to these changes, the research suggests that focusing on the relational and contextual factors which underpin the interactions within the field can help yield positive outcomes.</p>	
<p>'David and Goliath': the benefits and challenges of voluntary sector partnerships in dementia service provision for South Asian communities <i>Heather Blakey (School of Dementia Studies, University of Bradford), Sahdia Parveen (University of Bradford), Jan Oyeboode (University of Bradford)</i></p> <p>In response to the need for improved access to dementia services for minority ethnic communities, the Alzheimer's Society piloted in 2014 the Information Programme for South Asian Families (IPSAF), an adapted version of their existing course for carers. They delivered this in partnership with local Black and Minority Ethnic (BME) community and faith organisations, a new approach for the Alzheimer's Society. In most cases, the partnerships formed were strong and effective, and have given rise to ongoing plans for joint working which bring benefits to both the local organisations and the Alzheimer's Society. However, the realities of voluntary sector finance raise questions of ownership and recognition, in terms of the value placed on each partner's contribution. In this paper, we reflect on what the IPSAF experience suggests about the extent to which it is possible for a large organisation to form equal partnerships at local level with smaller organisations.</p>	

What volunteers can offer in healthcare services as a supplement to, opposed to a replacement of, existing roles

Andrew Curtis (Institute for Volunteering Research), Chris Wade (Motor Neurone Disease Association)

This presentation will outline what volunteers can offer in healthcare services as a supplement, opposed to a replacement, of existing roles. It draws on research conducted by the Institute for Volunteering Research on behalf on the Motor Neurone Disease (MND) Association, which examines the impact of the Association's volunteer role of Association Visitor (AV). The research will be co-presented with the MND Association in order to explore the practical implications of the findings.

It will be argued that AVs are a good example where volunteers, not having the same time constraints as healthcare professionals, are able to give regular advice and support. When the questions are of a more technical nature, they know which service to signpost to. They also act an important third party, able to raise any concerns and chase appointments.

Session 2F	NEW RESEARCHERS' SESSION 2
	<p>Events & volunteering: considering social engagement pursued in conjunction with the Glasgow 2014 Commonwealth Games <i>Briony Sharp (Queen Margaret University, Edinburgh)</i></p> <p>Major events provide host cities with the platform for community and individual development through volunteering (Doherty 2009). Recent analyses of major and mega sporting events and their legacies are evident; however, as with wide-ranging evaluations, the examination of these events is inclined to disregard the social dimension (Smith 2009; Downward and Ralston 2006). The purpose of this research was to evaluate the potential social legacy opportunity for Glasgow as a major event host city through its volunteer programmes. Specifically, it examines to what extent volunteering as part of a major sport event influences wellbeing. While there is research suggesting volunteering can increase participation, interest and likelihood to volunteer again (Nichols and Ralston 2012), the potential to generate wider social capital (Downward and Ralston 2006) and develop a more interrelated volunteer legacy requires further examination. Preliminary findings provide outcomes aligned with the growing shifts towards developing community engagement and social legacy.</p>
	<p>Partnership working in voluntary sector employment support for carers; the role of co-production <i>Jenny Read (University of Leeds)</i></p> <p>Governments across the world have been seeking innovative ways to deliver public services in the face of complex societal challenges and in times of fiscal constraint. Co-production and the role of citizens and voluntary organisations in the design, delivery and evaluation of public services have been emphasised in policy internationally. With a shift towards a more 'networked' form of governance in public services, partnership working has also become prevalent, including in services for carers. The impact of co-production on inter-organisational relationships however has not been considered and there is a dearth of longitudinal evidence concerning co-production. This paper thus presents preliminary findings from a qualitative longitudinal case study of a voluntary sector project which employs a co-productive approach. Preliminary findings suggest that co-production can assist in developing trust and reciprocity within partnerships but can also lead to a lack of resources, 'creaming and parking', and thus the breakdown of relationships.</p>

Lost in transition: can social return on investment (SROI) demonstrate the importance of the 'informal third sector' for public services?

Claire Mashiter

It is widely recognised that the third sector faces increasing coercion to deliver what are traditionally perceived as public sector services. The third sector is faced with its own Hobson's choice, to seek alternative, and often cited shrinking funding pots elsewhere or to apply for public sector funds. Despite the mutualistic symbiosis apparently on offer by the latter the model is potentially fraught with risk; suggested by some as a progressive 'institutionalisation' (Brandsen et al., 2009; Rutherford 2010) there is limited research on the extent to which this impacts and undermines the 'independent and diverse sector' identified in *The Compact* (1998 – 2010) as being fundamental to society.

This initial literature based discussion paper considers the ambiguity of the sector and how this has consequent implications for understanding its roles within society. Specifically the research is concerned with the informal third sector and whether the establishment of a comparative framework for SROI may ensure they do not become lost in the transition from independence to service deliverer.

Filipino grassroots volunteerism: at its best in worst time?

Anna Rhodora Solar (De La Salle-College of Saint Benilde)

Unfathomable devastation and inconceivable task of rebuilding communities confronted the Philippines particularly Tacloban City as it took the brunt of one of the strongest typhoon in history. However, from the ruins of such tragedy emerged the spirit of Filipino volunteerism. The spirit of communal unity and cooperation locally known as 'bayanihan' resurrected from its political culture. In the mainstream literature of grassroots volunteerism, volunteering reflects the client-helper relationship. However, how does one understand the nature of volunteerism in a situation where there is no hierarchical structure whereby everyone is left virtually helpless including the local government and in complete isolation from the national government? This paper therefore tries to assess the nature of Filipino grassroots volunteerism in the context of the typhoon Yolanda tragedy where there was no one left to help as everyone was a victim. The first part of the paper focuses on characterizing the nature of Filipino grassroots volunteerism while the second part deconstructs the concept of grassroots volunteerism that is based on helper-client relationship. This paper argues that while grassroots volunteerism based on client-helper relationship seemed to manifest in rebuilding communities of Tacloban City, it also challenges such paradigm as the nature of volunteerism in the aftermath of the typhoon Yolanda went beyond such context.

Session 3A	BUILDING AND MAINTAINING CAPACITY: SOME LESSONS TO BE LEARNED
------------	---

A foundation for life? How can we best evidence personal development benefits through volunteering?

