

VOLUNTEERING  
INFRASTRUCTURE IN EUROPE  
PUBLICATION

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CEV GREATLY APPRECIATES THE INPUT OF MELANI PERERA RANASINGHE-ARACHCHIGE & ELENA DAL MAS, STUDENTS FROM UNIVERSITY OF EAST ANGLIA (UEA) & ERASMUS+ TRAINEES AT CEV FOR THEIR CONTRIBUTION TO THE RESEARCH, TRANSLATION AND GRAPHIC DESIGN LAYOUT IN PREPARING THIS PUBLICATION.



## 1.VOLUNTEERING LANDSCAPE

Italian legislation defines the volunteer[1] as a “ person who, by their own free choice, carries out activities for the benefit of the community and for the common good. These activities might be linked to a body of the Third Sector. The volunteer spontaneously offers their time and skills to promote responsive actions that meet the community’s needs, with no aim for direct or indirect profit, and exclusively for solidarity reasons”[2].

### DATA ON VOLUNTEERING

Among all the Italian social phenomena, volunteering is one of the most difficult to measure. The institutes that have studied the phenomenon over the last twenty years show a variable pattern depending on the parameters used and the different interpretations of voluntary commitment. The difficulty to study the Italian volunteering expresses an interesting peculiarity, namely, a phenomenon which is in constant evolution and able to adapt to the needs of the society.

Data on non-profit organisations and the number of active volunteers are collected by Istat – the National Institute of Statistics (1). In particular, the most recent data on volunteering date back to 2015 and were released by Istat with the 2017 Permanent census. As of December 31, 2015, the estimated number of volunteers is 5 million and 528 thousand, with a constant growth of almost 67 % over 14 years. Indeed, in 2001 there were just over 3 million volunteers, with a further increase of 770 thousand units (16.2 %) compared to 2011 (when there were 4 million and 758 thousand volunteers). The incidence is 911 per ten thousand inhabitants, as against 801 in 2011. Also, in 2015 there were 267 thousand non-profit institutions with volunteers, with an increase of 9.9 % compared to 2011 and 21.5 % compared to 2001, when there were 220 thousand institutions. Volunteers are mainly concentrated in the "Culture, Sport and Recreation" sector, which counts 3 million and 128 thousand people accounting for 56.6% of the total (in 2001 there were over 2.8 million people accounting for 59.2 %).

Finally, another interesting indicator of volunteering concerns its concentration by size. Over the years, there has been an increase in the number of organisations reporting between 3 and 9 volunteers (from 34.7% in 2011 to 42.3% in 2015), compared to those with only 1 or 2 (from 14.5 to 7.9%). This might be seen as a tenuous sign of volunteering consolidation in Italy. The "National Report on voluntary organisations surveyed by Csv" is one of the surveys which specifically investigate voluntary organisations. It is the product of a partnership between CSVnet - association of Service Centers for Volunteering - and the Italian Ibm Foundation.

The report is based on data provided by voluntary service centres (CSVs) which collect basic information from the voluntary organisations referring to them. The study on the personal data of more than 44 thousands volunteering organisations shows other interesting patterns on volunteering.

- 50% of the volunteering organisations have as their maximum territorial area of reference the territory of the municipality, only 5% of it is national or international;
- half of the volunteering organisations work with fewer than 16 volunteers, only 15% declare more than 50;
- most of the volunteering organisations address the social welfare and health sectors, which account for 55% of the total;
- one in four volunteering organisations does not indicate a specific category for their activity;
- Two thirds of the representatives of the voluntary organisations surveyed are men, the female component is mostly present in the fields of education, teaching and research (where it reaches 50%), the protection of rights and social assistance

In addition to the structured volunteering which is undertaken within organisations, there is also another type of voluntary action which is expressed by individual citizens.

### PEOPLE AND VOLUNTARY WORK

In March 2013, the multipurpose survey "Aspects of Daily Life" hosted an in-depth module dedicated to "Free activities for the benefit of others". This survey was conducted by Istat with the collaboration of CSVnet and the Volunteer and Participation Foundation.

This is the first survey on voluntary work which follows the international standard of the Measurement Manual published by the International Labour Organization (ILO). It offers comparable information on the number of citizens who commit themselves free of charge and voluntarily to others. It also includes some indicators on the socio-demographic characteristics of volunteers and on the economic and social value of voluntary work.

The data were collected through a national survey of a sample of 19 thousand families (46 thousand people over 14 years old) who in 2013 carried out at least one hour of voluntary, organised or individual activity, in the four weeks before the interview.

The report shows that 6.63 million volunteers are active. Among these, 4.14 million are linked to a group or organization, while 3 million commit themselves in an unorganised way (over one million do so in both ways).

- 78% are over 35 years of age; 58 % are over 45.
- Voluntary work is more widespread in the north of the country.
- Men are more active than women (13.3% versus 11.9%).
- The percentage of those who work voluntarily increases with the degree. There are 22.1% graduate volunteers, against the 6.1% of those with only primary school leave.
- The most active are volunteers in employment (14.8 %) and students (12.9 %).
- The average commitment of a volunteer is 19 hours in four weeks. Women and the elderly offer the most hours of volunteering in unorganised aid activities.
- The average value of hours dedicated to voluntary activities is exceeded by people with excellent economic conditions, graduates, and people between 55 and 74 years of age.

