

Good Practice in Youth Information



sheryica



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Dear Reader



Patrick Burke
President, ERYICA

The last two years, 2021 and 2022, brought a wealth of challenges and opportunities. Once again, young people had to adjust to enormous changes: the quarantine, labour changes and rising inflation because of the ongoing COVID 19 pandemic, higher cost of living, the military conflict in Ukraine, the energy and environmental crisis. Again, the excellent cooperation, perseverance and ingenuity of our members made it possible to continue our work. In those two years, youth need more than ever equal access to objective and reliable information networks, as they face difficulties. I am extremely happy that we have been there to support them.

The lifting of the COVID 19 pandemic measures marks the end of isolation and the beginning of a new, more digital era. Mental health issues and equal access to reliable information and youth-friendly services, safe use of the internet and a more ecologically aware lifestyle are of particular concern to the younger generations and have been the subject of our network's work. We managed to provide substantial help, and this is something we should be proud of.

The aim of this publication is to highlight the valuable work of the network and make it accessible to all those who are looking for a pathway to better and more up-to-date youth services and counselling. We hope that the examples of good practice presented in the book will be successfully integrated into the provision of similar services. This is fully in line with our vision of a network of cooperation: a dynamic and inspiring community, open to new ideas, where we learn from each other. This booklet, which highlights the diversity within the network, is a stimulus for more and more direct communication and interaction.

The seventh edition of the booklet is divided into five chapters that highlight the valuable work of our partners in key areas: Youth Participation in Youth Information, Mental Health Support and Media and Information Literacy. As in the previous edition, there is also an additional chapter for Good Practices in the Youth Information field.

As we approach the end of 2022, a year of challenges and achievements, I would like to thank you dearly. ERYICA looks ahead with hope and optimism for another year of development and learning.

01

Youth Participation in Youth Information

02

Involving young people in the design of the service, delivery, and evaluation should be part of the service planning culture and essence.

03

04

Victoria de la Hoz, Coordinator of the YI Network -
CRIJ Madrid, Spain and ERYICA Board Member

For decades, youth participation has been a major concern and a priority for European institutions and organisations that have emphasised the importance of youth participation to “foster young people’s active citizenship, enhance their integration and inclusion and strengthen their contribution to the development of democracy.”

Youth participation is also a priority in the EU Youth Strategy (2019-2027), as stated in the European Youth Goals, as well as in both the Erasmus+ and European Solidarity Corps programmes. But there is no clear and universally accepted definition of youth participation nor a shared understanding of what it entails.

Somehow the concept of participation is controversial, and there are different viewpoints on what real, authentic or effective participation is. In fact, “participation” can mean many things and includes a wide variety of practices (volunteering, campaigning, civic activism). For some, participation refers to a process in which the young person engages and influences; for others, it refers to an outcome where young people had the opportunity to contribute to the process.

For us, participation is a process rather than a one-off event since it requires more than having young people involved in the process. Participation is about taking part in and being part of an activity, an organisation or a community.

There are different ways of involving young people as an active part in the process of planning, identifying needs, finding solutions or implementing programmes within organisations and communities (co-design, promotion of activities, peer-to-peer delivery...). Still, in all cases, a precondition for youth participation is being informed.

Indeed, one of the major barriers for youth to participate is the lack of information about the opportunities they have. To achieve this, youth information providers are crucial in communicating to young people the opportunities available to them. For youth information services, participation should be a basic principle on which youth work is built and an outcome of youth work. The work and philosophy of youth information services should be based on participation as an objective, a principle and a practice.

In order to strengthen participation, young people can be involved in the design, delivery and dissemination of information to their peers. Develop youth-friendly information and materials with and by young people themselves through traditional and new channels. This may encourage young people to participate in different issues that are important and affect their lives, such as housing, employment or sexuality.