Joanna Stuart (Institute for Volunteering Research)

There is a growing body of knowledge linking volunteering to the subjective well-being of volunteers themselves (Join In, 2015). Positive outcomes for volunteers' 'personal development' including the building of confidence and self-esteem have been well documented and some volunteering projects report extensive positive change in this area amongst volunteers (Brodie and Jackson, 2012). However, it can be challenging for organisations to capture these outcomes for volunteers and to therefore fully demonstrate the difference their programmes make. This paper brings together evidence from research undertaken by the Institute for Volunteering Research (IVR) and elsewhere on the nature and characteristics of confidence building through volunteering, exploring how volunteers talk about and describe these gains. Analysis of different tools and scales, including those from the adult learning sector, identify how volunteer involving organisations could use and adapt these methods to evidence volunteering outcomes and to help volunteers reflect on the benefits gained.

Understanding young people's volunteering participation: challenges of generating practical action from survey research

Helen Harper (Volunteer Scotland), Gemma Jackson (Volunteer Scotland)

This paper presents findings from the Young People and Volunteering in Scotland Survey, the rationale for undertaking the survey and how it was shared with the policy and practice communities. Reflections on this knowledge exchange are presented in the context of theoretical literature on research use, arguing that research findings are in themselves an important mechanism for forming and strengthening relationships across research, policy and practice communities and in doing so can lead to practical actions aiming to grow volunteering participation amongst young people.

Self-directed volunteer teams

Edmina Bradshaw (Self Directed Volunteer Network)

Specifically structured models for volunteer engagement are few and far between. Based on over 8 years of research and implementation, Self Directed Volunteer Teams (SDVT) is a model that has been codified and its application tested across a wide variety of situations and different community projects in the US.

Given the challenges of volunteer engagement and retention, compounded by resource requirements for volunteer management, can self direction of volunteers be an optimal approach for nonprofits? Self directed employee teams in the business field are a well-established concept, but its application in the volunteer sector demands a radically different approach.

This paper describes the SDVT model and argues for its place as a promising model for volunteer engagement that produces measurable results, facilitates expansion of volunteer opportunities, increases organizational capacity by freeing staff to fulfil their job roles, taps the full-range of volunteer talent and experience, and increases community awareness and support for the organisation.

Session 3B	CIVIL SOCIETY AND DEMOCRACY: NEW CHALLENGES AND OPPORTUNITIES? SESSION 2
---------------	---

After the Big Society: reflections on the changing environment for state and third sector relations in the UK

Pete Alcock (University of Birmingham)

The shift from 'hyperactive mainstreaming' under Labour to the Coalition's Big Society has left a changed, and changing, policy legacy of political and policy engagement with the third sector for the new government elected in the UK in May 2015. This paper will review this legacy and speculate on how state and third sector relations might develop under the new government. In practice, however, this changing environment is now restricted to England only, as since 2000 third sector policy in the UK has been devolved to the separate administrations in Scotland, Wales and Northern Ireland. Here state and third relations have not always followed the English model promoted at Westminster, and these differences may become more pronounced still in the future.

The Lobbying Act: reflections of a large service-providing charity on the 2015 General Election campaign

Helen Cameron (The Salvation Army)

This paper reflects upon the challenges and opportunities provided by the Lobbying Act 2014 during the 2015 General Election Campaign. It describes the sequence of events from the perspective of Head of Public Affairs of a large charity. This included campaigning during the Bill's passage, engaging with the Electoral Commission once the Act was passed, deciding whether or not to register, complying with the law and evaluating the process.

The paper concludes that whilst the Lobbying Act has resulted in significant unproductive use of time and tedious administration, it has also raised the profile of the role that charities play in the democratic process with both internal and external stakeholders. The main loss has been the ability to collaborate with other organisations with similar goals, a serious deficit for democracy.

Volunteering policy in the General Election 2015 and for the new Government in England

Michael Locke (Independent researcher)

This paper considers the treatment of volunteering in the general election 2015 and explores the implications for how volunteering may feature under the new Conservative government. Whilst the Conservative and Labour manifestos had very little of substance for volunteering at national level, the paper finds signs of a shift of attention to local civil society. The paper applies previous research and practical experience to analysis of how government may implement policy on volunteering and how local volunteering organisations may respond to the new policy environment. It puts forward suggestions about how the situation may develop. It poses questions for discussion about the constraints and opportunities facing volunteering organisations in their local situations and about the relevance of the national sector to them and to the government.

Session 3C	NEW DIRECTIONS IN THEORETICAL DEBATES AND RESEARCH METHODS: LEARNING FROM DIVERSE PERSPECTIVES? SESSION 2
<p>[PANEL] Administrative data in voluntary sector research: opportunities, challenges and experiences <i>Daiga Kamerāde (Third Sector Research Centre, University of Birmingham), David Kane (NCVO), Gareth Morgan (Sheffield Hallam University), Chris Damm (Third Sector Research Centre, University of Birmingham), Diarmuid McDonnell (University of Stirling), Alasdair Rutherford (University of Stirling)</i></p> <p>The wealth of public access data presents the UK scholars with opportunities to expand their research repertoire to individual and organisational level studies covering large populations, long periods of time, and linking various data sources. Yet administrative data are still rarely used, not least because the data come with their own challenges. This panel aims to encourage other scholars to utilise unique opportunities of administrative data. Each of panel members will highlight potential opportunities and caveats of the administrative data. Together they will discuss how a wider use of administrative data for voluntary sector research could be encouraged.</p>	