## **VOLUNTEERING IN EUROPE? ITALY IS IN THE 17TH PLACE**

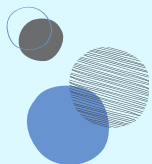
At the European level, where the focus on volunteering has gradually increased, surveys have differentiated between "formal" volunteering - which is undertaken within an organised context - and "informal" volunteering - which is expressed independently through unorganised voluntary activities. An example of this is the 2015 survey that Eurostat, the statistical office of the European Union, dedicated to "social participation" within its EU-SILC survey on income and living conditions. The figures - which also compare the more general levels of 'active citizenship' - show that in Europe the average number of people over 16 involved in formal voluntary activities is 19.3% of the total.

Nonetheless its 5.5 million volunteers surveyed by ISTAT, Italy is almost at the bottom of the list in the Eurostat survey. It ranks 17th out of 28, with a formal volunteering rate of 12%, but it falls to the 22nd place if we refer to those who choose to volunteer independently, with 11.4% of citizens. Interestingly, in Italy there is no significant gap between the two models, unlike other countries. For example, in the Netherlands, the figure is doubling from 40.3% to 82.5%, as well as in Sweden from 35.5% to 70.4%, in Finland from 34.1% to 74.2%, or in Poland from 13.8% to 54.6%. However, the formal volunteering rate generally remains lower than the informal one (European average of 22.2%), except for Germany and Great Britain which respectively reach values of 28.6 and 11.4 %, and 23.3 and 19.2 %.

## **VOLUNTEERS' PROFILE**

In 2016, the book " Volunteers and voluntary activities in Italy" (Il Mulino editions) was published, with the aim to propose different insights using statistical intersections and new analysis tools. It was based on the survey carried out by CSVnet, Istat and the Fvp foundation in 2014. By analysing the rates of volunteering in relation to the amount of time spent on solidarity, the authors identified 11 large groups of volunteers: 7 concern those who engage "formally" within organisations, and 4 concern those who do so individually.

## Organised volunteers



**The faithful of assistance** – over 1.2 million people

Area of commitment: social services, civil protection and health, personal assistance.

**Religiously inspired educators** – 1 million and mostly women

Area of commitment: educational activities and catechesis.

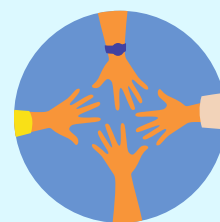


**The Pioneers** - 561 thousand

Sector of commitment: they experiment with activities “different” from traditional ones, often in several associations.

**Investors in culture** - 427 thousand

Area of commitment: organizational support for cultural and recreational initiatives, often in more than one association.

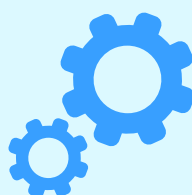
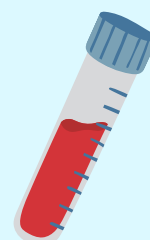


**The volunteers of sport** - 368 thousand

Areas of commitment: twice out of three with technical roles, mainly coaches and managers of sports associations.

**Donors** – 333 thousand

Sector of commitment: they donate blood and are mainly males, loyal to the association.



**Volunteers involved in the governance of the organisations** – 190 thousand

Areas of commitment: managers (30 %) and organizers of associations dealing with politics, trade union activities and rights protection. Two-thirds of them are men.

## Individual volunteers



**The ones who... lend a hand** – 850 thousand

Areas of commitment: they are active on limited and momentary needs towards their network of friends, neighbors or acquaintances.

**The ones who... you couldn't work without** – 707 thousand

Areas of commitment: they offer qualified care to people in difficulty (elderly, children) belonging to their circle, but not only.



**The ones who... they choose to do it by themselves** – 668 thousand

Areas of commitment: educated professionals, who are employed and have been continuously engaged in the community, environment and culture.

**The ones who... go straight to the hospital to donate** - 246 thousand

Areas of commitment: almost all blood donors, are mainly active on the basis of a specific need, often linked to the community to which they belong.



## NON-PROFIT IN ITALY

In order to broaden our gaze to all the dimensions of the third sector in Italy - which includes not only voluntary organisations but also social promotion associations, social cooperatives, foundations, non-governmental organisations, etc. - we should go back to the latest update of the Permanent Census of Non-Profit Institutions provided by ISTAT. As of December 31, 2018, 359,574 organisations were active across the country, with an increase of just over 9 thousand compared to 2017, accounting for +2.59 %. This is a substantial adjustment after years of tumultuous expansion. Indeed, from 2001 to 2017 there has been an overall +52.8%.



As to regard of territorial distribution, non-profit institutions have always been concentrated more in the north of the country, with over 50% of active organisations, compared to 27.1% in the South and islands of Italy (in 2011 they were 26.3 %). About two out of three institutions are active in the field of culture, sport and recreation (64.4 %) with over 231 thousand organisations. However, it accounts for a low share of paid workers (6.3%) and economic resources. By 2018, the sector also employed a total of 853,476 employees (+73% compared to 2001).

The year 2021 is an important year for the implementation of the Third Sector reform, and in general for the verification of the numbers related to the non-profit world in Italy. With the launch of the Single National Register of the Third Sector, scheduled for summer 2021, a long process of registration of many institutions begins. At the end of this phase, the numbers of the Third Sector in Italy will be clearer and will complete the framework already outlined with the Istat Census. However, it is worth noting that the Census does not consider some data, as it is based mainly on the analysis of the territorial registers of the authorities.

