



# volunteering cities+ roadmaps

Municipality of Banská Štiavnica

31 Oct 2021



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## SECTION 1: Introduction and policy context

### 1.1: Introduction and city profile

Banská Štiavnica is historic mining town located in Banská Bystrica Self-Government Region (Central Slovakia). It is also the seat of Banská Štiavnica district. In 1993 Historic Town of Banská Štiavnica and Technical Monuments in its Vicinity were included in the UNESCO World Heritage List. Once a rich mining town, when the mines were closed down, transformed into a tourism destination and since 2011 it has belonged to the most visited places in Slovakia. Several national institutions and schools are located here but citizens are employed primarily in tourism services or travel for work to close bigger cities (Banská Bystrica, Zvolen, Žiar nad Hronom).

The total number of citizens (31. 12. 2020) was 9 926.

In 2020, home care service by the municipality was provided to 53 clients. Municipality also provides one-time financial help for fundamental necessities, wood, health care, clothes and shoes for children, groceries etc. In 2020, this kind of help was provided in 63 cases. Social loans were provided in 29 cases. There are 373 unemployed people in Banská Štiavnica, 27 out of them are young unemployed (by 26 years old). Currently, 42 disabled people in Banská Štiavnica and 163 recipients of benefits in material need (31. 10. 2021).

#### Distribution of the population by age group

AGE	0 – 14	15 – 64	65+
POPULATION BY 31. 12. 2020	14,15 %	67,64 %	18,21 %

As many towns and cities, Banská Štiavnica also faces depopulation (young people leaving the town to bigger cities or abroad for work or studies) and aging population. In the current pandemic situation, number of the unemployed increases due to declined business activity. The high season is strong but the rest of the year employers struggle to survive.

Using good practise transfer, Banská Štiavnica aims to inspire young people to volunteerism the result of which is to help people in need without financial benefits and also to inspire businesses to financial or non-financial support.

### 1.2: Need analysis in the territorial context

During ULG meetings, we found out that volunteerism in Banská Štiavnica is active but poorly promoted. Various institutions (schools, kindergartens, Slovak Mining Museum, NGOs, individuals) organise volunteering activities through which they help people in need, commit intergenerational cooperation or are related to protection of environment. However, there is a participative coordination of volunteering activities missing.

As far as volunteerism is concerned, we would like to work on intensifying intergenerational cooperation and mutual activities of seniors and young people/children from kindergartens, primary and secondary schools and well as promotion of volunteering initiatives and activating not only young people. We also aim to increase involvement of businesses in volunteerism and their financial or non-financial support through which they can be more involved in the life of the community.

## SECTION 2: The URBACT Good Practice

### 2.1: The Good Practice in summary

#### Background information

The Municipality is located at 149 m a.s.l and it has a population of 5017 inhabitants (Census 2011). Although it has increased 11 inhabitants/km<sup>2</sup>, Athienou is still a low density territory with a population density of 77,9 inhabitants /km<sup>2</sup>.

The composition of the population by age group is rather reasonable when comparing with many other European municipalities. However, Athienou is not an exception in what regards the ageing population trend when comparing the data of both Census 2001 and 2011, respectively 1013 people versus 853 in the group 0 – 14 and 687 people versus 491 in the group 65+.

**Table 1: distribution of the population by age group**

Ages	0 - 14	15 – 64	65+
Census 2011	17%	69%	13,7%

The main economic activity of the territory is related with the intensive livestock farming and the cereals production. Although the economic activity is distributed by 60% of premises in the tertiary sector, 23% in the Secondary and 17% in the Primary Sector, the activities in the Secondary and the Tertiary sectors are often related with the livestock farming and the cereals production. Only 8% of the premises belong to the tourism and catering sector and to other service activities.