Session 3D	EDUCATION AND TRAINING IN AND ON THE VOLUNTARY SECTOR: WHAT DO WE KNOW? WHAT DO WE NEED? SESSION 3
<p>How do civil society organisations perceive ‘evidence-based’ research, and what lessons does this present for research practice? <i>William Allen (Centre on Migration, Policy and Society, University of Oxford)</i></p> <p>Civil society organisations increasingly produce and consume ‘evidence’ that comes from research and available data. Such knowledge, and the organisations that mediate its communication, supposedly inform better decision-making in relatively straightforward ways. But does it? By extending scholarship on evidence and knowledge exchange in policymaking settings to civil society contexts, this paper qualitatively explores how perceptions and practices surrounding evidence vary in a selection of nine UK civil society organisations working on migration and social welfare issues. Using critical realist approaches, it argues that multiple factors at micro-, meso-, and macro-levels create a range of context-specific possibilities for these organisations’ engagement with research. It also implies practical lessons for researchers and organisations: to properly estimate the role of values in decision-making; to address new and different skillsets demanded by emerging ‘Big’ and open datasets; and to build time into exchanges for appreciation of all parties’ changing motivations, needs, and capacities.</p>	
<p>Measuring and reporting social return on investment: knowledge transfer between a university and a social enterprise <i>Jemma Bridgeman (Construction Youth Trust), Peter Maple (London South Bank University), Alex Murdock (London South Bank University)</i></p> <p>The research reports on the findings of a Knowledge Transfer Partnership (KTP) project within a third sector organisation, Construction Youth Trust, to evaluate the impact of its activities helping young people facing barriers access opportunities within the construction industry. The scarce literature on the Social Return on Investment (SROI) methodology argues as well as being under theorised there are practical and implementation issues with the approach (Gibbon & Dey, 2011, Arvidson et al. 2013). A Knowledge Transfer Partnership was selected as the mechanism to develop social impact measures at the Trust. A key feature of KTP’s is the need to embed research. This led to the development of a simple yet robust model that uses a multi-ratio system to calculate the value of the Trust’s demand led projects (Mouchamps, 2014). The research presents both the findings of the case study and presents the final results of the KTP.</p>	

Session 3E	SOCIAL WELFARE AND VOLUNTARY SERVICES: EVOLVING RELATIONSHIPS BETWEEN CIVIL SOCIETY, THE STATE AND THE MARKET? SESSION 2
---------------	---

Community development in Ireland under austerity and local government change: policy and practice
Catherine Forde (School of Applied Social Studies, University College Cork), Feilim O'Hadhmaill (School of Applied Social Studies, University College Cork), Deirdre O'Byrne (Adult Continuing Education, University College Cork)

The impact of austerity measures on the welfare system in Ireland since 2008 has been well documented. Cuts in funding have particularly affected the voluntary and community sector, which plays a very significant role in the provision of welfare services and the promotion of social inclusion in the state. In conjunction with an austerity agenda there has also been a developing policy of increasing local and central Government control over the operation, funding and work of the voluntary and community sector and a policy of 'alignment' linked to public procurement and competitive tendering; the alignment policy is outlined in the Local Government Reform Act 2014. This paper is based on primary research currently being conducted by researchers from University College Cork on the combined effects of austerity, competitive tendering and local government alignment re-structuring as they pertain to one element of the voluntary and community sector – community development practice.

NPO's helping families with children, the Finnish Case
Petri Paju (Central Union for child Welfare), Henrietta Grönlund (University of Helsinki), Hanna Falk (HelsinkiMissio)

Our paper discusses the role of non-profit organisations (NPOs) and volunteerism in a context of a Nordic Welfare State, Finland, a mature Nordic welfare state where basic services have been taken care of by local municipalities and funded through taxation for decades. The role of non-profit organizations in such societies has primarily focused on advocacy and leisure. Nevertheless, during the last 10-20 years, the Finnish welfare model has increasingly shifted towards a welfare mix model, and the role of NPOs is changing.

Our paper examines the role of NPOs and volunteerism in this changing context through the expectations and attitudes of Finns. Our sample consisted of 1,065 Finnish families with underage (under 18 years of age) children who responded to net-based questionnaire. We will discuss our results in relation to the changing welfare model and reflect on current and possible future roles of NPOs and volunteerism in Finland.

Outcomes, accountability and voluntary organisations: holy grail, wholly possible, or black hole?
Garth Nowland-Foreman (Unitec NZ and Community Solutions)

Public policy has put increasing emphasis on 'outcomes', 'impacts' and 'results' for almost a quarter century. And who could object to paying attention to, reporting on, and even being funded on the basis of the results we achieve? Resistance to do so can be interpreted as belligerence or not wanting to be accountable. Are community and voluntary organisations just worried that they might not be performing as well as their own rhetoric presumes? The reality is much more complex. This paper suggests there are both practical and conceptual problems relying on an outcomes approach, including counterproductive incentives, and perverse threats to an organisation's own learning and on-going improvement. But this doesn't mean an interest in outcomes needs to be abandoned; and just have faith and hope in charities. We can instead seize the 'outcomes' agenda, with a realistic appreciation of both what is possible and its limits.

Session 3F	NEW RESEARCHERS' SESSION 3
---------------	----------------------------

A tale of two measures: how nonprofits address internal and external performance measures to achieve funding?

Lisa Diane Morrison (Queen Mary, University of London)

As demand for public service grows, it is foreseeable society will increase dependency on the services of non-profit organizations (NPOs) particularly, smaller community human social service (HSS) organizations. NPOs must adhere to guidelines for performance measures and standards attached to funding sources. Meeting externally imposed standards and measures adds pressure to overstretched organizational resources. Measures not conducive to NPO nature and ability misjudge NPOs as inefficient, threatening support for communities in need. The aim of this research is to explore the NPOs' internal approach to measures while adhering to measurement requirements imposed from external funding bodies. This research seeks to understand how does an NPO address internal and externally imposed standards and measures to achieve external funding? HSS NPOs focus on a broader measure of success, while external sources require finite measures. Understanding NPO processes of standards and measures contribute to appropriate NPO measures for sustainability and fair funding practice.

Adaptable strategies in challenging times: a case study on asylum seeker and refugee third sector organisations

Vita Terry (University of Birmingham)

The third sector has been faced with an increasingly challenging and uncertain environment due to various exogenous pressures, such as: targeted public expenditure cutbacks; shifting public policy creating a competitive market-driven environment, and rising tension in relationships with the state. For certain fields, such as asylum seekers and refugees (ASR), it is even more challenging for organisations to operate in this harsh environment due to increasingly negative socio-political attitudes. This PhD research project investigates how three ASR third sector organisations have survived in this challenging environment, through organisational resilience and developing adaptable strategies. This presentation will unpack some initial findings on organisational change, such as: mission flexibility; niche services; and innovative collaborations. The findings demonstrate diversity amongst the cases studies' 'personas'. One case study will be used to demonstrate the journey taken, the adaptable strategies adopted, the rationale behind this, and current internal tensions. creative narratives to be meaningfully expressed and regarded have been pushed out by the processes and language of the market and by extension, managerialism.