## 2. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

From a legal point of view, the fundamental year for the Italian volunteering is 1991, when framework law 266 was enacted. It defines volunteering activity within specific bodies, voluntary organisations.

Law 266 "recognises the social value and function of voluntary activity as an expression of participation, solidarity and pluralism, promotes its development while safeguarding its autonomy and facilitates the achievement of social, civil and cultural objectives". It is this law that establishes service centres for volunteering which is a real innovation in the Italian legislation.

The regulatory reference points for volunteering include Law 381 of 1991 on the discipline of social cooperatives; Law 328 of 2000 on assistance; Law 383 of 2000 on the discipline of social promotion associations; framework Law 361 of 2000 of the President of the Republic on the legal personality of foundations and associations; and the reform of the fifth title of the Constitution in 2001.

In 2017, the reform of the Third Sector is approved with the issue of five decrees. These decrees are the Legislative Decree No. 117 (the new Code of the Third Sector), the Legislative Decree No. 40 on universal civil service, the Legislative Decree No. 111 on 5x1000, the Legislative Decree No. 112 on the new discipline of social enterprise, and a decree of the President of the Republic establishing the Italian Social Foundation.

With the reform of the Third Sector, the types of organisations referred to as "third sector bodies" are recognised. These include associations, foundations or private entities other than companies, which carry out one or more activities of general interest (a list of 26 central areas of intervention for the life of communities). These activities can be expressed in the form of voluntary action or free provision of money, goods and services, or mutuality, production and exchange of goods and services. These bodies are united by registration to the Single National Register of the Third Sector and pursue civic, solidarity and non-profit-making social utility purposes.

There are 7 new types of Third Sector bodies: voluntary organisations; social advancement associations; social enterprises (including social cooperatives); philanthropic bodies; associative networks; mutual aid societies; and other third sector bodies. In Italy, becoming a third sector body is a choice and not an obligation. Institutions that decide to remain outside this legislative framework continue to operate as non-profit organisations but cannot access the facilities and funding opportunities provided for by the reform to the Third Sector bodies.

### **VOLUNTEERING IN THE THIRD SECTOR REFORM**

The reform of the third sector recognises the value and role of the volunteer as one of the defining elements of the whole system. The volunteer is defined as a person who, by his own free choice, carries out activities in favour of the community and the common good. Compared to the past, the Code explicitly refers to the person who volunteers, no longer to activity alone, and emphasizes that they can also offer their work within third sector bodies.

When an institution uses the support of non-occasional volunteers for its activities, it must keep a dedicated register for insurance reasons, another novelty of the reform. Moreover, those who carry out voluntary activities cannot receive any kind of remuneration from the institution: only reimbursements of documented expenses are allowed.

The reform of the Third Sector provides for a set of measures to encourage the culture of volunteering, including information and awareness-raising initiatives, as well as incentives, promotion and recognition of skills developed by volunteering.

### **OBLIGATIONS AND OPPORTUNITIES FOR VOLUNTARY ORGANISATIONS AND SOCIAL ADVANCEMENT ASSOCIATIONS**

The Third sector bodies which are most closely related to volunteering are voluntary organisations and social advancement associations. Both, in fact, are characterized by the prevalence of the voluntary activity of their members or of the persons belonging to the associated bodies for the performance of their activities of general interest.

The volunteering organisations and the social advancement associations are entities subject to specific constraints and, precisely because of their "voluntary" vocation, they also have access to a series of benefits. Firstly, their membership base must not be less than 7 physical persons or 3 volunteering organisations or social advancement associations, depending on the institution. Both types of bodies must carry out their activities mainly using volunteers. They can only employ workers if this is necessary for the performance of the activity of general interest and the pursuit of the aims of the organization. In any case, the number of workers should not exceed 50% of the number of volunteers. These bodies benefit from a few support measures, such as a title of preference over other privileged creditors.

### THE RELATIONSHIP WITH THE PUBLIC ADMINISTRATION

Volunteering organisations and social advancement associations have a "privileged" relationship with the Public Administration, with which they can sign agreements aimed at carrying out activities or social services of general interest in favor of third parties. If the terms are more favourable compared to the market value, there will be the reimbursement of solely the documented expenses. The choice of voluntary organisations and social promotion associations must respect the principles of impartiality, publicity, transparency, participation and equal treatment. Accordingly, the Third Sector Code frames and regulates cases in which local or hospital health companies use the volunteering organisations to ensure health transport with the help of volunteers on emergency vehicles.

### MAIN TAX BENEFITS

The volunteering organisations and the social advancement associations also have access to ad hoc measures for what concerns taxation. The reform makes a distinction between "commercial" and "non-commercial" bodies, following specific calculations between activities carried out in "commercial" and "non-commercial" modes.

The legislation provides for a facilitated scheme applicable to "non-commercial" entities. It is the "flat-rate" scheme, which provides for particularly facilitated profitability coefficients. Unlike the other institutions, volunteering organisations and social advancement associations can take advantage of a "special" flat-rate regime for commercial activities, with advantages in relation to both direct and indirect taxes (VAT) provided that in the previous tax period they did not receive commercial revenues of more than 130,000 euros.

The social advancement associations and volunteering organisations under "special" flat-rate scheme are exempted from the obligations of registration and recording of accounting entries. Nonetheless, they have the obligation to store received and issued documents. The volunteering organisations and the social advancement associations which apply the flat-rate scheme do not make withholding tax to their employees (employees and similar, self-employed, etc.) and must not apply sector studies and synthetic reliability indices.

