



# Youth information as a base for youth participation:

Boosting youth participation at local level





## About Youth in Action programme

Youth in Action is the Programme the European Union has set up for young people. It aims to inspire a sense of active European citizenship, solidarity and tolerance among young Europeans and to involve them in shaping the Union's future. It promotes mobility within and beyond the EU's borders, non-formal learning and intercultural dialogue, and encourages the employability and inclusion of all young people, regardless of their educational, social and cultural background: Youth in Action is a Programme for all!

**The Youth in Action Programme aims to achieve the following general objectives:**

- promote young people's active citizenship in general and their European citizenship in particular;
- develop solidarity and promote tolerance among young people, in particular in order to foster social cohesion in the European Union;
- foster mutual understanding between young people in different countries;
- contribute to developing the quality of support systems for youth activities and the capabilities of civil society organisations in the youth field;
- promote European cooperation in the youth field.

**The Programme is structured around 5 Actions:**

- Action 1 - Youth for Europe: encourages young people's active citizenship, participation and creativity through youth exchanges, youth initiatives and youth democracy projects.
- Action 2 - European Voluntary Service: helps young people to develop their sense of solidarity by participating, either individually or in group, in non-profit, unpaid voluntary activities abroad.
- Action 3 - Youth in the World: promotes partnerships and exchanges among young people and youth organisations across the world.
- Action 4 - Youth Support Systems: includes various measures to support youth workers and youth organisations and improve the quality of their activities.
- Action 5 - Support for European Co-operation in the Youth field: supports youth policy co-operation at European level, in particular by facilitating dialogue between young people and policy makers.

**Permanent priorities of the Youth in Action programme are:**

- European Citizenship
- Participation of young people
- Cultural diversity
- Inclusion of young people with fewer opportunities

**More information:**

<http://ec.europa.eu/youth/>

## About Eurodesk

The Eurodesk European network is established as a permanent support structure of the Youth in Action Programme of the European Union to provide high quality information and advice concerning Europe to young people and those who work with them. In 32 European countries, there are national co-ordinators, networks of local information providers and co-operation partners, who can act as contact points to the European Eurodesk network. The office in Brussels facilitates the management and co-ordination of the Eurodesk Network, its activities and services.

The national partners are responsible for promoting and delivering European information services to the target group. The Eurodesk service has to be adapted to fit in to the situation in each participating country. Different countries provide the Eurodesk service in different ways. On the national Eurodesk webpages you can find **useful links** to European programmes, structures and publications, concerning youth policy and youth work, **interactive games** for young people and **deadline reminder** for calls and competitions for young people, youth workers, teachers, councilors, and others working with young people on a regular basis. National Eurodesks are also responsible for managing the national pages of the **European youth portal** (<http://europa.eu/youth/>) and offer support in **finding partners** for Youth in Action and other international youth projects.

Eurodesk Relays are local partners, multipliers, who are already working actively with young people and information and wish to work with Eurodesk to benefit from the information, tools and training provided by the network and the national partner. By working with Eurodesk, these local partners can bring a European dimension into their existing work. Most of the national partners, who work with local partners, create a national Eurodesk network to support the relays. The main areas of Eurodesk information services are providing information on European youth policy, structured dialogue and EU opportunities for young people.

**More information:**

[www.eurodesk.eu](http://www.eurodesk.eu)

**List of Eurodesk national partners:**

[www.eurodesk.eu/edesk/Contact.do](http://www.eurodesk.eu/edesk/Contact.do)

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# INTRODUCTION

Dear Reader,

This booklet is based on the results of the seminar titled, 'Youth Information as a Base for Youth Participation', which took place in May 2010 in Ljubljana, Slovenia. The seminar was organised by the EU 'Youth in Action' Programme with the National Agencies of the United Kingdom (British Council), Slovenia (Institute Movit), and Norway (Norwegian Directorate for Children, Youth and Family Affairs), and in cooperation with the national Eurodesk partners from these same three countries.

The purpose of the seminar was to highlight the importance of youth information work which encourages the participation of young people at a local level. The seminar provided some theoretical input on the importance of youth information for youth participation and youth policy. It showcased examples of local youth information projects from different European countries and local communities. Finally the seminar supported the exchange of experience and the building of potential partnerships in the field of youth information among the participants.

Because this activity was open to local youth information workers and representatives of municipalities active in the field of youth information, it provided a colourful group of participants. This group proved to be highly motivated to actively participate and work hard throughout the seminar.

I would like to use this opportunity to thank all of the participants for their interesting contributions and positive energy. I want to thank the Local Youth Council of Domžale for the guest presentation they made of their youth information project. I want to thank the trainers Nick Gunner (UK) and Tadej Beočanin (SI) for their valuable inputs and professional training performance, and finally I want to thank the co-organisers for their interest and help in preparing, implementing and financing the seminar. It was a pleasure working with all of you!

A special thanks also to Mr Janez Škulj, Director of the Slovenian YiA NA, for the informative and inspiring speech on the importance of youth information to increase youth participation in local communities.

The idea behind this booklet is to disseminate the results of the seminar to other interested municipalities and youth organisations in Europe who did not have the chance to participate in the seminar. It is also useful for anyone who would simply like to scroll through some youth information projects to collect some ideas.

We hope it will inspire some great information projects and similar seminars in the future and in this way contribute at least a little bit to the further qualitative development of youth information in local communities all over Europe and wider.

Enjoy reading!

Tinkara Bizjak Zupanc  
Institute MOVIT  
Slovenian Youth in Action National Agency



# About the seminar



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This seminar was initiated by the Slovenian YiA National Agency at the end of 2008. Soon it found interested partner agencies from the UK and Norway who were willing to invest in such an activity. The seminar took place from the 19th to 21st May 2010 in the Hotel 'M' in Ljubljana, Slovenia. There were 18 participants at the seminar representing 10 different countries. We were happy that 3 of the participants came from municipalities active in the field of youth information within their local communities. You can find their project descriptions together with the projects presented by the other participants in the second part of this booklet.

