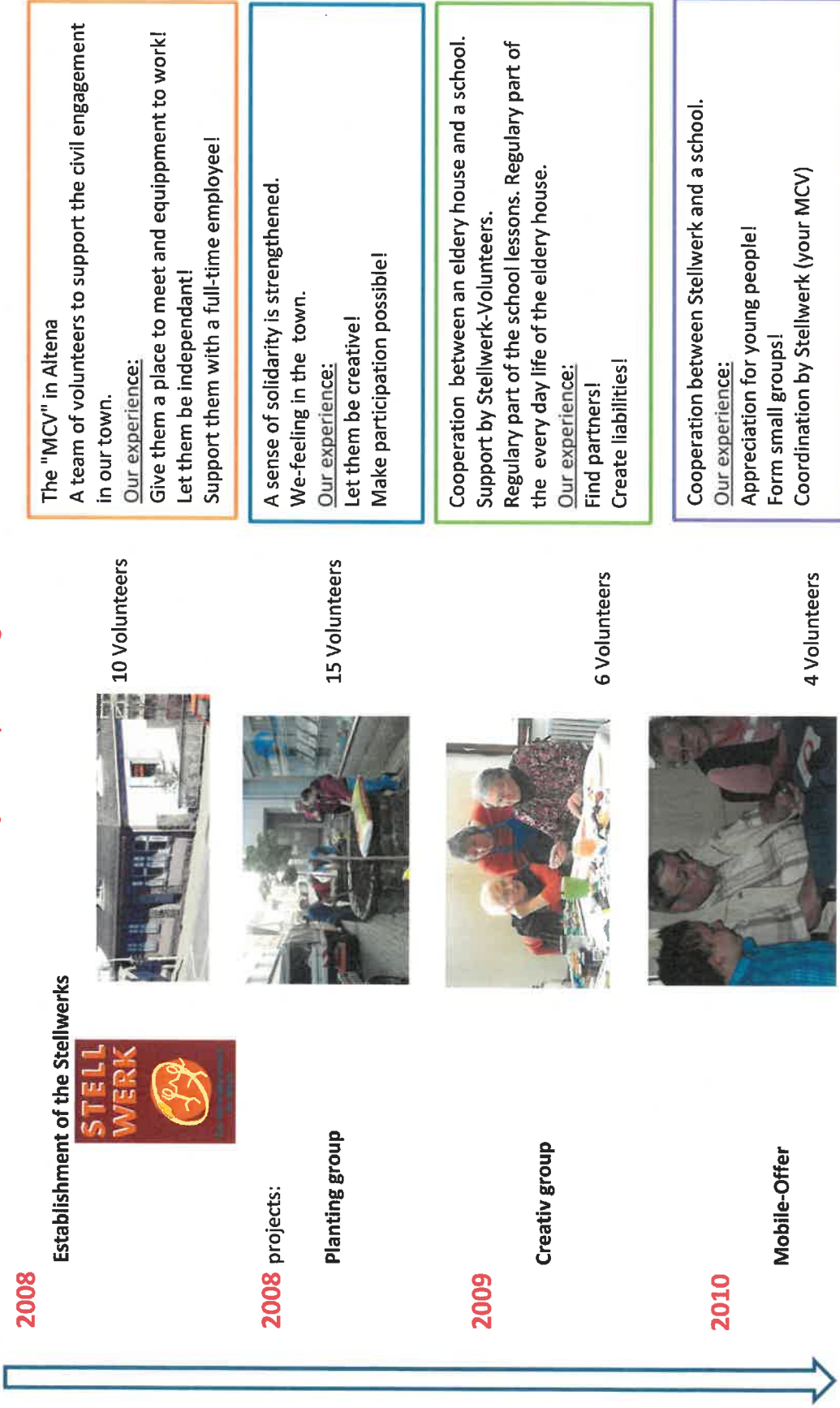


Further development of the STELLWERK with the support of the URBACT network "Volunteering Cities"

A journey through time



2012

Repair Café



8 Volunteers

Great public interest!
Innovative project idea!
New volunteers!
Our experience:
Appreciation of the volunteers!
Coordination by Stellwerk (your MCV)!
Accompany the volunteers!

different projects



Our experience:
Suggestions from the population are taken up and implemented, e.g. Lectures!
Do public relations work e.g. participation in the Christmas market!
Cooperate with other institutions, e.g. B. "Dance-tea"

2015



Refugees
Altena has taken in 100 additional refugees . More than 400 refugees in town.
Great empathy in the population!
React to external events!

Language Courses



15 Volunteers

Great public interest.
High appreciation of the volunteers.
Great load on the volunteers.
Our experience:
Support and protect the volunteers!
Don't let them feel alone!



**"Kürmerer"
Take care of refugees**



50 Volunteers

High public interest.
High appreciation of the volunteers.
Great load on the volunteers.
Our experience:
Support and protect the volunteers!
Don't let them feel alone!
Find professional support (supervision) for them!

Second hand Wardrobe



25 Volunteers

A second hand shop for people in need.
Fixed structure through fixed opening times.
Participation is also possible for a short time.
Our experience:
Make participation possible!
Coordination by Stellwerk (your MCV)!



2018

Stellwerk coordinates volunteers - but a lot of the volunteers are overloaded because they are involved in many projects and they are of an old age. Therefore:
Stellwerk needs new and young volunteers!!!



Participation in the URBACT transfer network "Volunteering Cities"
Athienou (Cyprus): Lead Partner (Good practice) with the Modules:

- M1 Participate Governance
- M2 Increase Intergenerationaly
- M3 Increase Volunteering Actions
- M4 Corporate Citizenship

Focus in Altına:
Finding young and new volunteers and integrating them into the Stellwerk.