The Third Sector Code contains specific provisions defining the activities their classification in the commercial and non-commercial sphere. Activities such as, sale of goods, provision of services, administration of food and drink, and organization of tourist trips and stays (normally considered commercial activities if carried out for payment of a fee and in an organized and not occasional form) are considered non-commercial if they are carried out, under certain requirements and conditions, by social advancement associations and volunteering organisations. Finally, volunteering organisations are exempt from the payment of registration tax for constitutive acts and those related to the performance of volunteering activities.

It should be pointed out that many of the fiscal measures provided for in the reform of the Third Sector will be operational from the tax period following the authorisation of the European Commission.

### **3. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING**

#### **Paragraph 1: The Csv and CSVnet network**

The history of volunteer service centres (CSVs) (3) ] is relatively recent. They are established by the Framework Law on Volunteering No. 266/1991 (now repealed), which in Article 15 identifies them as subject "at the disposal of voluntary organisations and managed by them in order to support and qualify their activity".

The same article provides that banking foundations must allocate a share of not less than fifteenth of their proceeds "to the establishment of special funds in the regions" in order to establish, through local authorities, the CSVs and finance their operation.

It is the Ministerial Decree of October 1997 which marks the actual start of the CSVs, stating that "service centres provide their services in the form of services to voluntary organisations registered and not registered in the regional registers". Accordingly, the CSVs must be managed by bodies made up of voluntary organisations. The monitoring of the activities undertaken and the economic resources used by the centres are entrusted to the Management Committees (Co.Ge).

### THE DISTRIBUTION IN ITALY

In 1996, the first Management Committees are established. In the following year, the first CSVs are born in some parts of Italy. They begin to meet with each other, work on common projects and build synergies, giving rise to the first forms of connection between the CSVs.

In 2001, the Committee of the Promotion for Service Centres for Volunteering in southern Italy is set up. It helps to create CSVs in the southern regions, completing the process of infrastructure of the network across the national territory.

The National Association of Volunteer Service Centres (CSVnet) is founded in January 2003, following the coordination of the CSVs launched in 1999. CSVnet today combines almost all service centres and represents them at national and European level.

It is inspired by the principles of the Charter of Values of volunteering (4) and the Charter of Representation (5). It aims to strengthen cooperation, by the exchange of experience and skills between centres in order to better achieve their aims, while respecting their autonomy. To this end, it provides operational tools, advisory, training and support services, working to ensure that the network consolidates as a system of "agencies for the local development of responsible citizenship". After more than twenty years of activity and thanks to the development of a capillary network composed of hundreds of branches and thousands of free services, the CSVs assert themselves as a fundamental resource for associations, especially the smaller and less structured ones.

This system has gained its full recognition with the Third sector code. A substantial part of the code is in fact dedicated to the CSVs, which have been revised in the new environment and recognised in their functions. Starting with the enlargement of the audience to which the Csv must provide services, which now coincides with all the "volunteers in the Third Sector Bodies", and no longer only with those of the voluntary organisations defined by Law 266/91. As a direct consequence, according to the so-called "open doors" principle, all Third Sector bodies will also be able to enter the governance of the CSVs.

The reform provides for 49 CSVs accreditable throughout the national territory, a number fixed according to specific criteria, and the establishment of a Single National Fund financed by annual contributions from foundations of banking origin to ensure the stable financing of the Csv.

The work of the CSVs is directed and monitored by a National Control Body and by its territorial joints. Among the functions of the National Control Body there is the administration of the Single National Fund, the accreditation of the CSVs, and the adoption of any sanctions in case of irregularities.



In addition to being part of the National Control Body, the National Association of CSVs is represented in the National Council of the Third Sector - a body located at the Ministry of Labour and Social Policies -, the National Council for Civil Service - a permanent body for comparison for issues concerning universal civil service - and the Con Il Sud Foundation and the social enterprise with children. Together with the National Forum of the Third Sector, it carries out information and training actions for the managers of their respective associates. Also, it cooperates with the Ministry of Labour and Social Policies, and several universities.

The National Association of CSVs is also a member of various organisations, such as the European Volunteer Centre, the Italian Institute of Donation, the Alliance against Poverty, the Italian Alliance for Sustainable Development (Asvis), the European Research Institute on Cooperatives and Social Enterprises (Euricse), the Italian Association for the Promotion of The Culture of Cooperation and The Non-profit (Aiccon) and the Laboratory for Subsidiarity(Labsus).

### THE ENGINE OF ITALIAN VOLUNTEERING

Every year CSVnet produces an annual report (Report) to give complete and structured information on the types of services and resources used within a system that can now be called the "engine" of Italian volunteering. In 2019 alone – to which the last available survey dates - the CSVs provided 240,000 services to over 49,500 non-profit organisations and to about 2,000 public bodies and professional companies. More than 100,000 volunteers were directly engaged in the services, and 133,000 students were involved in CSVs' school projects. Also noteworthy are the almost 40 thousand volunteer orientation services and the 7,700 "territorial animation" initiatives aimed at creating networks between the third sector and other bodies of the territory.

Other types of service include the approximately 1,800 training courses for almost 15,000 hours of lessons to more than 39,000 participants; the 110,000 consultations provided; the 31,000 communication support services; and the 46,000 services for logistical aspects.

In 2019, there were almost 10,000 organisations - 81% of volunteering - that were involved in the management bodies of the service centers. A participation also shown by the 544 associative networks present in the assemblies, which were representants of 18,000 entities in the third sector. From the personnel point of view, the proportion of paid workers stands at 832 (708 under an employee's contract).