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> <li>• High social cohesion retaining the population and can help to attract new residents and visitors</li> <li>• Major production and processing of livestock and agricultural products</li> <li>• Rich archaeological and historical/religious heritage a potential to be exploited</li> <li>• Wealthy business community (especially the associations of cattle breeders and of cereals producers)</li> <li>• Structured, participated and coordinated social Municipal Programmes (MCV)</li> <li>• Intergenerational activities fostering the sustainability of the volunteering model</li> </ul>	<ul style="list-style-type: none"> <li>• More than 65% of the territory is under Turkish Occupation</li> <li>• High degree of isolation due to the location in the “Dead Zone”</li> <li>• Insufficient accessibility due to the occupation</li> <li>• Lack of a link between research/education and the production processes to foster more entrepreneurship in agriculture</li> <li>• Insufficient Tourism coordinated Initiatives</li> <li>• Lack of economic diversification to allow young people to have employment</li> </ul>
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> <li>• Utilisation of cultural heritage to increase the recreation possibilities and increase the tourism attractiveness of the territory</li> <li>• New schemes to attract new families (entrepreneurship, housing, recreation, sports)</li> </ul>	<ul style="list-style-type: none"> <li>• Difficulty in attracting new residents, namely young couples</li> <li>• Migration of the young active population to work</li> <li>• Increasing elderly population</li> </ul>

<ul style="list-style-type: none"> <li>• More active development of NGOs generating social innovation entrepreneurship</li> <li>• Research around the livestock and farming to activities</li> <li>• Emotional attachment of young people to the territory</li> </ul>	<ul style="list-style-type: none"> <li>• Eventual health problems due the intensive livestock farming</li> <li>• Lack of opportunity of using the primary production and processing as a tourism factor</li> </ul>
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The Municipal Council of Volunteerism (MCV) in Athienou, the core element of the Good Practice, was established in 1970 in the context of a national Programme. With the exacerbation of the social problems that followed the Turkish occupation of a northern part of Cyprus it was necessary to rethink the model and to give it a more comprehensive role.

The MCV is institutionally integrated under the Regional Council of Volunteerism, which in turn is integrated under the National Coordinating Committee for Volunteerism. The entire institutional structure is supported by Welfare Office, Ministry of Labour and Social Insurances. Despite the institutional structure, the MCV has a very high degree of autonomy in deciding and implementing actions. The integration with national authorities provides support, standards, monitoring and auditing services, and additional resources.

Private stakeholders are companies and individuals with a high degree of social responsibility and citizenship that provide funding and volunteering resources. Some of these stakeholders are not represented in the General Assembly of the MCV but they are in constant collaboration with its members.

### Description of the Athienou Good Practice

Athienou has, since 1974, a special status with its urban area within the buffer zone controlled by the United Nations and with 80% of its rural area under Turkish occupation. This situation creates a difficult accessibility and, consequently, isolation. Many people were in need to restart their lives and volunteerism was one of the main tools used to forge and sustain social integration and as a result to achieve social development and growth.

Athienou today has a highly functioning society because its particular situation reinforced the territory social cohesion that was already a tradition. The established MCV was a great opportunity to develop further the solidarity through an intensive volunteerism practice, giving Athienou a real self-organised citizenship scheme aiming social inclusion and reduction of poverty.

The total number of MCV General Assembly members is 48, all elected and each one paying a fee of 10Euro/year to be a member, and this Assembly elects an executive Committee with 10 members chaired by the mayor, the 11th member. All the 48 members, including the 10 of the Executive Committee members are volunteers.

The members of the MCV understand the aim of the Council mainly based on three big objectives:

- a) To identify the people's social problems by collecting information from various sources
- b) To find solutions for the problems
- c) To raise the necessary funds to implement the solutions

Due to the composition of the MCV there is a wide range of possibilities of mapping the social problems namely through the teachers and the social workers. Athienou is a small city with a big tradition in solidarity among its members since everybody knows each other. Already in the old days the families joined together to help each other building their houses. There is a high engagement of people in the MCV activities and the fact that the Committee is elected reinforces the legitimacy and acceptance of its members.

