



COUNCIL OF EUROPE    CONSEIL DE L'EUROPE



PARTNERSHIP AGREEMENT  
BETWEEN ERYICA AND THE COUNCIL OF EUROPE

General Report

Colloquy  
Council of Europe/ERYICA

“Bridging the gap”

21 - 24 September 2010  
European Youth Centre Budapest

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## **About the Colloquy “Bridging the Gap”**

In the days of September 21-24, 2010 ERYICA together with the Council of Europe (CoE) has organised a Colloquy titled “Bridging the gap” held in the premises of the European Youth Centre in the heart of Budapest, Hungary.

The Colloquy has been organised in the framework of the “Partnership Agreement” between the Council of Europe and ERYICA. Founded in 1997, this agreement enables the two organisations to collaborate on promoting and developing European cooperation in Youth Information and counselling and organises training activities for persons involved in Youth Information and counselling on a regular basis.

Main aim of the Colloquy was to bring together European Youth Information workers from contrasting international Youth Information backgrounds and develop together input and ideas for future Youth Information projects and policy.

The Colloquy convened 30 participants working in 17 European countries. The participants were meant to represent a most exhaustive picture of stakeholders in the field of Youth Information such as Youth Information providers, non-governmental and governmental parties and ERYICA/CoE partners in the field of youth. The results of the Colloquy are meant to clarify and continuously strengthen the role of Youth Information work and Youth Information policy within the overall youth policy of the council of Europe, as well as – according to the theme of the event “Bridging the gap” – bring together Youth Information responsible persons from different backgrounds as a platform of mutual learning and exchange.

## **Introduction**

The Joint Coordinating Committee of the Partnership Agreement between ERYICA and the Council of Europe (JCC) has agreed to organise a Colloquy, three years after the Colloquy on “The future of Youth Information” that took place in 2007 to discuss the current developments in Youth Information and the chances and challenges which lie ahead of us. On June 16<sup>th</sup> 2010 the Council of Ministers adopted Recommendation CM/Rec(2010)8 on Youth Information. This Recommendation is an important follow up of Recommendation (90) 7 on information and counselling for young people in Europe.

In February 2010 the partnership between the Council of Europe and ERYICA published the Youth Information Starter Kit as a supporting tool for those who are interested in setting up and developing Youth Information in their country.

## **The Council of Europe/ERYICA partnership**

On the basis of Recommendation N° R (90) 7 of the Committee of Ministers of the Council of Europe concerning information and counselling for young people in Europe and of the European Union Council Resolution of 31 March 1995 on co-operation in the field of Youth Information and studies concerning youth, the European Youth Information and Counselling Agency (ERYICA) and the Council of Europe have come to a Partnership agreement on April 2nd, 1997.

The purpose of the partnership agreement is to promote and develop European cooperation in Youth Information and counselling, in particular by organising training activities for persons involved in Youth Information and counselling.

Other wished goals of the partnership agreement are:

- To promote and develop European cooperation in the field of Youth Information and counselling;
- To promote the equality of access to information which young people require;
- To facilitate and organise training for the persons involved in Youth Information and counselling to ensure a high standard of service;
- To meet the demands in this field of all the member States of the Council of Europe and the Contracting Parties to the European Cultural Convention, particularly the countries of central and eastern Europe;

A Joint Coordinating Committee (JCC) has been established in order to manage the partnership, especially by discussing and approving the annual activity plan, defining the relative budget and evaluating the development of the partnership itself on an annual basis.

The main events and activities organised in the framework of the Partnership agreement have been, in the respective years:

- **2010**, Colloquy “Bridging the gap” in Budapest, Hungary;
- **2010**, Recommendation CM/Rec(2010)8 of the Committee of Ministers to member states on Youth Information
- **2010**, Publication of the “Starters’ Kit on Youth Information”;
- **2009**, Preparation of the draft recommendation through experts meetings;
- **2009**, Partial support to the European Seminar “Youth Policy and Youth Information”, held in Rotterdam (NL) December;
- **2008**, Partial support to the European seminar “Youth Policy and Youth Information”, held in Tivat (ME) in December;
- **2008**, Participation of ERYICA in the “Conference of Ministers ”in charge of Youth, Kiev (UA) October;
- **2008**, Entrustment to ERYICA of the role of Observer to the CDEJ
- **2007**, Colloquy on “The future of Youth Information in Europe”.
- **2006**, European seminar “Participation of young people in Youth Information work”;
- **2005**, Seminar “Quality matters in information for young people”;
- **2004**, Working-Group of Trainers: Preparation of Training Modules;
- **2003**, Study Session on “Practical Ways of Involving Young People in Youth Information Work”;
- **2002**, Training Course for Youth Information Trainers;
- **2001**, Study Session on “Different Approaches to Youth Information in Europe”;
- **2000**, European Study Session for Youth Information Trainers;
- **1999**, European Training Course on “Minimum Standards, and Measures to Improve the Quality of Youth Information Services”;
- **1998**, European Training Course on “Different Approaches to Youth Information in Europe”;
- **1997**, Training course “Different Approaches to Youth Information in Europe”;
- **1996**, (pre-agreement) Training course “Different Approaches to Youth Information in Europe”;

The 2010 activity, which is object of the present report, consists also in a reflection moment on the partnership agreement itself, drawing its possible future perspectives of development and further fields, means and fashions of action.

## **Aims and objectives of the Colloquy**

### **The overall aim of the Colloquy:**

To discuss the development of Youth Information until 2010 and the challenges which lie ahead of us and to contribute to the start-up and development of local Youth Information Centres throughout Europe.

### **The specific objectives:**

- Get an overview the current state of Youth Information, especially the consequences of new youth cultures (like digital natives) on Youth Information Services.
- Analysing the new recommendation and its possible practical implementation
- Promoting the Youth Information Starter Kit
- Working on the use of the Youth Information Starter Kit within local, regional and national realities
- Celebrating 20 years of the Recommendation (90)7

## **Participants of the Colloquy**

ERYICA has given great attention to respecting the broadest possible profile of participants, taking into account their individual professional backgrounds as well as a balanced geographical distribution and according to the theme of this year's Colloquy - "Bridging the gap" – diversity regarding the participants' organisations professional advancement in the field of Youth Information.

The participants' list of the Colloquy has been composed as follows:

9 governmental representatives or Youth Information workers representing countries where Youth Information is at the beginning or still has to be developed.

**Milica Paskulov**, ONO Youth Nongovernmental Organization, Serbia

**Miona Paskulov**, ONO Youth Nongovernmental Organization, Serbia

**Zoran Ilieski**, Coalition of youth organisations SEGA, FYROM

**Igor LAMBEVSKI**, Coalition of youth organisations SEGA, FYROM

**Dragana PAPIĆ**, Forum MNE, Montenegro

**Bojana BULATOVIC**, Bureau pour la jeunesse - Direction pour la jeunesse et le sport, Montenegro

**Andras CSABA KOSA**, HELPI Youth Information and Counselling Office, Hungary

**José HERRERA**, UngInfo, Sweden

**Ljubo RAIČEVIĆ**, Zavod MISSS, Slovenia

**Sasa DUPOR**, Udruga za mlade Korak ispred (UMKI), Croatia

9 governmental representatives or Youth Information workers representing countries where Youth Information is established:

**Jessamy MORRIS**, YouthNet, UK  
**Mika PIETILÄ**, National Coordination and Development Centre of Youth Information and Counselling Finland  
**Petra Sara PAVLACOVÁ**, National Institute of Children and Youth of Ministry of Education, Youth and Sport, Czech Republic  
**Dominique VERSCHUREN**, In Petto, Belgium  
**Susanna KILAPPA**, Youth Information and Counselling Unit, City of Espoo, Finland  
**Javier Garcia PARIENTE**, INJUVE (Instituto de la Juventud), Spain  
**Alexandra CANGELOSI**, jugendinfo.cc, Austria  
**Catherine DE LABARRE**, CIDJ, France  
**Reinhard SCHWALBACH**, IJAB, Germany