More does than thinkers? Understanding the place of research in third sector work

Rebecca Hardwick (Institute for Health Research, University of Exeter Medical School)

This presentation will share findings from ongoing research into what UK Third Sector Healthcare Organisations think of academic research, how they use it, and what other evidence or knowledge they use.

The methodology of my research is based on an understanding that research and knowledge use is an inherently social process. This is consistent with the realist approach, where interventions, policies and programmes are thought to produce their outcomes through social contexts, and how people involved respond.

It is a mixed methods research project that includes: a scoping review of literature on Third Sector research use (published in Implementation Science); a survey to assess current research use amongst TSOs working in South West England (underway); and two in-depth organisational case studies using an ethnographic approach to investigate knowledge mobilisation in two third sector mental health organisations (starting Autumn 2015).

Less happy more often? A presentation on the presence of wellbeing in service providing voluntary sector organisations

Rachel Potts

This presentation will focus on a recent study which sought to delve beneath instrumental explanations of current conditions and explore the health of the sector through the lens of eudemonic wellbeing. This is a conceptualisation which is rooted in ethics and is concerned with humans flourishing or living a 'good life' in accordance with the classical virtues - emphasising our relatedness - and frequently finds expression within organisational and individual narratives. Through a number of in-depth interviews with practitioners working within service provision and executive officers who closely support providers, the study shows that the lived reality of many working in, and crucially, 'using' the services of the sector, has little to do with flourishing. Moreover it illustrates that the spaces for more reflective and

Session 4A	VOLUNTEERING AND PARTICIPATION IN TIMES OF CHANGE: PAST, PRESENT AND FUTURE? SESSION 4
<p>[PANEL] From sport volunteering to wider community participation: a real prospect or a leap of faith? <i>Fiona Reid (Glasgow Caledonian University), Sue Sadler (University of Strathclyde), Robert Rogerson (University of Strathclyde)</i></p> <p>This panel anticipates challenges from those engaged in wider volunteering as we explore the prospect that enthusiastic one-off or episodic sports volunteers might ever be converted to long term volunteering for the wider community. We hope to be asked how community organisations might benefit from sports volunteering; what we can learn from support for one-off volunteering episodes and whether high profile one-off events can ever be a successful recruiting ground for long term volunteers?</p> <p>While the conventional wisdom may be that episodic volunteering is an end in itself, there have been strong claims for the potential of mega-events to recruit more long term volunteers for the wider community. Our four brief presentations will explore aspects of the 'leap of faith' that suggests that simply opening up the possibility of volunteering through one-off sports related activities will be enough to inspire and motivate volunteers to do it again – and for a wider range of purposes. Episodic days of volunteering in the Netherlands are explored through a comparison of how sport associations differ from other types of organisation especially service delivery organisations (for example elementary schools, museums, welfare, healthcare institutions) in their use of "national days of service"/episodic volunteering.</p>	
<p>Fiona Reid & Jenny Tattersall.: Sport Volunteers “doing community development” overseas – is this a “gateway” to a lifetime of community volunteering? (F. Reid presenting) Sue Sadler: Volunteer Support Pot – challenging assumptions about volunteers Stephanie Maas, Lucas Meijs, Jan-Willem van der Roest & Jeffrey Brudney: Members only, it's a private party: Episodic volunteering within sport associations (S. Maas presenting) Robert Rogerson: Bridging the gap – building on one-off volunteering experiences</p> <p>Through the lens of sports volunteering we look at students placed overseas (Reid); the potential for financial support (Sadler) and differences between mutual support and service delivery organisations (Maas). Our final paper considers the impact of strategic support structures and we invite you to discuss the prospects of setting out a route from one-off sports event volunteering to wider community service over the long term.</p>	

Members only, it's a private party: episodic volunteering within sport associations
Stephanie Antonia Maas (Rotterdam School of Management, Erasmus University), Lucas Meijs (Rotterdam School of Management, Erasmus University), Jan-Willem van der Roest, (Utrecht University), Jeffrey Brudney (University of Georgia)

This study examines the differences between sport associations - as mutual support organizations - and service delivery organizations in the type of volunteers they attract within national episodic days of volunteering, how these episodic volunteers are recruited, and the achieved results of the episodic volunteering event. Based on survey results of a large sample of non-profit organizations (NPOs) who offered episodic volunteering activities within an annual two-day volunteering event in the Netherlands (NLdoet) in the past four years (2012-2015), this study provides a comparison of episodic volunteering within sport associations versus service delivery organizations. Findings indicate that sport associations and service delivery organizations differ in their use of episodic volunteers in terms of deploying internal and external volunteers, demonstrate that these differences can be explained by the way in which both NPOs recruit their episodic volunteers, and that these differences carry over into the achieved results of the episodic volunteering activity.

Session
4B

VOLUNTARY SECTOR GOVERNANCE AND MANAGEMENT: RELATIONSHIPS
WITHIN AND ACROSS ORGANISATIONS. SESSION 1

The life cycle model and voluntary organisations: a systematic review
Tyler Spencer (University of Oxford)

Voluntary organisations (VOs) are playing an increasingly significant role in local, national, and international development, but many voluntary organizations are experiencing organisational failure. Enhanced knowledge about the dynamics of organisational change in VOs could improve their sustainability and effectiveness. These dynamics can be understood through life cycle models (LCMs), which, (1) posit that organisations have clearly definable stages of growth and (2) are universally applicable across all organisational types. Current LCMs are largely based on theory, and their creators encourage empirical validation. This paper presents a systematic synthesis and appraisal of conceptual and empirical research on the application of LCMs in the voluntary sector. It examines the characteristics and quality of the extant body of literature, and it discusses emerging themes from the research. It also updates a previous synthesis (Hasenfeld and Schmid, 1989) and calls for future empirical research that is systematic, transparent, and reproducible.

Charity mergers: how can we make them more successful?

Rekha Wadhvani (Independent researcher)

Since the onset of recession in 2007, increasing demands from commissioners of services from charity sector and expectations of the public that the charity sector should rationalise have not matched the rate of mergers during the same period. Anecdotal evidence suggests that the sector considered mergers to be a commercial sector activity that they were too complex and very often considered a sign of charity's failure. If more mergers are to be completed, it was important to identify the challenges with their solutions; formulate recommendations on how charity mergers can be more successful based on the issues relating to the different stages of the merger journey; and whether mergers are evaluated. The scope of the study was limited to surveying the 145 relevant charities of the 197 charities listed on the Charity Commission's Register of Mergers in 2014, interviewing 11 sector leaders and charity representatives and a focus group.