The 3-day programme covered a variety of interrelated topics, such as:

- Youth in Action Programme and Eurodesk
- youth work, policies and participation, with a focus on youth information
- examples of youth information projects and experiences of youth information work
- overview of the different areas of youth information
- challenges and solutions in the field of youth information
- methods and tools of youth information
- financing youth information projects

We received very good feedback from both the co-organisers and from the participants.

*"Those working with youth information are of utmost importance in providing young persons with reliable sources of information, dependable channels of communication and safe arenas to express and share opinions. This ensures the necessary conditions for access and participation of youth, which is vital to any democratic process and one of the priorities of the Youth in Action Programme. Across Europe there are many different realities and approaches for including and engaging young persons. It was very valuable for me to participate in the first Youth in Action training course designed specifically for youth information workers, learn more about the different contexts and methods for reaching youth in a changing Europe, and experience the potential benefits of further developing training courses for those working in the youth information field."*

(Ståle Mats Sandberg, Co-Organiser)





*"The concept of the seminar was great! Programme was full, but very practical. The group travelled from basics about Youth in Action Programme in general and youth work and youth policy basics to all stages of youth information projects, which resulted in quite some interesting projects at the end. Groups worked very well and focussed; they were all very motivated. The training was a success overall. It was interesting to note that youth info points do not have many dedicated trainings and this was a very good initiative by Slovenia, UK and Norway. The training we think was a good first step in developing further youth info trainings in the future. We think the links between how to use the Youth in Action Programme in relation to youth info projects was made and some very good group sharing of best practice in the market place was a huge benefit for the participants. Thanks to all the people we worked with."*

(Tadej Beočanin and Nick Gunner, Trainers)

The following are a selection of comments by the participants:

*"I would like to take part in other so good organised training courses like this one. Everything was great! I would like to continue my cooperation with other participants."*

*"Good balance of practical and theoretical methods and contents. Good facilitators!"*

*"The seminar gave me inspiration and motivation."*

*"One of the best training courses."*

*"Very effective seminar!"*



We certainly hope to be able to further develop the concept of the seminar in the following years!

# Youth information as a base for youth participation

*“No one is born a good citizen; no nation is born a democracy. Rather, both are processes that continue to evolve over a lifetime. Young people must be included from birth. A society that cuts itself off from its youth severs its lifeline; it is condemned to bleed to death.”*

(Kofi Annan, Secretary-General of the United Nations)

*“European institutions and organisations responsible for youth policy have on several occasions emphasised the importance of youth participation to foster young people’s active citizenship, their social inclusion and their contribution to the development of democracy. Participation in the democratic life of any kind of community is about having the right, the means, the space, the opportunity, and the support to participate in society’s decision making and the possibility to engage in activities that contribute to building a better society.*

*In 1992, the Congress of local and regional authorities in Europe, at the Council of Europe, adopted the first European Charter on the Participation of Young People in Local and Regional Life. It was revised in 2003 in order to address the changing issues experienced by young people. The charter stresses that: participation of young people in local and regional life must constitute part of a global policy of citizens’ participation in public life... ...various forms of participation must be implemented, which follow in consultation and co-operation with young people and their representatives.”*

The importance of providing ‘information’ in order to increase ‘participation’ was again highlighted in the White Paper on European Governance in July 2001. In order for EU citizens to be able to actively participate in shaping the guidelines for the future development of Europe, they have to be well informed. For this purpose, EU institutions as well as the member states, were required to enable access to reliable, understandable and localised EU information at European, national, regional and local levels.

Later in the same year, the importance and specificity of ‘youth information’ and ‘youth participation’ was put forward with the publications of the White Paper: ‘New Impetus for European Youth’. This placed youth information and youth participation as two of the four priority areas in the field of youth.

According to the EU Youth report (2009), 62% of young men and 70% of young women declare that they have little or no interest in politics. In general, the interest of young people in the decision-making processes of their communities is relatively low. Part of

■ Source: Youth Partnership:  
[http://youth-partnership.coe.int/youth-partnership/ekcyp/BGKNGE/Participation.html?\\_\\_locale=fr](http://youth-partnership.coe.int/youth-partnership/ekcyp/BGKNGE/Participation.html?__locale=fr) March 2009

■ References: Political Participation of Young People in Europe – Development of Indicators for Comparative Research in the European Union (EUYOUPART), November 2005; Eurobarometer survey on Youth, 2007; EU Youth Report, 2009; European Social Survey

the reason is often that young people are not aware of the importance of the decisions taken in their communities, for example in; spatial plans or the setting up and financing of kindergartens and schools, etc. These are the things that young people do not get an opportunity to learn in schools or in youth centres and clubs. It is obvious that being informed is the precondition for being able to participate actively. If young people are to be active in the political lives of their local communities, they should be informed and educated about the issues as well as offered an opportunity to participate actively in the decision-making processes. Authorities are in general obliged and responsible for informing the public of their plans, decisions and actions, and in order to include young people in the process, appropriate ways of reaching them should be found – together with the local young people.

Including young people in the political life of their local communities could well strengthen their sense of belonging and contribute to a lower level of gravitation of young people towards the capitals.

This seminar tried to find answers as to why and how this should or could be done by identifying the challenges of this process, and preparing recommendations for those communities interested in investing and developing instruments for the active participation of young people.

## Youth Participation

Participation of young people is usually described as one of the key aims and expected outcomes of every youth policy. But it is also a fact that we have different understandings of the expression 'participation', if we talk about information as a base for youth participation, we cannot avoid the discussion about what we assign to the expression 'participation'.

The integration of every new generation into the social and political framework of our societies is one of the key objectives of youth policy. Every new generation is invited to understand the basic principles and modalities of our social and political framework, and how it functions. This exercise is not only about finding the answers to the question 'how', but also about asking oneself the question 'why' – Why is society functioning in this way?

The beginning of a systematic approach to the concept of the participation of young people in European societies probably goes back to the 1960's. The need for every generation to get to know and to accept the social and political framework became obvious for all political elites. This awareness probably arose earlier and was more prevalent in those European societies where social and political changes after the Second World War needed a 'New Man'.