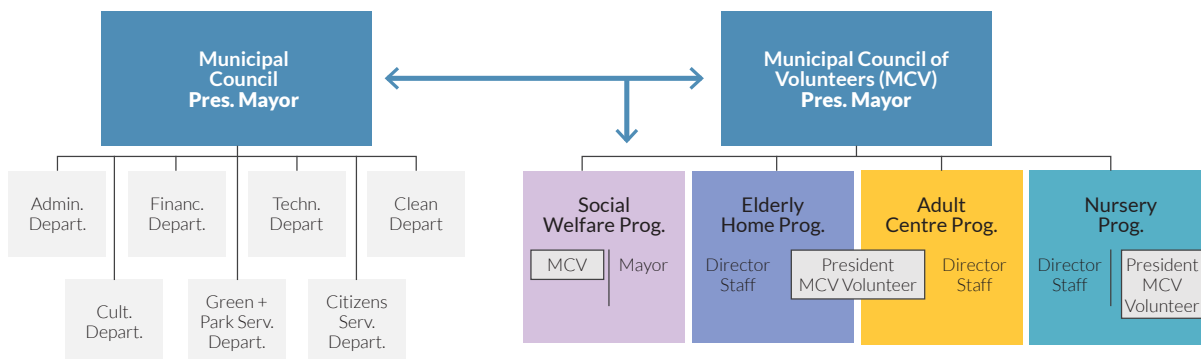
The MCV operates four programs, all of them in the Municipal sphere:

- i) the “Kleanthios Elder Hous” (established in 1983),
- ii) the “Konstanileneion Center for Adults” (established in 2001);
- iii) the “Municipal Nursery Center” (established in 1991); and
- iv) the Social Welfare Committee (established in 2012).

Besides the General Assembly, each member of the community can be a volunteer and take part in the Volunteering actions approved by the MCV. Volunteers declare their participation interest either towards the programs or the MCV itself. The MCV and its programs maintain a network of citizens/volunteers that informs the community about the various decisions and actions.

The MCV uses a bottom up approach promoting vertical and horizontal integration allowing volunteers to take decisions but within structures closely related to the Municipality itself (vide diag.1).

**Diag. 1:** Relationship between the Municipal structure and the Municipal Council for Volunteers



The participating teachers have a big role in launching activities to foster and keep the spirit since they can involve the children to ensure reproductive cycles and to reach the families through the children and young people. Likewise, the church due to the high involvement of the families is also an important player. Initially, the MCV had a strong political orientation but later it was decided that social problems should be considered by itself without political interference.

#### Key achievements of the Volunteering Initiative in Athienou

- It has increased the resilience of the territory by promoting common goals and activities that reinforce the social cohesion
- It increased the number of services being provided to the population, especially those that are in need, without increasing the financing burden of the social protection policies

- It brings together individuals of different generations that can learn and share with each other allowing the sustainability of the initiative through the young people and a better quality of life to elderly people.
- It has given a high visibility to Athienou at national and European levels with indirect social and economic impacts
- It has raised the social balance among all the citizens of Athienou since it brings support to those that, by themselves, could not reach an acceptable quality of life (home care, meals, transportation to health care needs, etc)

#### Key success factors

- High social cohesion among the population from the territory (even emigrated)
- Geographical location between Nicosia and Larnaka (airports)
- Wealthy business community due to the major production and processing of livestock and agricultural products (60% of the national production)
- High sense of social responsibility from the side of the business sector
- Rich archaeological and historical/religious heritage that has been exploited (especially the associations of cattle breeders and of cereals producers)
- Structured, participated and coordinated social Municipal Programmes under the Municipal Council for Volunteers including elderly care (residential and home based, nursery for children and welfare support)
- Intergenerational activities fostering the sustainability of the volunteering model of Athienou

#### **Development of the Good Practice since the first Transfer Network**






Below the table of lessons learned by Module and the consequent improvements introduced in the GP (Guide Transfer produced in the first wave)

M	Lessons Learned with Transfer	Improvement Introduced
1	Structure of CLAS - Arcos De Valdevez  Operation of Stellwerk - Altena	Creation of Municipal Office of Active Citizenship and Volunteerism
1	URBACT secretariat for Transfer Networks	Update communication material and communication strategy
2		Develop new policies/programs: program for the engagement of people with disabilities
2	Volunteering activities involving schools in Pregrada	Collaboration with schools
2	Overall Transfer Process	Document intergenerational and other volunteering activities

3	All partners discussion in Altena transnational meeting	Volunteering Certification to increase number of Volunteers
4	Social responsibility and SDGs	Branding of the Good Practice of Volunteerism