Sharing values, considering careers, and implications for employers in the UK voluntary sector

Tom McKenzie (University of Dundee), Alasdair Rutherford (University of Stirling)

We study the relationship between career concerns and shared values empirically using employee-employer matched data for the United Kingdom and overtime hours as a proxy for hard work. In line with career-concerns theory (Holmström, 1982) we find that employees work less overtime, the longer they have been with their current employer. We also find that employees who agree strongly with the statement, "I share many of the values of my organisation" do roughly 20% more overtime than the rest. Our results suggest the existence of a trade-off between career concerns and shared values. At the descriptive level we find that twice as many employees in the voluntary sector agree strongly that they share the values of their organisations compared with their counterparts in the private sector. We thus conjecture that employers in the voluntary sector need rely less on providing career paths than do employers in the private sector.

Session
4C

NEW DIRECTIONS IN THEORETICAL DEBATES AND RESEARCH METHODS:
LEARNING FROM DIVERSE PERSPECTIVES? SESSION 3

Positioning values within evaluation practice: reflections on the Big Local experience

Deb James (NCVO)

Evaluation is an inherently value-laden practice where values affect how it is perceived, framed, practiced and used, but as evaluators we leave much unsaid when it comes to describing precisely how values inform and influence our practice. In this paper we explore the place of values within evaluation practice by reflecting on the experience of evaluating a national community empowerment programme with a strong and explicit value base, and where, unusually, the brief explicitly required evaluators to design an evaluation that would "reflect and develop" the programme's values. We discuss how our formative evaluation of the early years of the Big Local programme encouraged us to think far more purposefully than we might perhaps otherwise have done about values and how to embody a set of values in our approach. We reflect on the realities, challenges and benefits of forefronting values in evaluation decision-making and practice from the initial design right through to engaging stakeholders with our findings, and on the overall difference we believe an explicitly values-engaged approach made to this project.

Reality bites? A discourse analysis of intentional community websites in the UK
Liz Millward Hayes (Cardiff Metropolitan University), Catherine Boswell (Cardiff Metropolitan University), Kirsten Stevens Wood (Cardiff Metropolitan University)

The aim of this project is to compare the language and imagery used by people wanting to form an Intentional Community with the language and imagery used by people from established groups. Communities often begin with individuals coming together to imagine a better life. Describing and representing the better life is achieved through the use of language, and the language used may influence both the vision and the reality of that life.

Data has been drawn from the 'public areas' of three of the most popular intentional community websites hosting both forming and existing groups, and from the websites of the groups themselves. The research found that there do appear to be differences between newly forming groups and established communities in a number of important areas. We tentatively suggest that the way in which the community is 'imagined' before it is created may have an impact on its final form.

Supporting social action on health and wellbeing: mapping intervention types for policy and practice
Jane South (Leeds Beckett University and Public Health England), Anne-Marie Bagnall (Leeds Beckett University), Kris Southby (Leeds Beckett University)

This paper reports on a national knowledge translation project 'Working with Communities – Empowerment, Evidence and Learning' that aimed to mobilise evidence to support social action approaches in public health. Currently there are many transferable models of citizen participation but evidence is scattered and lack of shared language inhibits knowledge exchange across sectors and disciplines. The project involved a scoping review with 168 conceptual and review publications and also stakeholder consultation. A 'family of community-centred approaches for health and wellbeing' was produced as way of organising evidence and representing the range of intervention types: (1) Strengthening communities (2) Volunteer and peer roles (3) Collaborations and partnerships and (4) Access to community resources. An open access bibliography accompanies the report. The paper explores the application of the family as a tool for organising evidence on volunteering, citizenship and health and whether there are wider applications in voluntary studies research.

Taking a 'diverse economies' approach to volunteering: insights and limitations
Fiona Smith (University of Dundee), Mike Woolvin (University of Dundee)

This paper seeks to take a critical approach to how a 'diverse economies' conceptual framework might contribute to the study of voluntary participation by reflecting on findings from a three year project on the experiences of helping and volunteering among residents in three deprived communities in Scotland. Following critiques of the narrow and hierarchical understandings of volunteering sometimes deployed in policy, the paper highlights the need to pay attention to what we call 'more diverse economies of helping' in order to identify potentially more progressive models of practice, particularly in socio-economically marginalised communities. We argue that this may offer a more appropriate 'spectrum' conceptual heuristic of participation. We also reflect on potential limitations to such approaches, for example this might lead to less focus being placed on the distinctive nature of volunteering and voluntarism if it is viewed as simply another form of (non-market) economic labour.

Session 4D	VOLUNTEERING AND PARTICIPATION IN TIMES OF CHANGE: PAST, PRESENT AND FUTURE? SESSION 5
---------------	--

What can the voluntary sector learn from international approaches to co-production?
Tony Bovaird (University of Birmingham), Elke Loeffler (Governance International)

This paper compares surveys of user and community co-production in six countries, exploring its level, drivers and barriers (as revealed by citizens), and differences between individual and collective co-production. It draws upon a survey of five EU countries in 2008, recent updates in two countries and a recent rerun of this survey in Australia. The results are quite consistent across the key issues. First, co-production activities are high in all of the surveys and many citizens are willing to do more. Second, the level of co-production differs significantly between services. Third, individually-undertaken co-production appears to be considerably higher than collectively-undertaken co-production. Fourth, co-production levels are not strongly associated with satisfaction with government services or consultation. Fifth, citizen self-efficacy is closely associated with co-production levels. Sixth, demographic variables are not of much importance –suggesting that prejudices about who is likely to participate in co-production initiatives will inhibit rather than enhance co-production.

Public service volunteering: co-producing new local services and community support
Paul Buddery (RSA), Atif Shafique (RSA)

Volunteering has always been essential to public service delivery. But until recently, Government accounts of its role and value have generally focussed elsewhere. That has changed. Volunteering is integral to public service survival strategies nationally and locally. Health needs to bring more volunteers and their energy into the NHS family; local authorities need more volunteers to work with them to sustain community services. This raises valid concerns. But a 'delivery state' approach is no longer financially or socially viable. In moving to a settlement in which people are routinely recognised as producers of value for themselves and others, rather than consumers of resources, formal and informal volunteering has a legitimate role to play. The reform of public services should have the advancement of volunteering as a key design principle that can help address prevention and inclusion. But implementation can only be brought together at the level of place, not prescribed centrally.