Therefore, societies invented participation as a tool with two expected results:

- To provide different forms of consultation, expression of positions and opinions in order to give a possibility for young people to have a voice in the management of society – at least in those parts directly related to the transition period from childhood to adulthood – and to increase the sense of ownership of young people over society for every new generation.
- To provide a living learning tool and space for getting to know the values and basic principles of the social and political framework of every society, to practice decision making mechanisms and to – ultimately – accept society's values and the social and political institutions based on those values and ensure the stability of our societies.

The understanding of participation as one of the elements of youth policy moved from a classical understanding of political integration to social integration, and in recent years it also became a tool for social inclusion.

## Youth Information

Youth information services are usually mentioned as one of the key instruments of every youth policy, but the contents of youth information delivered are different throughout all European countries. The content is very much related to the actual challenges that young people in a specific local environment are facing on the way to their full integration into society. These are perhaps not always the challenges that young people experience as challenges, but more the consequences of these challenges as perceived by the rest of the community and its institutions.

Youth information is one of the most instrumentalised areas in the field of youth policy. Youth information services are usually set up in order to:

- provide information and access to measures provided by society to support the transition from childhood to adulthood
- motivate the participation of young people by providing information to them relevant for their participation in the society

These two intentions are very relevant from the perspective of the 'social rational' of having a youth policy or in other words, from the perspective of the needs of society. The second angle of youth information is based on the principle of 'the needs of young people' and has a lot to do with 'leisure time', 'individual growth' and 'extras in life'. Today, youth information, at least content wise, is a combination of both aspects.

What challenges lie ahead for youth information today?

- **Overdose of information:** Today we talk about an information overdose and the challenge of extracting adequate and relevant information



- **Individualisation:** Today young people are far from being a single entity; individual situations are becoming more and more unique, so much so that many young people almost require a personal tutor
- **Complexity of issues:** When we talk about information which should motivate and equip young people for their participation in society we are facing a vast complexity of interrelated issues
- **Supermarket approach:** We are often facing expectations from young people to have a 'supermarket approach' in youth information – to place all relevant and ready-made information for instant use in some place where they can then select the most relevant for them, take it, and use it

So, we should probably ask ourselves two basic questions:

- Are the original intentions of setting up youth information still valid? If not, what is then the social and political rationale of youth information as a part of youth policy?
- How to implement the effective strategies of youth information to cope with the realities of today? Should we perhaps change the focus from providing 'ready-made information for instant use' to supporting the ability of young people to actively search for information for themselves?

## Youth Policy

Understanding of youth policy – what should it aim at, what should it include – is also a subject of great diversity in European societies. But there is a clear line: Youth policy is one of the sectoral policies within our societies focused on the period of integration of every new generation into that society, and of every young individual moving out of the home of their parents and starting a life on their own. The challenging fact is that we usually talk about instruments of other sectoral policies within youth policy, and that there are very few instruments owned exclusively by the youth policy sector.

In the past years the focus of youth policy in Europe has been changing rapidly. The expectations towards youth work are increasing and focusing more and more on the challenges which have not been in the focus of youth work and youth policies so far. These include: employability, employment, entrepreneurship, social inclusion, participation, active citizenship in democratic societies, and strengthening the sense of belonging to Europe.



# Youth Information in the Context of Youth Policy



*“Such a Great Action for our Youngsters!  
Too Bad They Won’t Know About it...”*

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Author: Tadej Beočanin

## Introduction – Youth Policy and Youth Information

Youth policy is a cross-sectoral and integrated policy aimed at young people, involving young people, and which stems from the needs of young people. Its aim is to improve and develop the living, learning and working conditions, and participation of young people. Youth policy is by definition a horizontal policy where coherent and co-ordinated efforts across different policy and administration sectors are ensured through integrated actions. It is focused on the period of integration of every new generation into society and every young individual starting a life on his or her own. To be successfully implemented, such actions should be prepared in close cooperation with young people. To be close to young people, youth policy has to be attractive enough to foster young people’s participation in its development. And when it gets attractive enough, it has to get to the young people – and this is when youth information takes place. Even if it doesn’t get attractive enough, youth information should take place and make it attractive enough.

## The Where? – Local Level Youth Information Centres

Youth policy should involve young people at the local, regional, national, European and global level. The most appropriate place to involve young people in decision making processes is at the local level where young people feel most at home and most themselves. Of all the authorities, local authorities are the first ones in contact with young people, which gives them a special mission: to include young people in the development of youth policies for their local community. If young people do not participate in their local community, how can they be expected to participate at national, European or global levels?

Local youth information services act as a first point of contact for a young person. They help young people by providing information and access to measures provided by society to support the transition from youth to adulthood. This is done by giving direct help or by identifying where help can be found and supporting the young person in availing of that



help. The second advantage youth information services have is the possibility to motivate the participation of young people by providing relevant information for their participation in the society.

### **The Why? – Fostering Young Peoples' Autonomy and Integration**

The overall aim of youth policy is to facilitate the transition of young people from youth to adulthood. It facilitates access to housing, education, employment, etc. In order to participate in the local youth policy development process and in the life of their community, or to benefit from services and opportunities aimed at them, young people need to know about them. Therefore, youth information is an educational process which aims to empower young people to make informed decisions and positive life choices.

Information is indispensable to developing active citizenship, and it continues to be an area from which young people expect a great deal: they are aware that the areas to be covered are very broad; employment, working conditions, housing, studies, health, etc.

Youth Information enables young people to:

- develop their skills and abilities
- avail themselves of services, facilities and opportunities
- solve problems
- actively participate at a local, national and international level

Information is often also a key to participation. The right of young people to have access to information about opportunities and matters which concern them is increasingly recognised in official European and international documents, and not only in the context of local life. Participating in activities and projects of interest to young people and which they organise themselves is often a step in a process encouraging their deeper involvement in the community, including its political life.

### **The How? – General Principles**

Local authorities should support and improve existing information services for young people, in order to ensure that they provide services of quality that meet the needs expressed by young people. Where such centres do not exist, local authorities and other relevant actors should promote and assist the creation of adequate information services for young people, inter alia, through existing structures such as schools, youth services and libraries. Specific measures should be taken to meet the information needs of groups of young people who have difficulty in accessing information, (language barriers, no access to the Internet, etc.).