### Paragraph 2: The main voluntary organisations

If from a regulatory point of view the fundamental year for Italian volunteering is 1991, when the framework law No. 266 is enacted, no. 266, the cultural climate that led to the writing of that text and subsequent laws has its roots even further in the past.

As researcher Renato Frisanco reports (6), "the birth of modern volunteering coincides with the reform of the welfare state that took place in the second half of the seventies following the decentralisation of powers from the State to the regions and municipalities (Dpr 616/1977), the territorialization of services, the establishment of the national health service (Law 833/1978), which for the first time has valued volunteering at a regulatory level, considered a complementary resource to public services".

It is in this context that the first forms of coordination and liaison between voluntary organisations in Italy come to life. They are mentioned below following the year of establishment.

### **Mo.Vi – Movimento di volontariato italiano (1978)**

Its priority commitment is the cultural growth and training of volunteering, which sees citizens as protagonists of new community relationships for a new social project.

### **Convol - Conferenza permanente delle associazioni, federazioni e reti di volontariato (1991)**

It represents participating organisations and national volunteering by promoting policy actions; it also promotes and protects the role and functions of volunteering.

### **Fish onlus - Federazione italiana superamento handicap (1994)**

It brings together some of the most representative national and local associations engaged in policies for the social inclusion of people with disabilities. It cooperates with the Italian Disability Forum (FID), which represents Italy in the European Disability Forum (EDF).

### **La gabbianella onlus (1997)**

It preserves, promotes and develops the culture of remote support, coordinating a network of associations that carry out projects in about 80 countries in Europe, Asia, Africa and Latin America.

### **Forum nazionale del terzo settore (e Consulta per il volontariato) (1997)**

It represents 92 second and third level national organisations, active in the various sectors of Italian non-profit. It is a "recognized social part" for the dialogue with the Government and institutions. Several consultations and thematic working groups are active in the Forum, including the Council of Voluntary work.

### **AOI - Associazione Ong italiane (2001)**

It represents and enhances the plurality of social actors in volunteering and international cooperation.

### **Favo - Federazione italiana associazioni volontariato oncologia (2003)**

It brings together voluntary associations serving cancer patients and their families. It is an interlocutor of political, cultural and trade union institutions.

### **Alleanza contro la povertà (2013)**

It brings together a large number of social actors who have decided to contribute collectively to the construction of adequate public policies against absolute poverty in Italy.

### **Conferenza nazionale volontariato giustizia (2015)**

It represents bodies engaged in voluntary activities in the field of justice, inside and outside prisons. It is an interlocutor of the State, the Government, public and private institutions at national level.

### **ASviS - Alleanza italiana per lo sviluppo sostenibile (2016)**

It works to raise awareness of the importance of the 2030 Agenda for sustainable development and to mobilize citizens, bodies and institutions to achieve the 17 Goals.

## **COORDINATION AND LARGE ASSOCIATIONS WITH MANY VOLUNTEERS**

### **Confederazione nazionale delle Misericordie d'Italia (1244)**

For 800 years they have been operating in multiple areas of intervention, including health and social transport, emergency/emergency and first aid, civil protection, assistance to fragile or marginalized people.

### **Anpas – Associazione nazionale delle pubbliche assistenze (1860)**

The main activity is first aid and planned or emergency social-health transport. It cooperates in the proper functioning of public utility services such as: ambulance services, medical guard, blood collection and donation, civil protection, protection and rescue of animals.



### **Croce Rossa Italiana (1864)**

It is part of the International Movement of the Red Cross. It cooperates with the International Committee of the Red Cross, in the conflict-affected countries, and with the International Federation of Red Cross and Red Crescent for other interventions.

### **Avis - Associazione volontari italiani del sangue (1927)**

Its aim is to ensure an adequate availability of blood and blood components to those who need it, through the promotion of the donation, the call of donors and also the direct collection of blood, in agreement with hospitals.

### **Csi – Centro sportivo italiano (1944)**

It is one of the oldest sports promotion associations in Italy. Its aim is to educate young people through sport.

### **Uisp - Unione italiana sport per tutti (1948)**

Its mission is to make sport popular and accessible to all, regardless of economic and social condition

### **Arci - Associazione ricreativa culturale italiana (1957)**

It inherits the tradition of workers' mutual aid societies, which since the second half of the 1800s have been assisting the nascent working class. In the early 20th century, recreational, cultural, sports and "people's homes" arrived. After World War II, alliances were formed between the circles and in 1956 the Alliance for Popular Recreation was formed, which in 1957 became Arci.

### **Focsiv - Federazione organismi cristiani servizio internazionale volontario (1972)**

It is the largest Italian federation of Christian international cooperation and volunteering bodies. It contributes to the fight against poverty and marginalisation, protects human dignity and the affirmation of human rights.

### **Aido – Associazione italiana per la donazione di organi, tessuti e cellule (1973)**

It collects declarations of wills in favour of the donation of organs, tissues and post-mortem cells. It promotes the culture of donation and knowledge of lifestyles to prevent the onset of diseases that could lead to organ transplantation.

### **Agesci – Associazione guide e scout cattolici italiani (1974)**

It is an educational youth association that aims to contribute to the formation of the person according to the principles and method of scouting.