Representative of CDEJ: **Alexis RIDDE**, Chairperson  
Representative of ERYICA: **Marc BOES**, ERYICA president  
Representative of EURODESK: **Anja RUHLAND**, Director of EURODESK  
Representative of the European Youth Card Association (EYCA): **Jarkko LEIHIKONEN**, Board Member  
Member of the Advisory Council on Youth: **Aleksandar BOGDANOVIC**  
Representative of the European Youth Forum: apologised for absence  
Representative of the European Commission: apologised for absence  
Representative of the European Knowledge Centre: apologised for absence

External Speaker: **Patrick DANIELS**, YouthNet, UK  
Rapporteur General: **Cornelia UNTERSBERGER**  
Member of the Council of Europe Secretariat – DYS: **André-Jacques DODIN**  
Members of the ERYICA Secretariat: **Davide CAPECCHI**, ERYICA director, **Imre SIMON**, Project Manager

## **Methodology**

The Colloquy has been organised over four days and included a mix of presentations and debate carried out in groups and in the plenary. In addition a number of workshops on topics related to the overall aim of the Colloquy have been organised. Appointed participants of the Colloquy have facilitated these workshops. A number of rapporteurs have been chosen to report subsequently to the plenum with a summary of the most important outcomes of each of the workshops. Another working technique that has been implemented for this Colloquy was the “Dynamic Duo”: A dynamic duo consisted of two participants each, one coming from a country, where the state of Youth Information has been considered as advanced, the other one coming from a country, where Youth Information has been considered to be in a state of development still. The purpose of this method was to give each duo a framework for exchange of methods, good practice and experiences concerning Youth Information in their countries throughout the whole Colloquy. Moreover, this method aimed at letting the participants develop a long-lasting professional bond (in this case it has been defined for a year) and beyond that using this ties to elaborate and implement concrete project ideas.



The working languages during the event have been English and French (with simultaneous translation provided).

### **Opening of the Colloquy**

The CoE/ERYICA Colloquy “Bridging the Gap” was officially opened with a welcome speech of Alexis Ridde, chairperson of CDEJ, followed by introductory words of ERYICA president Marc Boes, chair of the Colloquy, as well as André-Jacques Dodin of the Secretariat of the Directorate of Youth and Sport and Balint Molnar in his function as director of the European Youth Centre Budapest. All of them welcomed the participants to the Colloquy and expressed their best wishes for a fruitful cooperation throughout the event as well as their keen interest in its outcomes.

### **Working documents**

At the beginning of the Colloquy all participants have been handed out folders with several documents that served as the basis for discussion and reflection:

- The new Recommendation 2010(8) on Youth Information
- The Recommendation 90 (7) on information and counselling for young people in Europe
- The Youth Information Starter Kit.
- Paper “Input on the changing social environment of young people in the digital age”

The first two documents contain the values on which Youth Information in Europe and beyond shall be based on followed by recommendations to the Council of Europe Member States for implementation of those, while the latter is a “hand on” description of why and how to set up quality Youth Information Services.

All documents have been provided in the English language, with exception of Recommendation 2010(8) on Youth Information of the Council of Europe, which has been provided in both English and French.

The paper “Input on the social environment of young people in the digital age” has been written by Patrick Daniels, YouthNet and served as an accompanying document to his presentation of the same title.

### **Expectations of the participants**

After an initial introduction round of the participants, Marc Boes, chair of the meeting, opened a round where the participants were asked to share their

expectations for the forthcoming sessions. Here is a brief overview of the thematic areas that have been tackled:

- To learn more about the new recommendation on Youth Information and find ways to put its content into practice.
- To build up European networking and sustain existing partnerships through participating in the meeting
- Learn from different approaches to current problems in Youth Information work.
- To find a way to generate ideas to stabilise “endangered” areas of Youth Information.
- To learn more about the individual national background and realities in Youth Information work.
- To find a way to solve problems of minorities in Youth Information work.

## **Programme of the meeting**

### **Tuesday, 21 September 2010**

Arrival of participants

15.00 – 16.30 Opening Session:

- Opening of the Colloquy by the Chair of the Joint Coordinating Committee of the Partnership Agreement between ERYICA and the Council of Europe (JCC) and Chair of the CDEJ: Mr. Alexis Ridde.