Information services for young people must conform to certain professional principles and standards. Public authorities are encouraged to guarantee such standards and to promote their continual improvement, where possible in accordance with a set of nationally, (or regionally), agreed quality measures and standards. Young people should







have the possibility to participate in the preparation, implementation and evaluation of activities and products of youth information services, and be represented in their governing bodies.

Youth information should be carried out through the provision of a person-centred service, which is; accessible, free, generalist, confidential, non-directive, non-judgmental, non-political, and well publicised. Youth information centres offer information through a variety of media, engage in outreach work, promote personal autonomy, work closely with other relevant actors, offer an attractive and welcoming environment, provide access to resources, develop information skills, are staffed by specially trained workers, and service those who work with young people. It can rely on people, (sometimes referred to as resource persons), who are active in youth organisations, sports clubs, schools and universities, to provide young people with relevant information or mobilise young people themselves as resource persons.

## **The What? – The content of Information**

### **Young people's need for appropriate information**

For several years various bodies have been trying to improve the quality of information provided for young people but do not seem to have succeeded. In general, young people object not to the lack of information but to the fact that it is not very useful. Young people require specific information that meets their current needs. Therefore, youth information services must keep a stock of different pieces of information, suitable for all youth related questions. This is not (only) information on concerts and leisure time activities, but (mainly) information on youth autonomy topics, such as education, housing, employment, etc. – which would come under the umbrella term – information on youth policies.

### **Education**

Youth information services must provide young people with information on the education system, and education and training possibilities in local, regional, national and European levels. There is also a need for information on scholarships, housing while studying, etc. Some of this information can be, and is, provided in schools, but the resources in schools are not as complete as in youth information services. In general they lack the knowledge on employment possibilities and therefore provide a lower level of career guidance for young people.

### **Housing**

Young people need to be informed on all housing conditions they might face in the beginning of their adulthood, including information on spatial planning. Even if it seems that such spatial plans might not interest young people, they have to know about them because it will affect their lives in future. How to get a loan, where to get it, what are housing funds, where to build a brand new home... are questions youth information services must be able to provide answers to.

## Employment

Young people criticise the lack of information on labour market issues in particular. They are interested in information from social and economic organisations, (trade unions, employers' organisations, etc.), but think that what they are offered is often poor and falls short of their needs and expectations.

Non-governmental organisations think that better information and awareness campaigns are needed for young people in the fields of training, career guidance and social rights in order to prepare them better for the job market. Also information on aspects which are indirectly linked to the labour market situation of young people is needed – for instance, information on the rights of ill or pregnant young workers needs to be made more accessible.

## Health and sustainable development

There is a widespread demand for preventive health information and education for all, including promotion of healthy lifestyles and health issues such as alcohol and drug abuse. Young people perceive a need for more information on sexuality, sexual education, contraception, sexual diseases, etc.

Young people are keen on more information on all issues linked to personal development, consumer goods and environmental questions.

## Other policies

Other policies, such as transport and mobility, culture and sport, free time activities, etc. are based on the principle needs of young people and are complementary contents in youth information centres.

## The How? (Second round) – When Even Google Translator can't Translate

Young people are generally not interested in politics and policies. It is not a mission of youth information services to inspire young people to become interested, on the contrary, their task is to change the political issues and processes in a way that they will be interesting and attractive to young people. There is a simple recipe in order to do such a thing: youth information services should simply translate information from the Authorities' language to young peoples' language. Not just by shortening official documents and printing them on coloured paper, much more has to be done. We live in an information era and the amount of information that is aimed at young people every day is increasing. A whole campaign on one specific action aimed at young people would be a good start. From such an action should come at least two results: (1) informed young people on that specific issue, and (2) some young people, who would be willing to join the information service as peer promoters. Keeping them in the business will increase the profit, economists would say. Emphasis is placed on the importance of user-friendly information that involves young people in terms of both substance and distribution.





Local authorities must approach youth information in a structured and planned way. Creating a policy on youth information services is far from being a waste of time. Such policies should consider the information aims, target groups, actors, available finances, youth organizations, etc.

### **To Conclude With – If You Heat Ice it Melts**

Information is indispensable to developing active citizenship, and it continues to be an area from which young people expect a great deal. They are aware that the areas to be covered are very broad; employment, working conditions, housing, studies, health, etc. They are also aware that the areas go further than simply information on community programmes, often their expectations firstly concern recognition that there is a need to be met. Young people have also stressed the importance of equal access, the proximity principle and high standards of ethical behaviour.

Participation goes hand in hand with providing young people with information. If not informed about it, young people will not demonstrate when the local Council will stop the free school buses, neither will they help to create a better and more useful youth centre when the local Council plan to build one. Youth policy goes hand in hand with providing young people with information. Having great public transport, scholarships, youth centres, jobs and a housing fund but not informing young people about any of it is like melting ice in the freezer. You can do it, but it will turn back to ice eventually. Let's take the ice out of the freezer and carry it to the places where young people spend most of their time – to schools, streets, youth clubs, playgrounds... It will not only melt, it will become vapour.



# Youth information projects



One of the aims of the seminar was to collect interesting examples of local youth information projects implemented by the municipality in partnership with local youth organisations (or vice versa), aiming at increasing the participation of young people in the decision-making process of their local community.

We have selected some of them for presentation in this booklet. We hope that they will inspire further youth information projects in local communities all over Europe and wider.

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## Infopoints – a communication path understandable to young people; for an easier navigation through youth

### Comment on the Project from the Project Leader or other Local Official:

The main purpose of the project is to enable young people to have access to all information in one place. The main emphasis is on the diversity of the local environment, for example, Domžale has a different local community from Ljubljana, and Ravne na Koroškem is different from Koper. The scholarship systems are different, the financing of young people and their activities is different. It is therefore important that the project is developed in each local community and adapted to that environment to meet the specific needs of the young people of that community. Above all, we have focused on the needs of young people coming from our own environment and local community.

Another purpose of this project is for making connections between the local youth council and the young people in each community. This will enable the knowledge gained to be passed on, it will also ensure opportunities for the long term training of young people in their own communities in the area of youth issues. Through this happening in their own communities it ensures that the issues covered are specific to them and their circumstances.