There are many areas where young people should be involved, and all are relevant, but one of them is crucial: information. Information is the first step to getting people involved and engaged.



| Waddist-app

Country:

Belgium

Organisation:

Artevelde Hogeschool and De Ambrassade

Dates:

Launched in February 2021

Number of participants:

Around 500 participants

Youth Information tool:

Waddist-app

More information:

Ariadne Driezen

ariadne.driezen@ambrassade.be

<https://ambrassade.be/nl/kennis/waddist>

(in Dutch)

Description:

Who are young people today? What do they think, feel and need? Within the broader youth sector of Flanders (the Dutch-speaking part of Belgium), there is an urgent need to be informed on what is going on in young people's lives. The COVID crisis made clear that we have insufficient accessible ways to include the opinions and feelings of young people in policy work and daily work, such as in youth work, education and welfare. The Waddist app (Flemish for "What's up") **aims to answer young people's needs and to put their voices first in policy and youth work on a structural basis.**

Waddist is an app for youth aged between 12 and 30 to **answer three questions on a daily basis and share their opinions**, feelings and ideas on various topics such as love and sex, mental health, politics, leisure time, education, identity, etc., as well as how they think and feel about current issues in the media and public and political debates. As we aspire to citizen science, the general results can be consulted instantly and anonymously in the app and on our website (by youth, teachers, policymakers, researchers, etc.). Thus, when answering questions, users get to see what other young people answered and their opinions. Knowing what other peers think, being able to compare yourself and immediately getting the results back is very important for Waddisters.

"What I really like about the app is that I can compare my answers to that of others and that I can see that I am not alone". Waddister, 17 y/o.

The questions in Waddist **are formulated by researchers** of De Ambrassade and Artevelde Hogeschool, **by young people** themselves **and by youth and policy organisations**. Within the features of the app, youth can suggest questions which are then used in the app, and they can give feedback on the app itself as well.

The app gives **daily links to good youth information** and **helplines regarding that day's topics**. In that way, Waddist is not only a research and participation tool but also a tool to inform youth on various topics and support them in developing their own critical thinking, making well-informed decisions and finding professional help when needed.

Achievements:

We have achieved a fixed panel of youth who have participated almost daily for a year and a half. When asking for feedback from 30 Waddisters in March 2022, most of them said they had participated since the launch of Waddist in 2021. Thus, **youth are motivated to use Waddist for a long time.**

Waddist is a good participation tool where **youth can voice their opinions**, and various youth and policy organisations have used Waddist for their policy advisements, campaigns, etc. De Ambrassade supports 100 Flemish youth work organisations and 130 youth information organisations. The app is a good participation and research tool to support their work and our work. Waddist has already delivered various research reports based on the data. For instance, we released a **report on 'how to be yourself'** and **'bullying behaviour'** and did two analyses on the 3000 questions youth had already formulated for Waddist. When we have such a report, our Waddist is **used in the media and public debates**. We always report back to the Waddisters. This is very important to them, as it shows them how their voices contribute and have an impact. This definitely motivates them to keep participating.

We aim to achieve participation within the project and include youth in developing our project and app. Youth can submit questions, suggestions, and bugs and voice their opinions. We have had feedback rounds with Waddisters, interviews, and user testing from the start of the project. We are also organising group and class sessions with Waddist.

Waddist is also a community tool. We noticed that Waddist is used and described as **a place where taboo questions can be asked and discussed**, such as questions on masturbating and porn, as well as topics such as suicidal thoughts and mental health issues. We also noticed that many young people come to Waddist to ask about their doubts about their sexual orientation. As it is anonymous and works against taboos, **Waddist contributes to destigmatisation**. Young people look for peer-to-peer support in the app and connection and reassurance.

"Once, I had a problem and wanted to know if someone else had also been through this. The result in Waddist was that many young people had the same problem and I felt truly reassured by this." 16 y/o

"Waddist makes me feel less alone." 18 y/o





II

“Noche de parti”- youth participation in public spaces

Country:

Spain (Navarre)

Organisation:

Navarre’s Government (Navarre Youth Institute and Civic Participation Division)

Dates:

246 spectators attended the performances in 2021

Youth Information tool:

Theatre

More information:

juventud@navarra.es

<https://gobiernoabierto.navarra.es/es/accion-gobierno/obras-teatro>

<https://www.youtube.com/watch?v=XWbeyG-MCZQ>

Description:

“Noche de parti” (Party Night) is a play that **encourages young people to participate in public issues**. The performances occur in Navarre (Spain) in areas such as schools, colleges, youth association spaces and other sites where young people usually meet.