- Introduction to the Colloquy: Mr. Marc Boes (ERYICA president).

- Welcome by the Council of Europe Directorate of Youth and Sport: Mr. Andre-Jacques Dodin

- Welcome address by Balint Molnar, EYCB Deputy Director

Presentation of guests and participants

16.30 – 17.00 Coffee break

17.00 – 18.00 “Overview of the developments in Youth Information since the last Colloquy in 2007 and an introduction to the tools we developed within the partnership”. Ms. Alexandra Cangelosi

19.00 – Dinner and celebration of 20<sup>th</sup> anniversary of Recommendation 90(7).

### **Wednesday, 22 September 2010**

08.30 Breakfast

- 09.30 – 11.00 “Input on the changing social environment of young people in the digital age”. Mr. Patrick Daniels
- 11.00 – 11.30 Coffee break
- 11.30 – 13.00 Two simultaneous working groups:  
“The changing social environments of young people in the digital age and the consequences for Youth Information work.”, (facilitated by Alexandra Cangelosi and Patrick Daniels).
- 13.00 – 14.30 Lunch
- 14.30 – 16.00 Two simultaneous working groups discuss:  
“Implementation of Recommendation 2010 (8) on Youth Information” (facilitated by Marc Boes and Davide Capecchi)
- 15.30 – 16.00 Coffee break
- 16.00 – 17.00 Presentation of working group results and discussion in plenary.
- 17.00 – 18.00 Speed dating: Dynamic Duos
- 19.00 - Dinner

#### **Thursday, 23 September 2010**

- 08.30 Breakfast
- 09.30 – 11.00 Introduction to the methodology of Dynamic Duos and the results of the speed dating.
- 11.00 – 11.30 Coffee break
- 11.30 – 13.00 Workshops:  
1. Why Youth Information in 2010? (Facilitated by Mika Pietilä)  
2. What is Youth Information in 2010? (Facilitated by Reinhard Schwalbach)
- 13.00 – 14.30 Lunch
- 14.30 – 16.00 Workshops:  
3. How to set up Youth Information? (Facilitated by Sasa Dupor)  
4. Quality and Evaluation of Youth Information (facilitated by Petra Sara Pavlacová)
- 15.30 – 16.00 Coffee break

16.00 – 17.30 Dynamic Duos: Conclusions from the workshop

19.00 - Dinner and goodbye party

**Friday, 24 September 2010**

08.30 Breakfast

09.30 – 11.00 Conclusions from the Colloquy

11.00 – 11.30 Coffee break

11.30 – 12.30 Wishes and recommendations for the Partnership between the Council of Europe and ERYICA.

12.30 – 14.00 Lunch

14.00 - Departure of the participants

## **Summary of the main results**

### **New implications for Youth Information in a digital era**

#### ***Changes of Youth Information services in the digital age***

>> The emergence of the Internet has created tremendous changes for Youth Information services. Unlike in pre-Internet times, when the provision of most exhaustive information has been the goal, the aim today has to be to offer even more guidance through the vast amount of available information. Every request from a young person shall receive tailor-made answers addressing every specific core issue at stake.

#### ***Emerging role for Youth Information services in the information literacy realm***

>> A key role for Youth Information workers has been identified when it comes to enhancing young people's media literacy skills, specifically those enhancing online information literacy. Youth Information services shall acknowledge their stake in this matter, as they shall be one of the major non-formal sources of information provision in the lives of young people. Beyond this, Youth Information workers and centres shall also actively seek the cooperation with other stakeholders involved in the process of information provision, such as teachers and parents for example. Furthermore, concerning the development of media literacy skills Youth Information services have to specifically address those young people coming from underprivileged social contexts, as those typically are the ones most in need for support.

### **Call for standardised quality standards and ethical codes of conduct**

#### ***Establishing quality criteria for Online Youth Information services***

>> Youth Information services shall enhance their work on increasing their own credibility among young people, especially when it comes to services provided online. In this sense Youth Information workers/managers shall work to make their online services as accessible as possible. In addition it has been identified that transparency plays a major role in enhancing credibility among users. In general a call for establishing European-wide quality criteria for Youth Information services has been identified, even though this has to be carefully reviewed beforehand in order to being able to provide guidelines that each and every YIC across Europe will be able to achieve.