### Good Practice's potential for transfer

In the first wave network, there were 5 transfer elements that constitute the Good Practice and allow the partial or global transfer of it. The set of Thematic Modules that can facilitate the transfer are:

	Thematic Modules	Name/Transfer Element	Objectives
	M1	Participative Governance	Achieve coordination of volunteering actions and increase participative mechanisms
	M2	Increase Intergenerationality	Increase the activities with young and elderly people
	M3	Mobilize Young volunteers	Attract young people to volunteerism and increase their community participation
	M4	Corporate Citizenship	Increase involvement of companies in volunteering through citizenship
	O1	Social Entrepreneurship	Tackle unemployment

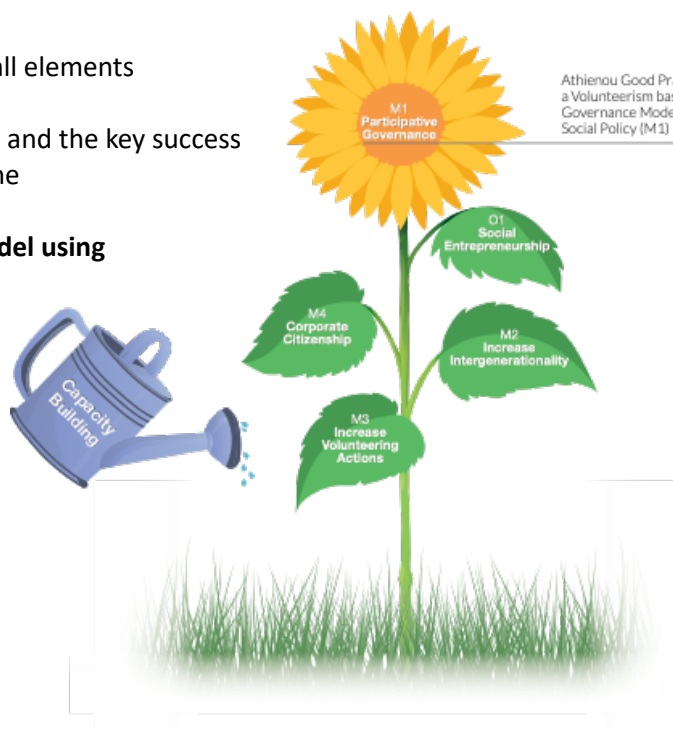
The Modules 1 to 4 were considered essential for reaching a wide participative Governance Model of Social Policy based on Volunteering. However, each Partner can also opt by transferring only part of the Modules. The O Module is an additional one that can emerge from the interventions in the other Modules as happened in two cities in the first wave. But it is not essential to the fully transfer of the GP.

**MODULE 1** is the final Goal: to change the Municipal Social Policy Model of Governance. Modules 2,3,4 and O are the necessary intermediary objectives to reach the final Goal as illustrated in the Sunflower diagram.



The first wave network has proved that all elements of the GP can be successfully transferred and the key success factors by each Module can be seen in the

**“Transfer Guide Social Participative Model using Volunteerism”** produced by all partners.



Athienou Good Practice is based on a Volunteerism based Participative Governance Model for Municipal Social Policy (M1)

## SECTION 3: Our Starting Point

### 3.1 Local challenge and how we have addressed it

The problem of volunteerism in Banská Štiavnica lays in insufficient motivation of volunteers or lack of experience in taking care of seniors and people with serious health problems/condition or mentally and physically disabled people. There is also participative coordination of volunteering missing to improve efficiency of use of resources. Intergenerational cooperation functions well and is maintained through activities of schools, Slovak Mining Museum, Mária Senior House, Seniors’ Club etc. Unfortunately, the pandemic cancelled all activities. Initiatives carried in individual areas are described in 3.3.

### 3.2 Our motivation

Motivation for the Municipality of Banská Štiavnica was the fact that we have no experience in volunteerism and had no information about volunteering activities/initiatives that take place in the town through various stakeholders. Municipality had the intention to activate young people in volunteerism, intergenerational cooperation and businesses in social responsibility. On the ULG meetings we learned that volunteering is active and liveable but not sufficiently promoted and is not systematic but rather one-time. Due to pandemic situation, most of the activities have been cancelled and that is why it is necessary to find suitable ways to reactivate them and make them sustainable. In our opinion, intergenerational activities are on high level and it would be good to use modern ICT to reactivate the initiatives via online meetings/events.