The plot of the play:

A council asks a group of young people for help defining what its facilities and programmes should look like. The characters discuss it and try to find a way to reach an agreement between themselves. During the play, the public see the difficulties and doubts that any participation process entails. In the end, the young characters questioned their assumptions about the importance of public participation, thinking about how to develop it. However, the play does not offer magic solutions for these issues; it only aspires to expose how participation could be possible and how necessary it is to listen to young people’s opinions and ideas.

The purpose of this tool is to **stimulate youth participation in public issues**. It lasts 30 minutes, after which there is also time for an open debate between the young public and other persons (youth workers, representatives of councils, teachers, etc.). From the very beginning, young people have been involved in developing this tool, and a young theatre company is responsible for playing it.

There are many questions in the play to promote discussion. *Is it worth young people participating in public issues? Are they considering us? How can we reach an agreement?* The idea is to invite young people to participate in a different way, **using theatre as a tool in a friendly and informal context**.

Achievements:

The premiere of the play took place in June 2021. During that year, there were six performances in the following places in Navarre: Larraga, Subiza, Bargota, Mendavia, Lodosa and Pamplona. It was positively received, so the action is ongoing in 2022. It is expected that **at least 14 performances will be made by the end of the year**. 221 spectators attended the performances in 2022 (124 girls and 97 boys).





III

Cube of ideas

Country:

Cyprus

Organisation:

Youth Information Centre of Paphos – Youth Board of Cyprus

Dates:

24/06/2022 (official launch) – present

Number of participants:

More than 80 participants

Youth Information tool:

Interactive public art installation, social media

More information:

Doxia Mina
kepli.pafos@onek.org.cy
www.kepli.onek.org.cy

Description:

The Paphos Youth Information Centre of the Youth Board of Cyprus, in collaboration with the Municipality of Paphos, recently presented a brand-new project called “Cube of Ideas”. This project is taking place at the heart of the city (Kennedy Square) as an effort to give the stage and **make the voice of young people heard in every way**.

The “Cube of Ideas” is a large cube/wall of expression and is an innovative way for the youth of the city and district of Paphos - and not only - to share what concerns them. This project aims to look into alternative ways of engaging young people in a more interactive way and generating an informal, public dialogue. It constitutes a kind of open consultation with the youth.

This tailored method destined for young people and vulnerable groups of citizens is an excellent way to encourage participation and empowerment for all. It brings together numerous young people from different walks of life who share their views, opinions, and ideas in Cube about what they want and envision for a better future.

The main goal of the “Cube of Ideas” is to **give a space for everyone to express their concerns and send their message about the future they want**. In addition, we aim to extend our outreach to socially excluded groups and ensure they have access to these participatory opportunities.

Furthermore, the “Cube” was designed and built by the pioneering and innovative technology programme of the Youth Board of Cyprus at Youth Makerspace Larnaka. This initiative is taking place in the framework of the European Year of Youth 2022.



Achievements:

Some key figures of “Cube of Ideas”:

- More than 80 participants;
- Different partners involved (local municipality, Youth Makerspace Larnaka, Cyprus Broadcasting Corporation’s national TV station RIK 1, radio stations, etc.);
- More than 120,000 people reached through the visibility of the initiative;
- The idea of the “Cube of Ideas” will probably be reproduced in other cities in Cyprus in collaboration with local municipalities; and
- All the testimonies and ideas will be used in developing the new National Youth Strategy by the Youth Policy Department of the Youth Board of Cyprus. It’s an excellent way to make the policy makers aware that young people have opinions which need to be addressed, listened to and valued.





IV

First regional youth ambassador meeting of the community of Madrid

Country:

Madrid, Spain

Organisation:

Network of youth information services of the General Directorate of Youth of the Community of Madrid

Dates:

22- 24 April 2022.

Number of participants:

100 young people aged 14 to 25.