### Type of Information Delivered:

The information delivered through these 'Infopoints' concerns the following seven topics:

- Housing: renting an apartment or house, understanding contracts, credit facilities, housing loans, social housing, students

**Country:** Slovenia

**Organisation:** Council of Youth  
Domžale

**Cooperating Institution(s):**  
Municipality of Domžale

**Email:** msdomzale@gmail.com

**Web Page:** www.msdomzale.si

accommodation...

- Youth Employment: school leavers, job seeking, how does the employment office work, job portals, what it means to get a job, rights and duties of workers, obligations of employers, where to go in case of infringement of rights...
- Young families: housing problems of young people, rights of young families, information about pre-school, children of young couples, the right to a reward for childbirth...
- Social security: information on allowances, possibilities of social assistance, rights and obligations for social help, health care and how to obtain basic and supplementary health insurance...
- Education: information on the types of education, both secondary as well as



University studies, informal education, lifelong learning...

- Scholarships; information about scholarship opportunities, Domžale municipality to municipality scholarships for gifted children - for example; athletes, artists and children from rural areas, and information on Zois scholarships for gifted children
- Leisure activities: how to spend more quality leisure time, where to spend free time, how to realize own ideas and projects

### Methods and Tools:

For the preparation of the project we undertook a field analysis surveying young people from 15 to 30 years of age. More than 200 interviews were made in order to find out the biggest concerns among local young people.

We are planning to establish local groups. The aim is that the young people can receive the information they need in a local environment that is comfortable and relaxing. The setting must be comfortable enough so that they can ask anything from the area they are interested in. The next step is connecting young people with representatives of the public services and local community who have the information required. Our aim is to find these people and motivate them to bring their knowledge and experiences and pass them on to young people.

Young people who work on this project will also have (at least) once a year, an organized training. This would be done together with representatives of the local communities and focus on specific areas where their skills would be regularly replenished and constantly improved. Also at least once a year there should be an organized seminar for the training of new staff, and an 'open day' for the project.

### Visibility and Promotion:

There will be promotion through the website which is currently being developed for 'Infopoints'. It will be promoted in cooperation with the schools, local youth clubs, and at the 'Infopoints' locations. The locations are variable since the 'Infopoint' is mobile. This is in order to meet the young people where they are. Also we will use the communication channels from the local authorities, for example; their newspapers and newsletters, in order to promote this project to a wider audience. We also plan to print different brochures, newsletters, T-shirts, etc.

### Target Group:

Young people from 15 to 32 years of age.

### Outcomes/Results/Effects/Impact:

None, we are not yet in the phase to train the young people to run the 'Infopoints'.

### Feedback from the Young People:

We expect that during the project we will raise the consciousness of the young people about the opportunities they have in their local community concerning their problems. We want to encourage them to actively participate in solving their problems with their peers within the project. Through direct communication with the young people we will constantly try to get feedback.

### Challenges:

The biggest challenge is the lack of information that young people have. The other one is that they don't know who in the local community can help them in their area of need.

### Hints:

The main achievement we reached was that we were able to have a dialogue with the whole city. Due to the rich variety of information tools we organized it was possible to involve and interact with young people from very different social and

cultural backgrounds. They were also of very different ages and with very different interests and needs. The key was to diversify the tools used so that the information went out to the young people rather than waiting for them to look for the information.

### Funding of the Project:

From 2000 to 2005 the project was funded by the local municipality. This contribution came from the national Government through the law 285/97 for initiatives for youth. Since 2006, the project has continued on a voluntary basis with the overhead costs covered by small private donations. We had two information projects approved in 2007 and 2008, which made it possible to produce more materials.



# La Costiera del Giovani



**Country:** Italy

**Organisation:** Youth Information Offices of Amalfi, Cetara, Maiori, Minori, Positano, Ravello, Scala, Tramonti

**Cooperating Institution(s):** Youth Councils of Amalfi, Cetara, Scala and Positano

**Email:** info@costieragiovani.it

**Web Page:** www.costieragiovani.it

## Comment on the Project from the Project Leader or other Local Official:

Four Youth Councils and eight Municipalities along the Amalfi Coast cooperated to set up 'La Costiera del Giovani!' The purpose of the project was to promote – in different ways and at different levels – the opportunities for young people living on the Amalfi Coast.

The Amalfi Coast is a famous touristic area of Southern Italy. Young people on the coast suffer the real and apparent, lack of 'opportunities'; they lack places in which they can meet, entertainment places, and activities they can engage in. Due to this situation a lot of young people live in a state of apathy which is one of the reasons why many start using drugs.

The core-idea at the base of this project is 'the right use of free time'. Both youth councils and municipalities strongly believe that promoting existing opportunities or creating new ones could be the way to fight this problem.

## Type of Information Delivered:

The project is based on 3 actions:

- 1) Website [www.costieragiovani.it](http://www.costieragiovani.it) – Portal of Youth Policies: This is a portal completely dedicated to young people from the Amalfi Coast. A team of young people work on updating the website which contains four interesting areas:
  - Information
  - Work
  - Education
  - Participation/Entertainment

2) CostieraGiovaniCard: This is a card which allows young people to access promotions and benefits all over the Amalfi Coast

3) CostieraGiovaniTime: This will be a short publication which will include contact information for the associations along the Coast

## Methods and Tools:

The methodologies used consist of: official website, Facebook group, newsletter, short publications, and SMS sending. We also organize some additional activities such as sports tournaments in order to reach young people through a more informal way. One such example is the project 'LA COSTIERA DEL GIOVANI! Summer Sport'.

## Visibility and Promotion:

We know that each person prefers to be approached in a certain way, so there can't be just one way to get in touch with the young people. We use posters, leaflets, informal communication and we use web promotion.

## Target Group:

The target group is made up of young people from 14 to 32 years of age.

## Outcomes/Results/Effects/Impact:

Thanks to 'La Costiera del Giovani!' we can proudly confirm that:

- We have started to create a local network of young people and youth organizations
- Municipalities have learned the

importance of networking (before, each one did its own thing)

- Young people have a place where they can find information and be active
- New Youth Councils are going to be set up!