### 3.3 Our assests and barriers

In Banská Štiavnica, there are several project and initiatives in which volunteers are involved and are organised by various stakeholders, e. g.:

**Šobov Community Centre** – educational activities related to cultural and natural heritage organised for children and young people from MRC and other socially excluded groups, they also collect garbage in nature on their hikes; volunteers help to educate people about health protection, hygiene, financial literacy, waste management, help children with their homework, develop their creativity.



*Pic. 1: Children from Šobov Community Centre (photo: @KC Šobov)*

**Individual volunteering help** – basic groceries shopping; clothes, toys, household equipment collections; help with household works; transport of material/wood or moving house; help with documents and offices; financial help; motivational talks with seniors, money collections in churches etc. This volunteering help is provided with the assistance of the Department of Social Affairs of the Municipality of Banská Štiavnica.

**Margarétka Civic Association** – civic association working with mentally and physically disabled children and people with the occasional help of volunteers. However, they are not motivated and after the first visit/experience with disabled people never come back because they find out the work with disabled people is physically and physiologically demanding. The association needs volunteers on weekends to spend time with their clients.





*Pic. 2, 3, 4: Life in Margarétka Civic Association (photo: @Margarétka)*

**Kindergarten on 1. May Street** – organises intergenerational activities such as St. Nicolas packages for seniors; children performances on various cultural events held for seniors; seniors come to the kindergarten to read fairy tales or tell stories to children etc.



*Picr. 5, 6: Sports Day – children and seniors (photo: @MŠ 1. mája)*

**Samuel Mikovíni Secondary Industrial School** – volunteering activities related to protection of environment

**Seniors' Club** – active in volunteerism as receivers and providers of volunteering help, primarily in intergenerational cooperation they are interested in more intense cooperation with schools and the Slovak Mining Museum.

**Slovak Mining Museum** – organises various events with the help of volunteers such as Generations Meeting at the Old Castle – gathering of seniors, children and students accompanied with commented tour of particular expositions, cultural program performed by all generations and refreshment and discussions; the Earth's Day (22 April) – museum's employees voluntarily work on minor environmental issues – they clean premises, public spaces and green spaces around museum's buildings. In 2020, the team of volunteers planted trees in collaboration with Municipal Forests, s. r. o.; Green Museum – an initiative aiming to contribute to environmental justice, decreasing carbon footprint and impact of the climate change – volunteering activities on the level of clothes, toys, school supplies, detergent collections, swap meets; the museum has prepared a project dealing with

creation and sharing a community biogarden in Kammerhof with cooperation of the museum, Mária Senior House and pupils and teachers from Primary School for Children with Special Needs. The biogarden would consist of decorative and utility parts including fruit trees, vegetable and herb garden beds.

**Obr. 7:** Poster by SMM to promote searching for volunteers



**Obr. 8, 9:** Generations Gathering at the Old Castle (photo: @SBM)



**Obr. 10, 11:** The Earth's Day – tree planting and maintenance work of the museum's exhibitions (photo: @SBM)

As barriers in project implementation, we perceive:

- lack of motivation, most people want to work for money or claim they have no time for volunteerism,
- lack of education or qualification – volunteers have no experience with working with vulnerable groups (seriously ill people/seniors, disabled people etc.),
- continuing pandemic,
- volunteerism is not part of our culture, it is not natural, people are not interested in volunteerism,
- lack of promotion of volunteering activities,
- lack of coordination capacities, ethical code,
- no coordination strategy for volunteers and volunteering activities.

## SECTION 4: Our network transfer model

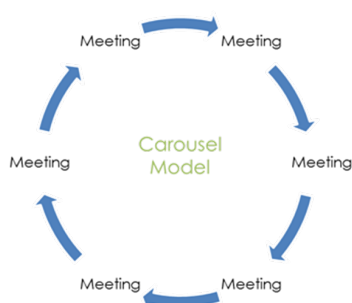
### 4.1 The network methodology

The “Volunteering Cities+ Network“ will follow a Carousel Transfer Model that has resulted extremely well in the first wave. It will cover transnational meetings in each one of the partner cities. This does not exclude bilateral exchanges between partners according to their interests and needs.