### **Fai – Fondo ambiente italiano (1975)**

It is a non-profit foundation created on the model of the British National Trust. Its main aims are to promote education, knowledge and enjoyment for the environment and the historical and artistic heritage of the country, and to supervise the protection of landscape and cultural heritage.

### **Amnesty international Italia (1975)**

It focuses its efforts on mobilization and human rights activism in order to change the lives of people and communities.

### **Legambiente (1980)**

It is the most widespread environmental association in Italy. Its aim is the protection of the environment in all its forms, the quality of life, a fairer, more equal, and supportive society. It is part of the European Office of the Environment and the International Union for Conservation of Nature (IUCN).

### **Fict - Federazione italiana comunità terapeutiche (1981)**

It is mainly active in the context of addictions. It collaborates with the World Federation of Therapeutic Communities (WFTC).

### **Cnca – Coordinamento nazionale comunità di accoglienza (1982)**

It operates in all areas of discomfort and marginalization, to promote rights of citizenship and social well-being.

### **Auser – Associazione per l'invecchiamento attivo (1989)**

It works to promote active aging. It aims to improve the quality of life, combat the exclusion and social discrimination of the elderly, as well as migrants and women.

### **ADA - Associazione per i diritti degli anziani (1990)**

It defends and protects the demands of the elderly. It promotes intergenerational dialogue, a fundamental tool for a cohesive and supportive society based on the exchange of experiences between young and old.

### **Anteas - Associazione nazionale tutte le età attive per la solidarietà (1996)**

The main areas of intervention are health and care, culture and animation, and social promotion. Originally, it was mainly aimed at the elderly; it then addressed all those who share the commitment of civil and social solidarity.

### **Acli – Associazioni cristiane dei lavoratori italiani (1994)**

Founded by Achille Grandi [7] to curate the religious, moral and social formation of Christian workers. Over time, they have organized cooperatives, rural co-ops, technical and agricultural assistance initiatives, and vocational training courses. Today they are divided into numerous components that interest all aspects of daily life.

## **5. OTHER STAKEHOLDERS**

In Italy, the relationship between third sector organisations and public bodies is characterized by several collaborative experiences built up over the years. Indeed, the reform of the third sector has enabled to establish a model of relationships based on the sharing of powers and responsibilities between the two parties. This makes of the Third Sector the protagonist of changes in territories and communities.

### **Ministero del lavoro e delle politiche sociali - Dicastero del Governo italiano (Ministry of Labour and Social Policies – Italian Government Department)**

The Directorate-General for the Third Sector is established within this department. It is responsible for supporting the activities carried out by third sector bodies, in order to promote the growth of a welfare shared with local institutions, companies and research institutes. The areas of intervention of the department include the dissemination of data and information on the third sector, support for social entrepreneurship, and the promotion of corporate social responsibility.

With the reform, the Ministry is entrusted to issue the Single National Register of the Third Sector and oversee the system of registration of institutions. This aims at ensuring homogeneity and uniformity in the application of the rules on access and permanence in the register.

### **Dipartimento Protezione civile Pcm - Comitato volontariato in P.C. (Civil Protection Department Pcm – Volunteering Committee in P.C.)**

It is a structure of the Presidency of the Council of Ministers. It was founded in 1982 to mobilize and coordinate all national resources to provide assistance to the population in time of emergency. The history of civil protection in Italy is closely linked to the disasters that have struck the country since the 1960s, such as the flood in Florence (1966) and the earthquakes in Friuli-Venezia Giulia (1976) and Irpinia (1980).

The huge difficulties in the rescue and coordination of actions highlighted the need to set up a permanent structure to address civil protection and contribute to the raise of a common awareness for the protection of life and the environment.

Civil protection volunteering rose under the pressure of these great emergencies, too. It combined a religious and a secular matrix, ensuring the right to be rescued with professionalism. Civil protection volunteering is today an extraordinary resource that counts over 5,000 organisations across Italy and more than 800,000 people, active in multiple sectors. Within the National Service there is the National Committee of Civil Protection Volunteering, which is entrusted of ensuring the participation of volunteering organized in the National Civil Protection Service.

### **Dipartimento per le politiche giovanili e il servizio civile universale – Consulta Servizio Civile (Department for Youth Policies and Universal Civil Service - Civil Service Committee)**

It is the support structure for the President of the Council of Ministers. It promotes and connects government actions aimed at ensuring the implementation of policies in favour of youth, and in the field of universal civil service and conscientious objection.

The Universal Civil Service is aimed at the un-armed and non-violent defense of the homeland, the education, the peace among peoples, as well as the founding values of the Republic. It enhances the role of the country's active youth policy.

### **Ministero dell'Istruzione, dell'Università e della Ricerca (Ministry of Education, University and Research)**

The school is the ideal place for the civic training of girls and boys. Over the years, the encounter of the school and volunteering has given space to important experiences that have seen different associative realities becoming important actors throughout the national territory. These include the three-year memorandum of understanding signed in 2020 between the Ministry of Education and CSVnet to promote volunteering, and the values of solidarity and active citizenship throughout the school system.

Since many years, the CSVs have been central in building collaborations between the school and solidarity worlds. In the 2018-2019 academic year alone, the centres promoted 219 voluntary initiatives in schools, with the involvement of almost 1,800 institutions, over 118,000 students, 4,741 teachers and 3,429 non-profit institutions.