Dilemma of managing volunteer/staff relationships
Heather Rimes (Western Carolina University), Rebecca Nesbit (University of Georgia)

The quality of the relationships between volunteers and paid staff at an organization can have far-reaching consequences. One hidden challenge of utilizing volunteers is their relationships with the paid staff members at the organization—dynamics that have received little empirical attention. Using qualitative and quantitative data from a large library system in the Southeastern United States, we explore how volunteers and staff view their mutual interactions and explore hidden areas that are vulnerable to problems. Staff are reluctant to pursue any type of interaction that might be construed by a volunteer as confrontational or critical, including volunteer evaluation. They often do not seek or know how to handle volunteer input and feedback, struggle to integrate volunteers with disabilities, and feel uncomfortable dealing directly with problematic volunteers. Staff members lack the training and preparation to competently handle these types of situations which may hinder their ability to contribute to volunteer development and, ultimately, may be detrimental to effective service delivery.

Session 4E	SOCIAL WELFARE AND VOLUNTARY SERVICES: EVOLVING RELATIONSHIPS BETWEEN CIVIL SOCIETY, THE STATE AND THE MARKET? SESSION 3
---------------	---

[PANEL] Social welfare and voluntary services in a rapidly changing landscape: space for alternatives or yet 'another brick in the wall'?

Linda Milbourne (Birkbeck, University of London), Ursula Murray (Birkbeck, University of London), Bernard Davies (Independent researcher) James Lazou (Unite), Mike Aiken (Co-operatives Research Unit, Open University)

This panel explores the changing landscape surrounding civil society organizations (CSOs) involved in service provision, drawing on recent research¹ from different social welfare contexts to promote structured discussion, analyse challenges and explore creative alternatives.

UK welfare services are experiencing an increasingly 'cold' climate, with the poorest groups and neighbourhoods faring the worst (Hills et al, 2015). Small CSOs have struggled with increasing demands and survival, while progressive marketisation has produced patchy, often, impoverished services. New government programmes, severe cuts, scaled-up and 'one-size-fits-all' contracts have damaged services and workers' conditions, with gagging clauses concealing failures. Corporate and major charity take-overs have also distanced service users and community providers from influence over services. The sector is fragmenting further as CSOs adopt divergent strategies, with major charities pursuing lucrative contracts and corporate sponsorship while volunteers run emergency provision.

Contrasting different cases, Ursula and Linda consider damage from neo-liberal, austerity politics, with many CSOs narrowing activities, while others explore 'alternative' models. Pursuing similar themes, Bernard examines risks to independence in voluntary youth work. From a recent Unite report², James analyses sector workers' conditions, discussing proposals for redefining priorities. Mike draws themes together, contrasting CSOs' tendencies to mimic dominant organisational cultures, with activist practices and reciprocity.

The presenters argue a radical change in conditions has, in a few years, critically shifted the balance of relationships between civil society, state and markets, leaving diminished room for critical CSO voices in welfare provision and allied independent spaces. Despite the austere landscape, however, they see a potential for re-kindling creative CS alternatives.

1 Cases are drawn from several pieces of research including panel members' research for the National Coalition for Independent Action's 'Inquiry into Voluntary Services' (2014-15) see: <http://www.independentaction.net/2015/02/04/voluntary-services-face-bleak-future-as-servants-of-the-government/>

² Unite's (2015) work on: ["A strong voluntary and community sector: The foundation for a thriving society"](#)

Session 4F	NEW RESEARCHERS' SESSION 4
---------------	----------------------------

Learning new methods

Robert Evans, Reader in Sociology at the Cardiff School of Social Sciences

The Imitation Game is a new research method that can be used to compare societies across space and time. It is, as far as we know, the first significant quantitative innovation for collecting information about societies and social groups since the social survey. Unusually, it combines quantitative measures with the collection of qualitative data. The method is quasi-experimental but is inspired by sociological questions and methods rather than the more traditional experimental concerns of randomisation, control groups and intervention.

Session 5A	IMPROVING PERFORMANCE: MAKING DATA WORK FOR YOU
---------------	---

[PANEL] Journey to 20: growing the civic core

Highlighting young people's potential to make a difference, and how we can support them to make social

action a habit for life

Rebecca Wyton (Step Up to Serve), Emma Taylor (University of Birmingham/Step Up To Serve), Tony Chapman (University of Durham), Mohamed Usman (#iwill Ambassador), Hannah Mitchell (vInspired), David Reed (Generation Change)

The #iwill campaign, coordinated by the charity Step Up To Serve, aims to increase the number of young people aged 10-20 who participate in youth social action (practical action in the service of others to create positive change) by the year 2020 and recognise the double benefit to themselves and their communities. Involving panellists drawn from Step Up To Serve's networks, including a young #iwill Ambassador, this session will explore how we can grow the future 'civic core', discussing recent research into youth participation, and investigating evidence on the 'double benefit' of youth social action. Our panellists will challenge delegates to reflect upon what we already know and the knowledge gaps in this area, and how we can inspire and support more young people to get involved and make social action a habit for life.

Chair's opening remarks (10 mins)

Presentation 1 (15 mins): Why is youth social action important? This session will give an overview of the #iwill campaign and inspire us to consider how we can provide the right opportunities to utilise the potential of young

people and support their journey of social action.

Presentation 2 (15 mins): Who participates in youth social action, and what are the barriers for more young people

to get involved? An in-depth look at emerging data and mapping in this field, and what these tell us about opportunities and challenges in making social action more accessible and inclusive.

Presentation 3 (15 mins): What benefits can youth social action have for young people and communities? Exploring

the outcomes that youth social action can bring, this paper draws on recent research on character, employability and community impact.