## Feedback from the Young People:

The project not only allowed the young people to give feedback but it also gave them the possibility to be part of the project themselves! The young people had a role in the web team and/or took part in the organization of additional activities. They were encouraged to express their views by sending an e-mail, filling in a form on the website, or contacting the members of the working team directly.

## Challenges:

The main challenges were:

- Creating a culture of cooperation with the youth councils and municipalities in the area
- Explaining and promoting the project among young people

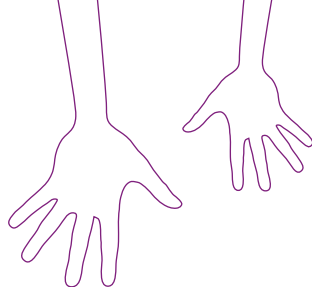
## Hints:

The project could easily be repeated somewhere else. It is important to decide WHO has to do WHAT, ensure the economic sustainability of the project, and recognize political changes within the municipalities involved.

## Funding of the Project:

The project was co-financed by the Regional government and by local municipality funds.

## Youth Information Centre



### Comment on the Project from the Project Leader or other Local Official:

This project is the result of a long series of local consultations with young people. One of the aims is to strengthen youth citizenship projects by including young people as early and as often as possible in the process of decision making, especially in reference to their own concerns on a local political level. The young people who go through this process can then be considered as peer educators or mentors for developing new local projects in cultural, social, sports or school life.

### Type of Information Delivered:

The proposal of the local youth plan was published and discussed in the local council. All the political representatives agreed on the implementation of the objectives of the plan. This included the creation of a local youth service, a youth information centre, and the strengthening of youth participation in all projects.

### Methods and Tools:

The project will use as a matter of dissemination, the traditional paper based information tools (brochures, newsletters, magazines) and will use the tools offered by the new technologies (website, Facebook groups, chat rooms).

### Visibility and Promotion:

We make regular meetings with the young people to promote participation and decision taking on all levels. We organise theme specific info-sessions to promote a general

range of information. We are present at all significant local and national youth events (welfare day, night of sport, street soccer, info-bus, student's fair). We work together with all the local secondary schools and offer specific interest themes to different groups of young people. We work together with local cultural organisations (Rockhal and Kulturfabrik), local public institutions, (labour administration), and local clubs.

### Target Group:

The target group is young people between 12 and 30 years of age. We are building up a network of institutions, organisations and clubs working with this target group.

### Outcomes/Results/Effects/Impact:

The project has contributed toward solutions for a lot of young people with fewer opportunities. It has supported them in finding solutions to their problems: they found a way to continue in school; discovered their first job; are able to live in an apartment of their own; use facilities offered by local clubs; etc. Some have now begun to build up projects of their own, (youth initiatives, youth exchanges, etc.).

### Feedback from the Young People:

As I am working in the youth centre I regularly get feedback from the educational team and from the young people themselves. The results have created a new positive group dynamic and are slowly changing a lot of behavioural mechanisms in the lives of the young people involved.

**Country:** Luxembourg

**Organisation:** Centre de Rencontre et d'Informations pour Jeunes – Point Information Jeunes

**Cooperating Institution(s):** Youth Centre – Youth Information Centre

**Email:** [info@crijesch.lu](mailto:info@crijesch.lu)

**Web Page:** [www.crijesch.lu](http://www.crijesch.lu)

### Challenges:

I still have to be very creative and to invent my work every day. The themes and methods as well as the tools used have to be adapted to the demands, and they must have a high degree of innovation.

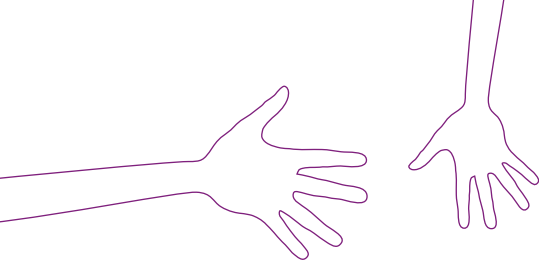
### Hints:

It is important to encourage young people to participate in the political decisions of the local community. A variety of themes need to be offered, there needs to be a creation of a good working network of institutions, organisations and clubs, etc.

### Funding of the Project:

The project is funded by state and local money. The budget is to be 50% financed by the National Ministry for Family Affairs and Integration, and 50% by the local community of Esch-sur-Alzette.





Ungint.no

### **Comment on the Project from the Project Leader or other Local Official:**

The County Council of North Trondelag has for many years concentrated on young people and on improving communication with young people. It targets the fields of culture, entrepreneurship, participation and democracy. The original youth information campaigns we worked on, such as placing information in the library, failed to attract young people. Therefore in 2004 we decided to change the position of editor from part time to full time and moved the responsibility to the County Council level. We also decided to change the name of the web site and focused much more on building up youth information.

Seen from the perspective of the County, this initiative has been very successful. Ungint.no has taken an important position in the youth community. Both the editor and the site are well known and are good at engaging young people both as suppliers and readers of the youth site. Today ungint.no has a very important role in the overall youth initiative in North Trondelag.

### **Type of Information Delivered:**

We are running a youth information service in North Trondelag through the web page ungint.no. Ungint.no is operated by North Trondelag County Council and is the young people of North Trondelag's own web site. On this site you can find information about health, education, work, 'explore the world', and society. You will also find articles about music, movies and education. In addition,

we act as information counsellors for the youth commitment initiatives in North Trondelag.

### **Methods and Tools:**

Web communication:  
<http://ungint.no>  
<http://facebook.com/ungint>  
<http://twitter.com/ungint>

### **Visibility and Promotion:**

We actively use social media as well as educational areas such as schools to promote our pages.

### **Target Group:**

Young people in North Trondelag, aged 13 to 26 years.

### **Outcomes/Results/Effects/Impact:**

For quite some time now, we have been working to make young people aware of the value of participation. During the build up to the recent general election, we ran an extensive campaign linked to school elections, this campaign gained national attention. By engaging professional chairpersons and nationally famous commentators, arranging for live debates broadcast on big screens, and live webcasting of the events, we managed to raise the quality and increase the level of youth involvement considerably.

### **Feedback from the Young People:**

We receive feedback continuously through the social media. We also use questback.com, which is a tool to receive feedback

from the users, and view statistics.