New label



We create a new label for young people.
We create a facebook account.
We invite young people for an event.
Our experience:
Speak to young people with their own words.
It needs a lot of time to reach them!



M3 Increase Volunteering Actions (specially with young people)

To reach young people a new label was developed. It should stand out from the Stellwerk but still show a connection. At a career orientation fair, young people were targeted and invited to a "Breakfast at 3". The response was very low. The subject was kept too general and did not appeal to the young people.



10 volunteers

Our idea:
We are opening a new shop in town (vacant shop).
Topic: Swap.
Our hope:
Young people will join this idea.
Our experience:
Great public interest but only a few new volunteers!

2019 Swap-Shop "TauschRausch"



M3 Increase Volunteering Actions (specially with young people)

With the TauschRausch store, we wanted to attract young people to a project idea: sustainable exchange instead of shopping. The shop was lovingly furnished and opened. A group of volunteers took over the weekly opening hours and 2 young new volunteers got involved. There was great public interest in the project. Since many shops



**Smartphone-Offer
Tablet-Offer**



8 volunteers

A new cooperation with a school.
An intergenerational project.
Our experience:
Mandatory participation of the students!
Great response from the population!

M2 Increase Intergenerationaly

M3 Increase Volunteering Actions (specially with young people)

We received inquiries from the population: Elderly people wanted to learn how to use smartphones or tablets. Inspired by the Urbact experience, we approached a school again. The secondary school has accepted and 8 young people have been teaching regularly since then. The contact of young and old is beneficial for both.

Social committee



Participation in the social committee of the city of Altena. Presentation of the "Volunteering Cities" project and the activities and plans of the Stellwerk.
Our experience:
Politicians have promised support.
Great recognition for the services of the

M1 Participate Governance

The Stellwerk is independent and would like to use it. A closer connection to the city and to politics is desirable. The presentation in the political committee for Social Affairs contributed to transparency and networking. The politicians carry the information into their institutions.

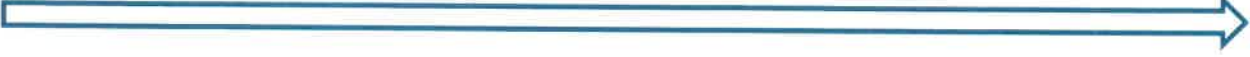


**Swap-Events
in the "TauschRausch"**



5 volunteers

Once a month we celebrate a "Swap-Event" with swap topics (flowers, toys, christmas decorations,...) in the TauschRausch-Shop.
Our experience:
Great public interest!
A good chance to get in contact with people!



2020



M3 Increase Volunteering Actions

The exchange events were very popular among the population. 5 new volunteers got involved in the events and passed on the idea of swapping.

Covid-19

The corona pandemic brings public life to a standstill. Offers by and with volunteers no longer take place.

Altena helps



65 Volunteers

Shopping help in Corona times.
Volunteers take over shopping for citizens!
Coordination by Stellwerk!
Very willingness to help in the city!



M3 Increase Volunteering Actions

We have made the experience that we can address new people with specific project ideas. So also in this case: The call via the press, homepage etc. to help other people in the pandemic was heard by many.

Easter pictures for the elderly house



Children painted pictures for persons in the elderly house.
Our experience:
A sign of hope!
Thoughts on the situation of other!



M2 Increase Intergenerationally

We drew attention to this project through the press, facebook and homepage. We also contacted the schools. A small project with a very positive effect! Contacts have been made for the Stellwerk that can be used later.



Sewing masks



6 volunteers

Masks were sewn and distributed at the weekly market.
Our experience:
Personal addressing of people who can do something special (sew)!



M3 Increase Volunteering Actions

To reach people you have to address them! In this case, too, we pointed out a specific project and asked who could participate.

"Pen and Paper"



Participation in the Germany-wide "Pen and Paper" campaign.
Mediation of pen pals between young and old.
Our experience:
Participation in projects is a good way!
You don't have to invent everything yourself!



M2 Increase Intergenerationaly

A nice Germany-wide project idea in which Stellwerk was happy to take part: Young people register in a database and are then assigned a senior in Germany to whom they want to write a letter. The Stellwerk only

2021

Food sharing
"Tafel"



55 volunteers

A big step for the Stellwerk: They open the foodshare platform "Tafel" in Altana. Stellwerk has to coordinate more than 55 new volunteers in a strict way (driver, food reception, food distribution,...). With the support from the town hall. To give food for people in need!



The establishment of a "Tafel" is of great importance to Altena. The institution "Tafel" has a high social value. Voluntarily helping at the "Tafel" is very socially recognized. The Stellwerk team has a great challenge to overcome under Corona conditions. Networking with other charities is urgently needed and will be made up for after the pandemic.

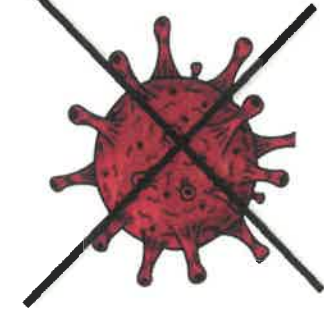
M3 Increase Volunteering Actions

Through a call in the press, over 50 new volunteers have signed up for the Tafel work.

M4 Corporate Citizenship

The establishment of the Tafel generated a lot of donations. Not only private individuals but also companies and banks

... and the journey goes on



The corona pandemic has changed civic engagement in Altena: Many projects are currently not being carried out, but other projects have been created.

Unfortunately, many plans from the Urbact project have not yet been implemented:

The Stellwerk should be more open. Public meetings of the team should be held.

Children and young people should be addressed specifically. For this purpose, visits to day care centers and schools are to be carried out in order to develop joint projects.

The exchange with the other European cities in the network has given a lot of impulses that can still be implemented, when the situation make it possible.