#### ***Need for a common ethical code in Youth Information services***

>> Youth Information centres work with an abundance of personal information of young users of their services. In the past several Youth Information workers have been confronted with situations in which they have been asked to give out personal data of young people. Individual

Youth Information centres have established their own ethical framework as guidance in these cases, however the need for a common ethical code applicable for all members of the ERYICA network has been expressed. In addition young people shall also be granted access to information about how their data and private information will be handled at the respective Youth Information centre (e.g. by integrating an “About” section into online services of Youth Information centres). This way also credibility and trust of young people into provided Youth Information services can be enhanced.

### **New implications for Youth Information in times of financial crisis**

#### ***Problematic dichotomy between generalised and specialised Youth Information services***

>> In times of financial cutbacks, which have lastingly affected the Youth Information sector, many Youth Information services have seen themselves confronted with external pressure (from e.g. national governments and/or other authorities) to adjust their services according to market-driven parameters (e.g. more services concerning job coaching services in times of high unemployment rates). Even though such a development might indeed be in the interest of the young people, we have to bear in mind the temporary effect of such a type of service. Hence the agreement among participants that a generalist approach in the provision of services shall be maintained, as the holistic character of a Youth Information centre as information provider has to be respected and further pursued.

#### ***Call for identifying new sources of funding in challenging times of financial cutbacks***

>> Youth Information services are and will be facing severe financial cutbacks from sponsors throughout the coming years. Therefore, it has been agreed that other sources of possible funding have to be looked into. Several Youth Information professionals have reported both positive and negative experiences with cooperation with the commercial sector; hence the need for a closer evaluation of feasible possibilities of collaboration has been expressed. In principle though there has been consensus on that closer collaboration with commercial partners can be a valuable option, provided that the principles stated in the European Youth Information charter will be met.

### **Youth Information as a joint effort**

#### ***Enhancing the participation of young people in the provision of Youth Information: Peer-to-peer advice***

>> Peer-to-peer advice has been repeatedly highlighted as a valuable source of information provision in the Youth Information field. Young people are often in need of receiving expert knowledge on a topic of their interest; however, they also like to be provided this knowledge in a friendly

manner or - even better - by a friend: hence, participants agreed that peer-to-peer advice as a method for Youth Information provision shall be further exploited. Given that peer-to-peer advice might not be an appropriate tool for all thematic areas (e.g. monetary issues), peer-to-peer activities shall be planned and undergone carefully.

### ***Inclusion of stakeholders in the evaluation process of provided Youth Information services***

>> More attention has to be paid to thoroughly evaluate the effectiveness of provided Youth Information services. In order to achieve a most comprehensive and detailed picture of the evaluation, several stakeholders shall be included in the evaluation process. On the one hand these can be young people themselves, since their feedback as actual users of the provided services will be valuable and can directly be put into practice. On the other hand third parties such as universities and research institutions can be integrated into the evaluation process. Major importance shall also be attached to showing long-term results and long-term-impact of Youth Information and the services that are provided. In this context it might be useful to look into long-term evaluation processes, such as showing the effect of Youth Information services with concrete figures and testimonials throughout a 3-5 years period.

### **Creating awareness for Youth Information successes and available tools**

#### ***Necessity for creating awareness for the effectiveness of Youth Information***

>> The participants further identified the need of creating wider awareness for the effectiveness and the actual achievements of Youth Information among stakeholders in the Youth Information field but also among the general public. In this context participants have discussed the possibility of establishing (national) public awareness campaigns showing the necessity and usefulness of Youth Information services. In this context participants expressed ideas according to this goal, such as for example promoting “success stories” of Youth Information work demonstrating the effectiveness of information using the example of successful users of Youth Information centres.