### **Funding of the Project:**

North Trondelag County Council.

**Country:** Norway  
**Organisation:** North Trondelag County Council  
**Cooperating Institution(s):** Ungint.no  
**Email:** [redaktor@ungint.no](mailto:redaktor@ungint.no)  
**Web Page:** [www.ungint.no](http://www.ungint.no)





## Public Forum on Youth Issues

### Comment on the Project from the Project Leader or other Local Official:

This project offers a direct opportunity for the involvement of young people in the local environment. Public Forum provides an opportunity for young people to join in at a local level, offering them the possibility to receive answers to questions they have about their communities. It is also a place, where young people can express their opinions and observations, and make suggestions.

### Type of Information Delivered:

Young people come to Public Forum with burning problems or situations that touch them directly. The situation or problem is presented at Public Forum to other young people and the purpose is for the young people to find solutions to the problem or to say what they think about existing solutions. The primary purpose of Public Forum is not for the giving of information, but for exploring information and opinions. The type of information explored depends on the interests of the young people, this information is then used for both short term and long term plans of the municipality.

### Methods and Tools:

The main method used is discussion for the exploring of the problems or situations. However a variety of other tools are used within this. For example: there was a short presentation about the purposes and goals of the Public Forum. On another occasion the Commission for Youth Issues gave some basic information about different

situations, the young people present were divided into three smaller groups within which they debated about the issues and solutions.

### Visibility and Promotion:

We print billboards with information about when and where we will be, it also includes our website as a means for providing further contact. We ensure visibility also via the local newspaper, Kraški Oglasnik. We also invite young people via Facebook Event Invitation and we send emails to our mailing list.

### Target Group:

These activities are primarily for young individuals aged 15 to 30 years, but the project is open to anyone who is interested in the issue at hand.

### Outcomes/Results/Effects/Impact:

The main outcomes of the project are the proposals for different initiatives, which often lead to the next Public Forum. This ultimately shows that young people are interested in participation at local level. In addition, the platform produces a lot of proposals and views on the discussed issues. As a result the Young people are more connected with the municipality.

### Feedback from the Young People:

During the actual Public Forum or at the end we welcome feedback. This has been mainly constructive feedback and it is used in the planning of the next Public Forum. Young people have the opportunity to

**Country:** Slovenia

**Organisation:** Students Club  
Sežana

**Cooperating Institution(s):** Youth  
Centre Podlaga, Commission  
for Youth Issues Sežana (as a  
consultative body of the Mayor)

**Email:** info@ks-sezana.net

**Web Page:** www.ks-sezana.net

express their feedback immediately or they can do it afterwards via email or phone.

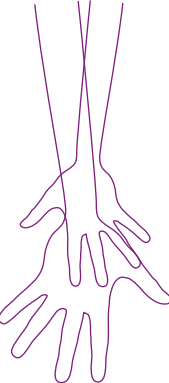
### Challenges:

- How to motivate young people to join the discussions
- Often it is not easy to start talking about some topics
- Definitely it is important to maintain a debate

### Funding of the Project:

In implementing this project we did not spend anything.

# AIMER - Antenas Informativas en el Medio Rural (Youth Informers in Rural Areas)



## Comment on the Project from the Project Leader or other Local Official:

As youth workers from medium sized populations we established a project to get information to young people from very small towns. For us the best way to do this was through methods of peer information. We started in 2002 with a network of three municipalities, we are now working in more than 50 municipalities.

## Type of Information Delivered:

We deliver all the information that we have in our local Youth Information Offices, including: education, housing, work, scholarships, European projects, summer camps, work camps, etc. We also provide information produced by the young people themselves and this includes information on activities, meetings, and festivals, etc.

## Methods and Tools:

As a network we use three annual meetings for the development of methods: Training; ongoing assessment; and final assessment. Individually, we use different tools such as radio programmes, newsletters, social networks, message boards and websites. We are now working on a new website that serves the entire network.

## Visibility and Promotion:

Our project is well known in our region. The last Youth Plan of our regional government mentioned it as a cohesive element of youth policy in rural areas and undertook to support it. In our training sessions with 'youth informers' we talk about the

importance of information, how to transmit it and how to use it.

## Target Group:

We are working with young people in two age groups: 14-18 and 18-30. We use different methods with them.

## Outcomes/Results/Effects/Impact:

Young people who have worked on our project are very active in their local communities. We have observed an increase in both social participation and youth activities. Many of the young people are now leaders of associations or even in political parties. We have more spaces for young people and an increasing number of municipalities who are concerned with youth policies.

## Feedback from the Young People:

In our process there are different moments for feedback. We have three annual meetings. The first meeting is for training, but in the second and third feedback is the main goal. Furthermore, we have local meetings where we can receive feedback from the participants.

## Challenges:

- Implementing the project in new locations
- Getting financial resources to carry it forward
- Attracting young people from very small towns

**Country:** Spain

**Organisation:** Youth Area of the Municipality of Caspe

**Cooperating Institutions:** Diverse Municipalities of Aragon (e.g. Jaca, Huesca, Ejea, Quinto, Calamocha, Daroca, Valderrobres...)

**Email:** juventud@caspe.es

**Web Page:** [www.caspe.es/sp/juventud/juventud.php](http://www.caspe.es/sp/juventud/juventud.php)

## Hints:

Young people can be reached through their own interests and if you go at their rhythm. Don't only look at the usefulness of project results, but at the process. We are helping young people to be participatory and we are helping the development of small local communities. Don't rush!

## Funding of the Project:

Until now we were financed by local funds, from the municipalities where the project is running, and regional government. Now we are starting a new phase with EU funds, specifically from the Leader Programme.



## Küçük Adımlar Büyük Yarınlar- Small Steps for Big Tomorrows

### Comment on the Project from the Project Leader or other Local Official:

In my municipality, there are many universities and high schools. As university students we are more aware of and have more access to information than some other young people. So, in our organization our first aim is to inform every young person about youth participation and inclusion into society. We, as members of our club, try to reach every young person through our projects. We have a lot of projects in different areas; projects about children, women, environment, human rights, etc.