Q&A and reflections from Chair (35 mins)

Session 5B	CIVIL SOCIETY AND DEMOCRACY: NEW CHALLENGES AND OPPORTUNITIES? SESSION 3
---------------	---

Trust and democracy: how community groups can bridge the gap between people and politics
Daniel Pearmain (Community Development Foundation), Jamie Evans (Community Development Foundation)

This paper investigates the growing disconnect between people and politics in 21st century Britain, and demonstrates how the community sector can improve grassroots engagement with politics. Through mixed methods research, we explore the nature of trust in the nation's various political structures and institutions, as well as the everyday trusting relationships which occur within communities across the country. Where trust in the political system is lacking, we consider ways in which it may be rebuilt to revitalise engagement with the democratic process. As an organisation specialising in the community sector, we describe how community activity can reconnect people and politics. We propose that relatively small community groups and organisations can have a significant influence on individuals' engagement with formal politics. We also suggest that by working with these groups and organisations, local and national governance structures may be better able to build positive and lasting relationships with communities.

Asset transfer in libraries

Deborah Forbes (Newcastle University), Geoff Nichols, (Sheffield University Management School), Lindsay Findlay-King (Northumbria University), Gordon Macfadyen (Northumbria University)

This paper explores the transfer of six libraries from local government control to management and delivery by volunteers; termed 'asset transfer'. The catalyst for transfer was cuts to local government budgets. Campaigning groups opposing closure had to quickly change to ones capable of adopting a new legal entity, preparing a business plan, running a facility and delivering a library service. This could be considered as pressurised associative democracy. A positive outcome has been the greater responsiveness to local needs. A concern is the sustainability of these transfers, in terms of volunteer commitment and long-term economic viability. Transfer of these facilities represents a transformation of the library service, but this may only be possible in areas where volunteers have high levels of social capital.

Democratic philanthropy? Giving decisions by elected political representatives
Eddy Hogg (University of Kent), Alison Body (University of Kent)

While all County and Local Councils in England have in place formal systems for contracting/commissioning voluntary organisations, a further few give their elected representatives a discretionary sum of money which they can distribute to local projects as they wish. These financial awards are not truly democratic in that how they are distributed and who they are distributed to is at the discretion of the individual representative. Yet they are not truly philanthropic, in that they money being distributed is statutory funds.

This paper explores whether the causes favoured by the elected representatives vary by political affiliation and whether the representatives feel that the decisions they make are – or indeed should be – democratic. In doing so, it seeks to examine what this funding scheme can tell us about the wider relationship between the public sector and the philanthropic sector and about the relationship between democracy and philanthropy.

Session 5C	NEW DIRECTIONS IN THEORETICAL DEBATES AND RESEARCH METHODS: LEARNING FROM DIVERSE PERSPECTIVES? SESSION 4
------------	--

[PANEL] Using participatory action research to explore the role of volunteering in sustainable development

Katie Turner (VSO), Jody Aked (Institute of Development Studies), Lizzie Hacker (Independent researcher)

This panel discussion will highlight theoretical debates and practical lessons on the role of volunteering in sustainable development based on findings from the Valuing Volunteering³ project and upcoming IDS Bulletin on “The unique contribution of volunteering to development.” The following papers will be presented for discussion:

- What’s different about how volunteers work? Relationship building for well-being and change – *Author: Jody Aked*
- Using participatory methodologies in Valuing Volunteering – *Author: Elizabeth Hacker*
- How participatory practice can help to strengthen the role of volunteering in sustainable development. An organisational perspective. – *Author: Katie Turner*

Whilst the papers being discussed draw on examples of volunteering in a global south context, many of them build on theory that has been adapted from a UK context, such as the RSA’s research into the links between social networks and volunteering.⁴ This panel discussion will be an opportunity for participants to draw on examples from their own experiences and practice in both the global south and north and reflect on the potential parallels between how volunteers work in each of these contexts.

We will also share learning on our application of participatory action research methodologies within the research and invite discussion and debate on how these methodologies can be embedded within voluntary sector practice in order to encourage a process of ongoing learning, action and reflection and test and adapt theories of change in real time. This will include looking at how participatory action research can help to strengthen participants’ engagement in the design, implementation and review of voluntary sector programmes.

³ Burns et al (2015) The role of volunteering in sustainable development. A VSO and IDS Publication.

⁴ Broome S, Jones A, Rowson J (2010) Connected Communities. How social networks power and sustain the Big Society.

Session 5D	EDUCATION AND TRAINING IN AND ON THE VOLUNTARY SECTOR: WHAT DO WE KNOW? WHAT DO WE NEED? SESSION 4
------------	--

Towards a model of successful volunteering in a health context; a qualitative study of student experiences

Katie Bell (De Montfort University), Iain Williamson (De Montfort University), Diane Wildbur (De Montfort University), Judith Tanner (University of Nottingham)

Healthcare agencies and organisations are increasingly reliant on the contribution of unpaid volunteers. In this study individual interviews were used to explore 40 undergraduate and postgraduate students' experiences of volunteering within a health setting. Using thematic analysis a three phase model was developed from the resulting data which comprises five themes capturing key elements of the development and maintenance of volunteering among students. We discuss our findings in relation to how successful volunteering can enhance five key components of psychological well-being: Positive emotion; engagement; relationships; meaning and accomplishment (Seligman, 2011), and can help facilitate the 'flourishing' of student volunteers. The findings provide valuable insight into the motivations, behaviours and rewards that contribute to the initiation and sustaining of student volunteering, and have implications for those involved in supervision, mentoring and support of student volunteers in health-related domains.

Effect of community engagement on HE student outcomes

Andy Coppins (Nottingham Trent University), Jamie Marshall (Nottingham Trent University), Mike Kerrigan (Nottingham Trent University)

Nottingham Trent University has been delivering a number of quality opportunities for students to work or volunteer in both local and global communities for over 10 years, through the Schools, Colleges and Community Outreach (SCCO) Department. Nottingham Trent Volunteering (NTV) and Students in Classrooms (SiC) schemes have seen thousands of students over the years either volunteer in schools or not for profit organisations, or take on opportunities with schools.

Research undertaken on over 3000 students, over 4 academic years, highlighted how taking part in these opportunities have positively affected students at Nottingham Trent University (NTU). In particular, certain groups of student, including those with protected equality characteristics (gender, ethnicity, age, disability) and those from lower economic backgrounds were found to benefit on a range of different measures including progression and achievement.