Youth Information tool:

Face-to-face meeting

More information:

Victoria de la Hoz

victoria.castanys@madrid.org -

<https://www.comunidad.madrid/servicios/juventud/>

Description:

Lately, several municipalities in the Community of Madrid have set up a Youth Ambassador Programme at local level under different names: information antennae, cybermentors, influencers, and characteristics.

For some years now, as a result of the meetings of youth information workers held annually by the Regional Youth Information Network, some of these municipalities have joined together and created a working group to unify their lines of action. The main objective of this group is to establish a regional network of youth ambassadors who participate, from their youth information service of reference, informing their peers and other young people.

Youth ambassadors are a key element for youth information. They support in decentralising youth information services (YIS) and establishing a direct relationship with young people through a horizontal peer-to-peer communication model while encouraging participation.

They act as information providers in two ways. On the one hand, they collect young people's concerns, needs, interests and preferences in the area where they live and interact. On the other hand, they provide information to their peers on the issues that interest them using their language and through youth-friendly channels.

Their task, therefore, is to **bring and provide quality and truthful information to other young people**. The aim is that young people themselves elaborate the content of the information they will deliver according to their demands.



A first and essential step towards **creating a regional network** has been holding the Youth Ambassador Meeting of the Community of Madrid, which took place from 22 to 24 April 2022 in Buitrago (Madrid).

The programme of the meeting included a presentation by each of the different groups of local ambassadors of their own experiences and activities, through videos they had produced themselves. There were also communication sessions, workshops and motivational spaces with inspiring role models.

This first meeting was attended by staff and youth workers from the municipalities of Alcalá de Henares, Coslada, Getafe, Leganés, Madrid, Parla and San Agustín del Guadalix.

Achievements:

- To provide a space for youth participation where young people from different municipalities, social backgrounds and interests can meet, connect and coordinate each year;
- To encourage the participation of young people by assuming responsibilities and favouring their decision-making;
- **To develop a sense of identity and belonging to a group;**
- To establish the first step towards the creation of a regional network of youth ambassadors;
- To train the youth ambassadors;
- To collect proposals from the ambassadors to launch joint projects and activities.



V

“Consellet Adolescent del Palau”: youth participation is a need to be covered

Country:

Catalonia, Spain

Organisation:

Consellet Adolescent del Palau d'Anglesola

Dates:

24, 27, 30 April and 4 May 2020

Number of participants:

80

Youth Information tool:

Online seminar/ workshop

More information:

adolescentspalau2@gmail.com

Míriam Solé: miryamsolesola9@gmail.com

Montse Rodríguez: montseropu98@gmail.com

<https://xarxanet.org/comunitari/noticies/miriam-sole-la-participacio-infantil-i-juvenils-ajuda-tothom-directa-o>

Description:

Developing one's own personality in environments created from respect, tolerance, cooperation, solidarity, and democracy allows young people (who are constructing their own identity and personality) to learn positive ways of relating to each other in a world where competition, individuality, selfishness and anger are widespread. Participation in these spaces and environments provides ample doses of positive emotions, which is highly valuable for now and the future.

The consolidation of a Council of Adolescent Participation (CPA), called “Consellet”, in a municipality of 2,500 habitants (el Palau d'Anglesola, Lleida) reflects the **commitment that this community has concerning the Rights of Children and Adolescents**, in particular the Right to Participation.

Local governments must promote the creation of participative spaces for children and adolescents as they have the right to **participate in a real and democratic way** in the matters affecting them. Thus, the City Council has recognised the “Consellet” as the space for youth participation to recognise the voice of the municipality's adolescence and ensure their right to be heard and that their opinions are taken into account.