In each one of the transnational meetings partners of the first wave will be invited, in presence or online, to give their contribution and reinforce the exchange and learning process.

In each one of the transnational meetings the members of the ULG of the host city will be invited to participate with active roles, aiming the reinforcement of their commitment and ownership.

The intensive contact and collective work of the partners has advantages such as:



- To enable wider enrichment and mutual learning and transfer
- To foster more cohesion in the group of City partners

The transfer will be always modules based with the necessary adaptations to the context (i.e. Legal framework, existing actions and initiatives). Therefore, there was a first identification of the modules and priorities in each partner city. However, the modules will be fully adapted and re-used in the each city context.

After each transnational meeting each partner city will meet again with the ULG to do the “Post-Mortem” and agree the further steps in the light of the meeting conclusions and recommendations.

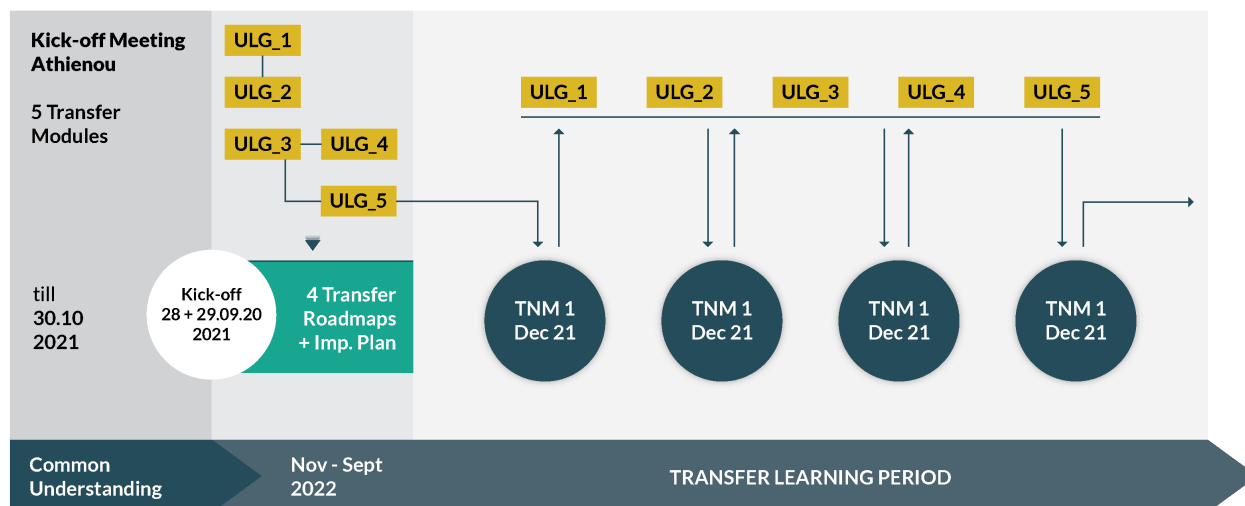
In parallel, Athienou ULG works out a further improvement of the own Model based on the experience and learning process with the partner cities.

The designed methodology is covering all the above mentioned requisites and has the flexibility to be adjusted along the process following a navigation at sight process.

The next diagrams show the methodology of transfer that will be implemented with the activities related to implementation and to share.

Along the whole process there will be a strong joint work with the Lead Expert and online meetings will take place between transnational meetings.

**volunteering  
cities+  
methodology**



## 4.2 Our local level activity

URBACT Local Group is composed of members who represent the following organisations (the list is not definite, there is still possibility to join the group):