Building social capital through volunteerism: an exploration of the extent and role of student volunteering in the undergraduate student population: a pilot project

Sue Dyson (Middlesex University), Liang Liu (Middlesex University)

Nurses working in the NHS need to be able to respond to changes in patients' conditions, to think critically about practice, and to maintain high standards of care, with compassion. However, nurses are being called to account for an apparent lack of care and compassion, leading to debate around where nurses should be educated. Absent from this debate is consideration of student volunteering and its place within nurse education. While volunteering has been shown to impact upon students abilities to think critically, and to develop personal values and respond to the needs of others, volunteering within undergraduate nursing programmes is neither structured nor formalized. A pilot study in one UK University found nursing students exhibit low levels of volunteering. Lack of time, lack of access to and lack of academic support for volunteering were cited as reasons for this low uptake. Nevertheless, students displayed positive attitudes towards volunteering.

Session 5E	SOCIAL WELFARE AND VOLUNTARY SERVICES: EVOLVING RELATIONSHIPS BETWEEN CIVIL SOCIETY, THE STATE AND THE MARKET? SESSION 4
------------	--

Social policy by other means? Mutual aid and the origins of the welfare state during the 19th and 20th centuries

Bernard Harris (University of Strathclyde)

This paper examines the role played by friendly societies in the development of the British welfare state. It begins by describing the role which the societies played in the development of welfare provision during the nineteenth century. It then looks at the limitations of this form of provision and the challenges it faced. The third part of the paper explores the reasons for the expansion of State intervention in the areas traditionally covered by the friendly societies at the start of the twentieth century. The final section looks at the subsequent history of the friendly society movement and its relationship to the expansion of public welfare provision in the period leading up to the creation of the 'classic' welfare state at the end of the 1940s.

Explaining the allure of social prescribing: overcoming market/voluntary failure for the benefit of all?

Chris Dayson (Sheffield Hallam University)

Social prescribing provides a mechanism for linking patients with complex long term conditions and multiple support needs with sources of non-medical support in the voluntary and community sector, often at a very local level. Although it has been around for more than 10 years, the last three years have seen a marked rise in the number of social prescribing projects being funded across the UK. This paper draws on primary evidence from a number of social prescribing initiatives to explain the allure of social prescribing from different stakeholder perspectives. It argues that the rise of social prescribing is due to its purported ability to overcome a series of market/voluntary failures but that the case for social prescribing's ability address these remains unproven. More rigorous research and evaluation is needed if social prescribing is to achieve sufficient scale, and become a feature of mainstream service provision in the longer term.

Mapping community-based financial charitable support for community hospitals in England and Wales
Daiga Kamerāde (Third Sector Research Centre, University of Birmingham), John Mohan (Third Sector Research Centre, University of Birmingham)

In this paper we examine financial support that 239 local community organisations provide to community hospitals and how it varies between communities using financial data from the Charity Commission Charity Register and organisations themselves. We found that charities make a substantial financial contribution to the community hospitals but there are large variations in the income and expenditure across charities: it could be anything from zero to half a million pounds with most charities receiving only a modest income. Our data also suggest that annual income of charities has significantly declined since 1995. This decline was most pronounced in 2011 and 2012. We also found that for most of the period charities have been building reserves in which they tapped in during 1997 and 2011. Overall it appears that the funding position of these charities was at its weakest in 2011 in charitable history.

Dealing with the realities of unemployment in a work-centric society: what role can and do volunteers play?

Gaby Wolferink (Loughborough University)

This paper presents initial findings from a qualitative study into the realities of unemployment and how both unemployed over-50s and volunteers trying to help them are dealing with those realities in the light of welfare reforms and a persistent 'scrounger myth'.

The paper draws on data collected from a South Yorkshire-based community organisation, and explores these using Foucault's governmentality and Bourdieu's symbolic power/violence as a theoretical framework. The data was gathered using both overt participant observation and autoethnography, and was analysed thematically. The study's initial findings suggest there is a potential to expand analyses and critiques of (un)employment policies to include the experiences of voluntary organisations, community groups and individual volunteers; this perspective could help us show how deep the powerlessness to actively defy welfare reforms – reforms that are disproportionately affecting those who live in the margins of one of the most unequal nations in the Western world – really goes.

"I'm trying to help, not steal": Young people's accounts of volunteering in deprived areas

James Davies (University of Strathclyde)

Based on data generated during my PhD research, this paper presents findings from qualitative fieldwork conducted with young people, aged 12-18, in deprived areas of Scotland. Government data places volunteering rates at their lowest in deprived areas, yet there are young people who buck the trend by volunteering through charities and youth groups. Focusing on young people's accounts of growing up in a disadvantaged area and the resources and networks available to them, this paper explores the participants' routes to participation and the challenges they encounter. Social-psychological research has quantitatively explored the relationship between disadvantageous experiences and later prosocial behaviour, such as volunteering, but has paid little attention to the broader circumstances shaping such actions. My research attempts to locate the participants' practices and perspectives in their social context to examine their experiences of volunteering in deprived areas.

Marginalising diverse voices? Working with minority interests against the tide of mainstreaming
Palmela Witter

The mainstreaming of services via central government and local authorities programmes has threatened the goals that many black and minority ethnic (BME) voluntary and community organisations were established to meet. As a separate entity, BME voluntary and community organisations sit significantly 'below the radar' (McCabe et al, 2010) of the United Kingdom's voluntary and community sector. BME voluntary and community organisations feel further marginalised and its survival and sustainability is continually questioned.

However, with a specific focus on black mental health services for and by BME voluntary organisations, it is timely to provide a full and rich understanding of the lived experiences of BME voluntary and community organisations. It is against this backdrop that the voices, experiences, understanding and 'uniqueness' of BME voluntary organisations is captured.

Running on heart energy; exploring the role of emotion and well-being in the anti-trafficking voluntary sector

Kelly Price (Keele University)

This paper discusses the narratives of anti- human trafficking workers in relation to their work based emotions. As Lillie Chouliaraki points out, 'No other spectacle can raise the ethical question of what to do so compellingly as suffering' (Chouliaraki, 2006: 2). In responding to suffering, many on the front-line of voluntary sector (VS) service provision must call upon their emotional resources on a daily basis. The study of emotional well-being is much more developed in relation to public sector service providers such as social workers (Evans et al, 2006) and paramedics (Bennett et al, 2004). However, notwithstanding some notable exceptions (Robinson, 2013; Baird & Jenkins, 2003) the experience, effect and management of work based emotions within the voluntary sector has gone almost entirely unexplored. The implications for many types of VS organisation, their staff and clients are profound and thus there is an urgent need for research in this area.