Achievements:

Several achievements were reached:

- Official consolidation of the “Consellet” as a body of **genuine democratic participation** for the adolescents of el Palau d’Anglesola (September 24, 2020). This allows the Consellet to define itself as the participative reference space for any young person aged 12 to 17, where they are invited to participate critically and collaboratively, actively transforming the environment.
- Respect towards the Rights of Children and Adolescents of el “Palau d’Anglesola.”
- **Transformation of the municipality** through different community projects, work in collaboration with the local administration, entities, associations, etc.
- Creation of associative tissues in times of crisis: participants and members of this CPA have created one youth organisation to cover their interests, in addition to bringing the different educational agents of the municipality together
- Promotion of **egalitarian measures of equity** (led from a gender perspective, promoting equality between young people), equitable (participation is free) and inclusive (taking into account diversity).
- The “Consellet” is an experience of great community impact: a space for real youth participation, attention to their rights and opportunities, realisation of community projects of value: respect for the environment, human rights, altruism and solidarity, equality between all things and all, cooperation, etc.;



VI

Pack your bags

Country:

France

Organisation:

Infojeunes Occitanie

Dates:

Ongoing since 2021

Number of participants:

1,228

Youth Information tool:

Social media campaign and storytelling

More information:

Fabrice Villière

<https://www.crij.org/herault/fr/actualite/partir-a-l-etranger/fais-ta-valise-podcast-de-jeunes-qui-temoignent-sur-leurs-experiences-a-l-etranger.php>

Description:

“Pack your bags” is an Instagram project based on stories (video-podcasts) from young people who have gone abroad, whether in the framework of a mobility programme or not.

This project was **created** in 2021 **on the initiative of two young volunteers**: European Solidarity Corps volunteer Anastasia and French civic service volunteer Céline, both active at the Eurodesk service of Infojeunes Occitanie as International Mobility Ambassadors. They created a podcast series and launched the first season of 20 **stories from people who went abroad**. For season 2, the new volunteers, Caterina and Claire, have chosen a format of short videos, each lasting 3 minutes, which will also be posted on a dedicated Instagram account: faistavalise.ij.

The objective is to become Occitanie Youth Information’s platform to share experiences on going abroad. The episodes are intended to guide those who want to gain experience abroad and **help them discover all the different opportunities available** to them, which are mainly financially supported by the European Union, the French State, or international associations.

This project is **designed by young people for young people** to raise awareness about the many opportunities which are widely available, but most people do not know about them.

Season 2 will also promote the 2022 Eurodesk Occitanie “Destination Europe” guide, by featuring some of its content, especially the part on preconceived ideas on countries and mobility programmes. The objective is to encourage more young people with misconceptions to be mobile, based on this catchphrase: “They went, why not you?”



Achievements:

The volunteers decided to give a voice to young people with experience abroad using podcasts and videos.

Because it is normal to have fears or apprehensions about going abroad, these podcasts were designed for those who want to know more before embarking on their journey. The objective of **removing these obstacles**, which are especially prevalent **among young people with fewer opportunities**, was reached.

In 2021, this project **reached out to around 1000 young people** who became aware of the added value of European mobility and citizenship and saw this type of experience as an opportunity that can be positive and accessible to them. The other impact is that more and more young people with fewer opportunities will experience mobility and that the Youth Information Eurodesk network will be even more involved in supporting them in their European journey (before, during and after).

The project's community has 228 followers on Instagram, one of the young people's most used and accessible networks. Therefore, the objective is to reach as many young people as possible, especially on Instagram.



VII

Advocacy for the rights and opportunities of children and adolescents

Country:

Catalonia, Spain

Organisation:

Mollerussa City Council Youth Area - Council of Adolescent Participation of Mollerussa.

Dates:

2012 - present

Number of participants:

Currently, 20 young people

Youth Information tool:

WhatsApp, email, virtual and face-to-face meetings, social networks and press news.

More information:

Míriam Solé Solà

The referent of youth participation - Council of Adolescent Participation of Mollerussa

m.sole@ajmollerussa.cat

<https://es.linkedin.com/in/miriam-sole-sola-83131118a>

Description:

Mollerussa, as a Child-Friendly City recognised by UNICEF since 2012, is **one of the most pioneering cities in Catalonia in terms of Advocacy for the Rights and Opportunities of Children and Adolescents**. The Council of Adolescent Participation of Mollerussa (CPA) has been part of the dynamics and structure of public policies of the Mollerussa City Council for years. Every year, **the mayor holds meetings with young people** to hear their proposals that improve their development and proposes commissions for improving the urban space related to the needs of childhood and adolescence.