### Type of Information Delivered:

In this project, the aim was to inform young people, especially students aged between 10 and 17 years, about youth participation and youth organizations in Turkey. With the information provided, the students have become more aware of the power they have as young people and they have started to see their society more consciously.

### Methods and Tools:

The volunteers in the project visit schools every week and have meetings with the students. They use visual materials; especially presentations about youth organizations. After the presentations the volunteers discuss possible projects the students can be involved with. They also have many workshops together.

### Visibility and Promotion:

The results of the previous projects are the best motivating elements for young people.

They want to see concrete things. With the help of these outcomes they become motivated and start to work attentively.

### Target Group:

The target group includes the students in our municipality aged 10 to 17 years. They are mainly students from primary schools or high schools.

### Outcomes/Results/Effects/Impact:

At the end of one project, the students decided to organize their own project. The project was about an environmental cleanup. They planned everything and learned to take responsibility. Now, they are more aware of the problems in the society in which they are living and they know how to resolve them. It is the outcome that we aimed for at the beginning.

### Challenges:

Motivation was the main challenge in our project. We are all volunteers and we have to allocate our time for the project regularly. On the other hand, we have to keep the motivation of our participants too. They are young people and sitting in a room listening to a lecture doesn't sound attractive to them. So, keeping this in mind we tried to make our discussions enjoyable with visual materials.

### Hints:

Do not forget that you work with young people!

**Country:** Turkey

**Organisation:** Bogazici University Social Responsibility Student Club (BUSOS), Istanbul

**Cooperating Institution(s):**

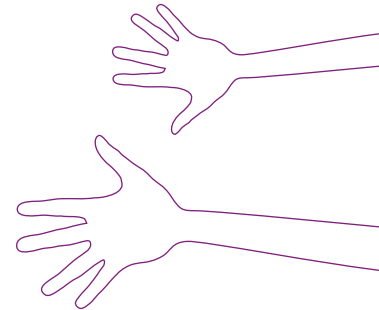
Toplum Gönüllüleri Vakfı (TOG) – Community Volunteers Foundation

**Email:** busoskaby@gmail.com

**Web Page:** /

### Funding of the Project:

We didn't need so much money. We just used the bus of the municipality for travelling to the schools of our target group.



# Appendices



## Programme of the seminar

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	Wed, 19 May 2010	Thu, 20 May 2010	Fri, 21 May 2010
9.00 – 11.00	<b>Introduction</b> Participants will have brief inputs on the Youth in Action Programme and Eurodesk	<b>Ideas</b> Participants will gain an overview of the different areas of youth information.	<b>Resources</b> Using the Youth in Action Programme and other resources for possible financial support. Participants will have the opportunity to see how different youth information projects fit into Youth in Action Programme and Europe for Citizens programme.
11.00 – 11.30	Break	Break	Break
11.30 – 13.00	<b>Introduction</b> Participants will discuss youth work, policies and participation with a focus on youth information.	<b>Challenges</b> Participants will have the chance of identifying the challenges in the field of youth information.	<b>Resources</b> Participants will have a chance to talk with National Agency and Eurodesk staff about issues concerning project development.
13.00 – 15.00	Lunch	Lunch	Lunch
15.00 – 16.30	<b>Ideas</b> Participants will discuss examples of youth information projects and programmes.	<b>Methods and Tools</b> Participants will have the opportunity to share and gain new methods and tools.	
16.30 – 17.00	Break	Break	
17.00 – 18.30	<b>Ideas</b> Participants will share and learn experiences of youth information work.	<b>Methods and Tools</b> Participants will create and identify solutions to the challenges of youth information.	
18.30 – 18.45	Daily evaluation	Daily evaluation	
19.00	Dinner out	Dinner out	
	Free time	Free time	

## List of participants

COUNTRY	NAME	ORGANIZATION
Belgium	Simon Therer	CIDJ – Information et Documentation Jeunesse
Italy	Piera D'Arrigo	Associazione InformaGiovani (Youth Information)
Italy	Daniele Milano	Youth Information Offices of Amalfi, Cetara, Maiori, Minori, Positano, Ravello, Scala, Tramonti.
Luxembourg	Charles Gasperi	Centre de Rencontre et d'Informations pour Jeunes – Point Infomation Jeunes
Norway	Tonje Elisabeth Roeim	Vaksdal Kommune
Norway	Jo Kristian Kvernland	North Trondelag County Council
Poland	Sylwia Pajak-Figula	Municipalities Office in Pszczyna
Poland	Mariusz Dyduch	County Office of the District of Będzin
Romania	Gheorghe Duta	Deta Municipality
Slovenia	Živa Jurančič	Info ŠKUC
Slovenia	Matjaž Medvešek	Misss – Youth Information and Counseling Centre of Slovenia
Slovenia	Nikolina Bilavčič	Youth Centre Podlaga, Commision for Youth Issues Sežana
Slovenia	Sonja Majcen	Celje Youth Centre
Spain	Jesus Cirac	Youth Area of the Municipality of Caspe
Sweden	Andre Baltz	Pite Municipality Department of Culture and Leisure
Turkey	Ozen Pulat	Bogazici University Social Responsibility Club (BUSOS)
Turkey	Ahmet Kesmugulu	Mu la Youth Centre

*The contact details of their projects are printed next to the project descriptions in Part II.*

Besides the National Eurodesk Info Point and the National Agency of the Youth in Action Programme Institute MOVIT also hosts:



### **SALTO-YOUTH SEE RESOURCE CENTRE**

The SALTO-YOUTH South East Europe Resource Centre was set up in 2003 to promote the participation of young people and other actors in the field of youth and non-formal education from South East Europe in the Youth in Action Programme. It acts as a support service for the network of Youth in Action National Agencies in the field of co-operation with SEE, as well as youth organizations, youth leaders, youth workers and other actors in the field who are interested in developing co-operation between Programme countries and Neighbouring Partner Countries in SEE.



### **EUROPE FOR CITIZENS PROGRAMME CONTACT POINT**

The Europe for Citizens Programme supports international projects, bringing together people from local communities across Europe to share and exchange experiences, opinions and values, to learn from history and to build for the future, fostering action, debate and reflection related to European citizenship and democracy, and encouraging interaction between citizens and civil society organisations in Europe.







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