#### ***Leverage already existing tools for Youth Information***

>> As a further conclusion of the Colloquy the participants unanimously agreed that more attention should be given to using already existing tools and framework documents in Youth Information instead of investing in building new ones. Tools such as the “Recommendation on Youth Information”, the “Youth Information Starter Kit”, the “Principles for Online Youth Information” etc. shall be further exploited by making it known among a wider circle of Youth Information workers, also by making it better accessible (e.g. through translation in national languages) and by actively promoting its use. Thus we are also in need of a wider-reaching PR strategy and measurements.

## **Evaluation of the Colloquy**

The Colloquy has officially been closed with a round of evaluating comments. Marc Boes, invited each of participants to draw their conclusions and evaluate the Colloquy based on their initial expectations.

Most of the participants expressed their appreciation for the outcomes of the event and thanked the hosts and organisers – the Council of Europe and ERYICA – for their kind invitation to participate in the event. Participants were pleased with being given the opportunity to get in touch with Youth Information professionals from other fields of expertise and geographical areas and reassured their appreciation for a continuation of such events.

A shared wish was manifested that the proposals put forward at the end of the Colloquy could become policy in the future.

## **Wishes and suggestions for the partnership between ERYICA and the CoE**

- Establishing framework conditions for a better promotion of already existing tools for Youth Information work
- Training for Youth Information workers
- Providing research and statistical data
- Establishing ERYICA's and CoE's communication channels as a platform for Youth Information
- Setting framework conditions for rewarding the achievements in Youth Information work
- Cherishing the tradition of the ERYICA/CoE Colloquy
- (Continued) support for European networks
- Making use of the capacities of the 3 Networks cooperation between ERYICA, Eurodesk and EYCA

## **Concrete proposals for further projects within the partnership framework between ERYICA and the Council of Europe**

The last section of the programme has been dedicated to giving the participants room to express their wishes and suggestions for future projects with the ERYICA/CoE partnership. During this session the participants could put their suggestions on sticky tapes and classify them according to three categories, namely 1. Highest priority, 2. Medium priority and 3. Minor priority. The participants were allowed to go through the proposed activities and regroup them according to their estimation of importance. The activity resulted in the following proposed activities.



### **Highest priority**

- Translation of the Youth Information Starter Kit into other languages (with support of the partners of ERYICA)
- Including a “frequently addressed issues” section into the Starter Kit with info on e.g. lobbying at local/national level, examples of quality standards in use, funding, governance, etc.
- Organising a seminar/training on the quality and evaluation of Youth Information
- Providing lobbying material showing the impact of Youth Information, by highlighting its social and economic benefits
- Target the EECA (Eastern Europe and Central Asia) region for Youth Information
- Coordination of study visits between Western European and Northern European as well as Eastern European and South East European countries
- Establishing a platform (offline, through seminars, workshops, summer universities, etc) for exchanging instruments, methods, etc. for Youth Information workers.
- Concrete tools for the implementation of the new recommendation for Youth Information
- Defining business ethics and social entrepreneurship in fundraising
- Training for “old” Youth Information centres (workers)

### **Medium priority**

- Establish partnerships with the business sector (CSR)
- To increase the partnership with the CDEJ
- How to influence and work with other bodies (work, house, heald???)
- Use SHERYICA to explain and map the skills and experience of Youth Information workers in Europe
- Continuous common work between ERYICA and the Council of Europe.
- Partnership with all Balkan states for joining position into the whole field of youth (...???)
- To produce a manual of examples of good practices with respect to Internet youth projects
- Continuing support for Balkan countries

### **Minor priority**

- Organising more colloquies to evaluate and network.
- Upgrade the status in CDEJ from observer to full member

### **Conclusion**

Youth Information has entered into a stage in which its stake as a major pillar of knowledge dissemination in contemporary societies is becoming more and more apparent and reinforced, especially with regards to e.g. the use of

modern Internet technology and its affiliations or societal implications of recession and financially challenging times. Whereas shortage of financial means and monetary cutbacks are not essentially new to managers and other professionals of Youth Information, this Colloquy has shown that a willingness to find new resources and collaborators, potentially from the private economic sector, have emerged as a new trait. Taking into account the increasing quantity of information available to young people, qualitative and reliable youth information services are becoming ever more important, which heavily implies a reinforced investment in expanded trainings of youth information workers in order to secure long-term employment possibilities.