Mollerussa, being a city of 16,000 inhabitants, has the presence of different institutes (public, private and subsidised), and other educational services that cater for ages 14- to 17-year-olds. Currently, all of them are represented within the Council of Adolescent Participation.

The assistance and representation of all the services and educational centres ensure an inclusive representation of the whole adolescence of Mollerussa and, at the same time, establishes a way of coordination and communication constant with the education professionals of each of the centres. This encourages the participation of all young people in different issues: **picking up the voices and needs** of all youth, participating actively in a community activity, and **being informed about youth affairs in their city**.

However, the principles that underpin this participatory organ are the principles of respect for the rights, duties and opportunities of adolescents, diversity as an inclusive tool, teamwork and commitment as a motor of learning, care for the environment as a coexistence mechanism, equality as a tool for fair measurement and damage repair. These are, among others, some of the values that are promoted.



Offering adolescents real participation experiences, where they plan, manage and coordinate projects, allows them to realise that they are capable and able to accomplish all that they propose. Lack of self-esteem, confidence and security blocks adolescents and they are not aware that they can transform everything they need, if they so wish. This is possible if local policies sincerely believe in **leaving room for childhood and adolescence and investing in qualified professionals** to coordinate and energise youth programmes.

Achievements:

During this last academic year (2021-2022), new and vital milestones have been accomplished:

- Beginning of a new coordination methodology with the city high schools and youth educational services;
- Representation of all centres and services that welcome young people between 12 and 17 years old;
- Introduction of new forms of work: work for committees and assembly decision-making;
- Project development during 2021/2022;
- Spaces where the CPA of Mollerussa is represented:

a) At the LOCAL level: we participate in the Council of Citizenship. In addition, we have representation on the Equality Board of the City council of Mollerussa.

b) In the AUTONOMOUS field: we are part of and are represented on the National Children's Council Adolescence of Catalonia (CNIAC).

c) At the STATE level: we are part of the group "**Liga por la Tierra**" of the **UNICEF Platform**, and we represent Catalonia within the new "State Council of Child and Adolescent Participation".

<https://plaurgelltv.cat/ca/turisme/pladurgelltv/societat/47789/mollerussa-representara-catalunya-al-consell-estatal-de-participacio-de-lainfancia-i-adolescencia/3770.html>



VIII

Secondary School Intervention

Country:

Madrid, Spain

Organisation:

Youth Department- Municipality of Fuenlabrada

Dates:

September – June (School year)

Number of participants:

2,559 teenagers aged 12 to 17

Youth Information tool:

Weekly sessions

More information:

Nuria Mateos Moreno

Tfl. 91.498.90.87 ext. (5874)

Mail: nuria.mateos@juventudfuenla.com

Sandra Rico Pérez

Tlf. 91.498.90.87 ext. (5862)

Mail: sandra.rico@juventudfuenla.com

Description:

The **revitalisation of secondary schools** is one of the actions outlined in the Secondary Schools Intervention Project, coordinated with teachers through the Guidance Department of the Secondary School.

The main objective of this action is to **promote social participation and revitalisation in schools during recess time**. Youth workers help teenagers and teachers develop activities and facilitate access to the city's youth resources, encouraging them to participate and develop their own projects.

Achievements:

- Youth information points in secondary schools;
- Stable leisure groups that work during recess with activities for all the students.
- Support in secondary school activities.
- Cooperation in secondary school cultural days.



01

Emotional well-being and mental health support

02

83% of young people aged 15-24 said that mental health problems **could be better managed by sharing their experiences with others and seeking help**, rather than dealing with the problems themselves.

03

04

Daniel Poli, Director - IJAB, Germany and ERYICA
Governing Board member

The COVID-19 pandemic raised awareness of an issue that has always been present for youth information professionals: the mental health of young people. Youth has always been a time of insecurities and personal crises. Counselling and supporting children and young people at risk and particularly vulnerable have always been one of the central tasks of youth information and counselling.