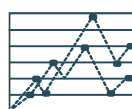
1. Mrs. Nadežda Babiaková, mayor of Banská Štiavnica
2. Mrs. Ivana Ondrejmišková, manager of the Municipality Office
3. Ms. Eva Gregáňová, social affairs referent
4. Mrs. Jana Klára Petr, Community Centre project coordinator
5. Ms. Denisa Virágová, Community Centre worker
6. Mrs. Helena Šušková, Seniors' Club
7. Mrs. Helena Koťová, Margarétka Civic Association, member of the Town Council
8. Mrs. Iveta Chovanová, Slovak Mining Museum
9. Mrs. Emília Jányová Lopusníková, Slovak Red Cross
10. Mrs. Miroslava Bernátová, Mária Seniors' House
11. Mr. Mikuláš Pál, director of the Office of Unemployment, Social Affairs and Family, member of the Town Council
12. Ms. Viktória Mravcová, Samuel Mikovíni Secondary Industrial School
13. Mrs. Dana Kratochvílová, Andrej Kmeť Grammar School
14. Mr. Norbert Ďurdík, catholic priest, Halfway Home manager
15. Mrs. Katarína Harvanová, citizen
16. Mrs. Alexandra Bóková, Kindergarten on the 1<sup>st</sup> May Street
17. Mrs. Renáta Taligová, Živena – Association of Slovak Women
18. Mrs. Beáta Rafajová, Primary School for Pupils with Special Needs

The role of the members of the ULG is to take part in meetings, bring about suggestions about implementation of the good practise and individual modules as well as taking part in the transnational meetings. Their role is also to cooperate on the creation of the documents such as Transfer Roadmap and proposing suggestion in improvement of the current situation in volunteerism in Banská Štiavnica and to cooperate with local stakeholders and project partner on the implementation of the project. The objective of the ULG will also be to find a way how to motivate the stakeholders and businesses to participate in sustainable system of volunteerism and to come up with the coordination strategy of volunteers.

In summary, the objectives of the ULG are the following:



To identify the people's social problems by collecting information from various sources



To raise the necessary funds to implement the solutions



To find solutions for the problems

ULG meetings will be scheduled regularly according to the planned transnational meetings (one before each TNM and one after TNM). The meetings will be attended by the project coordinator, the ULG coordinator and one ULG member. After each TNM ULG meets and the participants of the TNM will inform the ULG members about experience and information they learned in order to implement it on the local level.

#### 4.3 Our role in the transnational level activity

On the level of transnational network, Banská Štiavnica will organised on the 22 November 2021 online meeting, together will ULG members. All project partners, the lead partner and lead expert participated as well as the member of the URBACT National Contact Point in Slovakia. The topic of the meeting was concerned with Transfer Roadmaps and Improvement Plan and their evaluation through Peer Reviews.

Local level and transnational level activities will be interconnected through regular informing ULG members about TNMs outputs, informing the project partners, the lead partner and the lead expert about local activities and through articles in the local newspapers, municipality's website and facebook profile. It is also possible to inform about project activities and ULG activities through the local TV. Simultaneously, we will inform the URBACT National Contact Point in Slovakia.

### SECTION 5: The scale of our ambition

#### 5.1 Our aspiration

The aim of the transfer network on the local level are the following objectives which were agreed by the members of the ULG:



1. environmental protection – volunteers working on removal of waste from nature or around architectural and technical mining landmarks in the UNESCO World Heritage site,

2. work with the MRC and other socially excluded/vulnerable groups on individual level – providing help with everyday activities, homework, assistance in communication with authorities, writing CV, employment process, education in keeping household, finances, personal hygiene etc.,



3. intergenerational cooperation on the community level about cultural heritage and social help: events, handicrafts, games, education, mutual leisure time activities etc.

In relation to the mentioned activities, our interest is to use **Module 2: Increase intergenerationality**, **Module 3: Mobilize volunteers** and **Module 4: Corporate Citizens** – increase involvement of companies/businesses in volunteering. All the modules lead to **Module 1: Social Participative Governance**.



Based on the ULG meetings, members proposed activities they would like to implement or improve and these will be further discussed and realised according to possibilities based on the pandemic situation and restrictions.

## 5.2 Risk management

With implementation of the project, we bear in mind following risks: continuing pandemic situation and related restrictions on events, meetings, travel restrictions, lack of interest of citizens in project. Another risk is that ULG members lose motivation in working in ULG; businesses will not be interested in the project activities. Thus, it will be inevitable to motivate all stakeholders and in cooperation with ULG find a way how to inspire stakeholders to keep the work sustainable. This topic will be among ones discussed on the following ULG meetings.