In terms of the predominant image of Youth Information towards the public, including policy makers and politicians, but also the general public, Youth Information work shall be advertised in a more self-confident manner, stressing achieved successes and contributions to a healthy development of youth in Europe, particularly internally, among Youth Information professionals themselves.

Drawing on the predominantly positive feedback of the Colloquy's participants, it has become clear that events like this Colloquy are highly appreciated by representatives of the Youth Information sector, particularly, because of its reassuring effect on professional self-conception, thanks to the openness of participants for mutual exchange of experiences among each other, and its function of becoming a pool of new ideas and strategies that are signposting individual professional paths towards future efforts in the Youth Information sector across Europe.

This feedback also calls for a continued effort of organisations and those responsible of working with Youth Information such as in ERYICA and the Council of Europe to strengthen their sensitivity to pick up on emerging developments in the Youth Information field so that the right framework conditions ensuring a promising development of Youth Information work can be set.

## APPENDIX

### **Translation of the “Recommendation 2010 (8) on Youth Information” into simplified language**

(Workshop “Implementation of Recommendation 2010 (8) on Youth Information”, facilitated by Marc Boes)

a. Consolidate and develop existing Youth Information and counselling services on the basis of Recommendation No. R (90) 7 on information and counselling for young people in Europe;

**>> Bring together and develop existing Youth Information and counselling services based on the 1990 Recommendation on information and counselling for young people in Europe;**

b. foster and strengthen the generalist and multi-agency character of Youth Information and counselling services, as being complementary to specialised services for young people;

**>> Strengthen and develop generalist Youth Information and counselling services to implement specialist services for young people;**

c. ensure that young people have access to and benefit from information by adapting the many forms and channels of Youth Information to the needs of all young people at local, regional, national and European level;

**>> Transform (develop) Youth Information services to ensure that all young people can access them at every level;**

d. when developing youth policy, take into consideration the ever-changing information needs of young people, including by using the knowledge gathered through consultations carried out by grass-root organisations involved in Youth Information and counselling;

**>> When developing youth policy take into account the constantly changing information needs of young people through consultation, research and study at grass-root level;**

e. foster the development of new working methods, varied approaches and innovative ways to use new forms of communication;

**>> support the development of new forms of communication (e.g. new working methods, different approaches, innovation);**

f. encourage the participation of young people in developing Youth Information content, tools for delivery and policy development;

**>> make sure that young people are involved in creating Youth Information products (e.g. what content, how should it reach young people) and have an active role in the development of youth policy;**

g. promote the acquisition of competences by young people concerning the management of information, bearing in mind that:

- information literacy should be part of non-formal, informal and formal education,
- young people should learn to deal with information with a critical and self-determined approach,
- young people should be able to create, produce and distribute information content in a responsible way;

**>> train young people how to deal with information in a critical and independent way, knowing that:**

- **this is part of all forms of education – be it in school or in leisure time**
- **they should be able to create, produce and give information in a responsible way;**

h. increase awareness among young people as to the risks they face as consumers and creators of online information;

**>> make young people understand the possible risks when they use or create online information;**

i. raise the awareness of young people concerning the dissemination of their personal data when active in online social communities;

**>> guide young people about sharing personal information like their addresses, photos or events within their lives, when using sites like Facebook, Twitter and other social networks;**

j. recognise the need for quality standards for online Youth Information services and support quality initiatives in this context at all levels;

**>> standards are important to encourage young people to ask for the help they need and keep themselves and their friends safe;**

k. raise the level of awareness and training of staff in charge of Youth Information regarding the new challenges of Youth Information work, and promote exchanges of experience and practice among key players;

**>> staff training is important so everyone involved in Youth Information like policy makers, decision makers and other professionals keep up to date, expand quickly and raise standards;**

l. encourage the access of disadvantaged young people, including those with disabilities, to online information;

**>> to work to ensure that information is accessible to all, including those with disabilities, who can be encouraged, which might not always be apparent online.**

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