### **Ministero della Giustizia – Dipartimento esecuzione penale esterna (Ministry of Justice – Department of External Criminal Enforcement)**

Italian law recognizes different types of unpaid activities in favour of the community. Among these, there are two institutions that link courts and non-profits coordinated by the Ministry's Department of Juvenile and Community Justice. These are the Probation Scheme - which provides for the suspension of the trial for minor crimes in exchange of social activities - and the Public Utility Works, aimed at convicts (10) who can serve their sentences by committing themselves to works in favor of the community.

The latest data released by the Department of Juvenile and Community Justice, confirm the success of this type of measures. In 2019 alone, there were 40,000 cases taken in charge, and over 7,000 agreements signed between courts and public and non-profit bodies. These also include the Service Centers for Volunteering that in recent years have played a bridging role between the External Criminal Enforcement Offices and the local associations willing to welcome people affected by these alternative measures to prison.

In Italy, the penitentiary volunteering is also widespread which involves about 20,000 people (according to the latest report of the Antigone association). Associations generally operate independently, or meet in larger organisations, such as the National Justice Volunteer Conference.

### **Ministero della Salute (Ministry of Health)**

In Italy, volunteering is also widespread in the health and hospital sector. It ranges from volunteers working in ambulances or emergency vehicles, to clown doctors operating in hospital lanes and rooms to brighten up the days of hospitalized patients. The latest update of Istat dates to 2018 - released in 2020 - counts the presence of more than 12,500 associations engaged in health – this figure accounts for 3.5% of the total. This area of volunteering is very active and engage the 23.5% of the Italian organisations in this sector as well as 428,000 volunteers.

## 5. FUNDING OPPORTUNITIES

Volunteering is assisted by a number of mechanisms provided for in the national legislation. First, volunteering service centres are supported by the Single National Fund, which in its turn is powered by:

- Annual compulsory contributions which are calculated by foundations of banking origin when financial statements are approved;
- Banking origin foundations which pay supplementary contributions requested from the National Control Body. This payment is released only if the annual compulsory contributions are not sufficient to cover the costs of the CSVs' system.

### DONATIONS BENEFITS

The Italian non-profit is largely financed by donations (or liberal donations), one of the ways in which the third sector body can raise funds or assets in kind to be allocated to its activities of general interest.

Donations made to third sector institutions are deductible or deducible from income tax in different ways, depending on the payer and the receiving institution.

If a physical person makes the donation, they can opt for a deductibility in cash or in kind - amounting to a maximum of 10% of the total declared income - or for a deduction of 30% of the donation itself (35% if the donation is made to a Volunteering organisations) on an amount up to 30,000 euros.

On the other hand, with donations made by institutions and companies, it is only possible the deduction from taxable income, up to a limit of 10% of the total declared income by the paying entity. Liberal donations can also be made in kind. There is also a rule for the donation of goods such as food surpluses, medicinal products, dressing articles, hygiene and personal care products, books and related supplementary media, and other products [9].

### TWO FORMS OF DONATION: 5 x1000 AND 8x1000

Italian legislation has established two specific forms of stable support for Third sector organisations. The first one is 5x1000, a method that allows taxpayers to donate a percentage equal to 5 per thousand of the Irpef tax to entities that carry out socially relevant activities. This procedure is undertaken at the same time of the presentation of income tax declaration. Apart from Third sector bodies, also municipalities, scientific or health research bodies, and amateur sports associations can access 5x1000.



The 8x1000, on the other hand, is the share of income tax subject to Irpef that the Italian State distributes according to what the registrants agreed, in relation to the 12 religious' denominations, in the income tax declaration. These funds are used for cult, social and cultural purposes, and are used to finance the activities of non-profit organisations.

### **PUBLIC FINANCIAL RESOURCES FOR THE THIRD SECTOR**

The reform provides for a comprehensive system of incentives and funding for activities of general interest carried out in the third sector. First, the Ministry of Labour and Social Policies establishes a fund to support projects and activities of general interest, promoted by voluntary organisations, social advancement associations and foundations of the Third Sector.

Additionally, since 2017 the financial resources of the National Fund for Social Policies, -under the Ministry of Labour and Social Policies - have been transferred to a specific expenditure chapter included in the programme called "Third sector (associations, volunteering, non-profit and social training) and social responsibility of companies and organisations", as part of the mission "Social rights, social policies and family".

The Minister of Labour and Social Policy determines which Third Sector bodies benefit from the resources, the objectives, the priority areas for intervention, the activities that can receive funds and the allocation of resources to:

- support the activities of voluntary organisations;
- support the activities of social advancement associations;
- contribute for the purchase of ambulances, motor vehicles for health activities and capital goods by voluntary organisations.

In addition to these, other forms of public support for the third sector are:

- the obligation of the State, regions and autonomous provinces to promote appropriate initiatives to facilitate access for third sector bodies to the European Social Fund and other European funding for projects with institutional aims;
- Access to credit and social lending (a form of financial loan between private parties, also called lending based crowdfunding, through which - using online platforms - a plurality of subjects can request to a plurality of potential lenders, repayable funds for personal use or to finance a project), the dissemination of solidarity securities (bonds and other debt securities or certificates of deposit, which credit institutions can issue to raise money with the obligation to use capital to finance the institutional activities of the Third Sector bodies) and other forms of social finance aimed at objectives of social solidarity objectives, as well as the raising of capital for social enterprises;

The opportunity for public bodies to enable the use of their properties in favour of Third Sector bodies. Particularly, with concessions, it is possible to assign to the Third Sector bodies the use of unused public buildings, including confiscated assets from organised crime. In this case, there are also forms of tax incentive for Third Sector bodies wishing to submit projects for the recovery of such assets (social bonuses). Public authorities may also grant public premises in the form of loan or, lend them for individual initiatives in a non-onerous form.

Finally, the reform established the Fondazione Italia sociale as a non-profit participation foundation, with the aim of supporting, through the contribution of financial resources and management skills, the implementation and development of innovative interventions by third sector bodies. It is specifically aimed at the most disadvantaged territories and subjects, and it has been operational since December 2017 as a legal entity under private law.

### **IID OBSERVATORY TO SUPPORT NON-PROFIT**

Since 2004, the Italian Institute of Donation has been active in the country. It ensures that the work of non-profit organisations is in line with internationally recognized standards and meets criteria of transparency, credibility and honesty. Since 2006 it has been a member of the International Committee on Fundraising Organisations (ICFO). In 2009, the Institute created an Observatory that undertakes research on topics of interest to the sector. In particular, it conducts annual monitoring of sources of non-profit funding and donations.

### **INFOBANDI**

A source of ongoing financing for Third sector organisations are the calls for grant proposals. They are issued by public or private bodies at local, national or European level. Among their services, many CSVs offer to Third Sector bodies, the support for seeking funding and submitting projects. Infobandi is the platform created in 2016 by CSVnet to support the Third Italian sector in the search for funding opportunities. The portal collects in a single database the main European, international and national funding opportunities. The language used is Italian. Since its launch in July 2016, more than 600 call cards have been published. These cards collect the key elements of each call to help potential beneficiaries understand the funding opportunity and reach the paying institution's website.

### **SOLIDARITY LEGACIES**

The culture of solidarity has been wide spreading in Italy. Choosing to make a testament of solidarity means nominating in your will, as heir (inheritance) or legatee (bequest), one or more associations, organisations or bodies.



The Solidarity Testament Committee - which brings together 23 of Italy's largest non-profit organisations - noted in a 2021 survey that more than 90% of the entities surveyed had recorded a steady increase in requests for information on bequests in the previous 5 years. Of these, 39% reported an increase in 2020, the year of the Covid-19 pandemic. The testament of solidarity is a simple and non-binding gesture, which can always be modified, without harming the legitimate rights of loved ones and family members.

According to the Committee's analysis, nearly half of nonprofits in 2021 continued to receive bequests of small, medium, and large entities. Moreover, Italians who choose to make a testament of solidarity often do not indicate specific projects to be supported but leave the ONPs free to use the funds for the most important or most urgent interventions. This has been interpreted as an indicator of great confidence in the work of the organisations.

## 7. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Becoming a third sector body involves a series of facilities. However, it is of utmost importance to always ensure greater transparency, greater attention to procedures and the management of activities, and readiness and openness to publicity. The first means of publicity and transparency provided for by the legislation is the single national register of the Third Sector, a public database which enables access to the main data on third sector bodies.

Among the administrative information provided for in the new legislation, there are a number of obligations relating to the accounting records. In particular, there is the balance sheet or statement (depending on the size of the institution) in which charges and revenues are reported. This allows to get to know about the economic and management performance of an institution. Additionally, the reform provides another fundamental instrument for understanding the effectiveness of the action of a Third Sector body: the social budget. It is a reporting tool that takes into account the social impact of the institution and its activities.

The Third Sector bodies are also subject to a series of checks to verify the registration requirements for the single national register of the Third Sector; the fulfilment of all related obligations; the pursuit of civic, solidarity and social utility objectives; and the correct use of the resources used. In some cases, there is also a supervisory body or legal auditor.

### 8. REFERENCES

- (1) The previous legislation (Framework Law 266/1991) defined "voluntary activities" as "provided in a personal, spontaneous and freeway, through the organization of which the volunteer is a member, not for direct or indirect profit, and exclusively for the purpose of solidarity". The current legislation, on the other hand, places the emphasis on the person who volunteers and not on the activity itself.
- (2) Legislative Decree 117 of 2017 (Third Sector Code)
- (3) In 2018 CSVnet publishes the book-reportage "Twenty years of service. History of the Csv 1997-2017" on the first 20 years on the history of volunteering service centres.
- (4) Submitted in Rome in 2001, at the end of the International Year of Volunteers, the "Charter of The Values of Volunteering" describes the shared identity and purposes of Italian volunteering, through a 24-point statement. It is divided into three sections: founding principles, the role of volunteers and the role of voluntary organisations.
- (5) Published in 2008, the Charter of Representation aims to contribute to the quality and effectiveness of agreements involving third sector bodies. It begins with the "premises of volunteering" and it is divided into 9 "principles" that base concrete and illustrative "commitments" for representatives and those representing. The project, initially promoted by the CSV of Genoa, was then adopted by CSVnet and became national.
- (6) "Volontariato e nuovo welfare. La cittadinanza attiva e le amministrazioni pubbliche". Renato Frisanco. Carocci editore, 2013
- (7) Achille Grandi was an Italian politician and trade unionist, co-founder of the CIL and CGIL trade unions, deputy of the Italian People's Party and then of the Christian Democracy.
- (8) Rai – Italian Radio and Television S.p.A., is the exclusive concessionaire of public broadcasting service in Italy.
- (9) The products are listed and defined by Art. 16, c.1 of Law 166/2016.
- (10) This opportunity is open solely for convictions regarding the Single Convention on Narcotic drugs and traffic violation.