But in recent years, their quality of life and mental health has demonstrably become more precarious, as various studies have shown. Due to the COVID-19 pandemic, the freedom of movement of young people has been massively restricted. Together with concerns about climate change and the general uncertainty caused by the war of aggression against Ukraine, this is currently leading to a special crisis situation for children and young people. According to WHO estimates, 10-20% of young Europeans currently suffer from mental illness or behavioural disorders.

According to UNICEF, a significant proportion of children and adolescents worldwide were already suffering from significant mental distress before the pandemic; at the same time, little is invested in their mental health worldwide. Not least, the impact of the COVID-19 pandemic has highlighted the importance of promoting the mental health of children and adolescents, protecting vulnerable children and supporting especially vulnerable children. In a recent representative survey in 21 countries by UNICEF, 83% of young people aged 15-24 said that mental health problems could be better managed by sharing their experiences with others and seeking help, rather than dealing with the problems themselves.

In this sense, it is currently even more important that youth information services dedicate themselves specifically to this topic and provide appropriate information and counselling services. ERYICA supports its members and all providers of youth information in exchanging ideas, learning from each other and jointly creating the best possible services for young people.



| Learning to deal with “migratory grief”

Country:

Madrid, Spain

Organisation:

Fundación Diagrama

Dates:

From 01/01/2021 to 31/12/2021

Number of participants:

57 young people, of whom 33 accessed the Specialised Psychological Intervention Service

Youth Information tool:

Youth centre, peer-to-peer education and support, face-to-face counselling, experiential and group workshops.

More information:

Fundación Diagrama
administracion@diagrama.org
www.fundaciondiagrama.es

Description:

The **experience teenagers** and young people from abroad **have during their solo travel** to Spain and later, once in our country, dramatically impacts their emotional well-being. They go through difficulties that **put their psychological well-being at risk**. In many cases, they could develop psychological and/or mental health problems, such as those related to post-traumatic symptoms or PTSD (Post Traumatic Stress Disorder) and those related to anxious and depressive symptoms. Likewise, they can sometimes suffer from a wide variety of emotional, developmental and behavioural problems, which has come to be called “migratory grief”.

The Diagrama Foundation launched the Migratory Project Support Programme to pay attention to this problem in Madrid, developed in the care resource centre for teenagers and young people that the organisation has in Madrid, which also integrates the youth information office.

This programme aims to **help teenagers and young people from abroad** in adapting to their new environment, attending to their needs for socio-community integration and psychological care.

It includes, on the one hand, a **socio-community intervention and**, on the other hand, a **specialised psychological intervention** to address the consequences derived from the migratory process, treating individually those who present marked symptoms (PTSD, depression and/or anxiety) and those who show milder symptoms in a group (Ulysses Syndrome). In addition, the programme includes action guidelines for professionals in protection and reception centres to ensure that the treatment of teenagers and young people acquires a therapeutic function and is adapted to their needs.

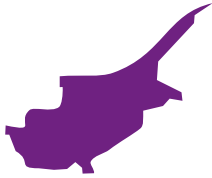


Achievements:

The solitary arrival of teenagers and young migrants has led to the **opening of multiple residential care resources**, which cover their basic needs but, in most cases, do not have enough personnel to provide specialised psychological care.

Likewise, the public Mental Health Network of the Community of Madrid currently has very limited resources to attend to the entire infant-juvenile population without specialised resources for the care of teenagers and young migrants. In this way, the Migratory Project Support Programme covered an existing demand, contributing to the work carried out by the Administration and other organisations in favour of greater integration of this group.

Throughout 2021, **57 young people participated in the programme**, generally from different reception facilities of the Community of Madrid network. Of these people, 33 were treated at the specialised Psychological Care Service.



II Online seminars for parents- parental skills

Country:

Cyprus

Organisation:

Youth information centres – Youth Board of
Cyprus

Dates:

11, 18, 25 May, 1, 8, 15, 22, 29 June and 6 July

Number of participants:

195 participants

Youth Information tool:

Series of 9 online workshops

More information:

info@onek.org.cy

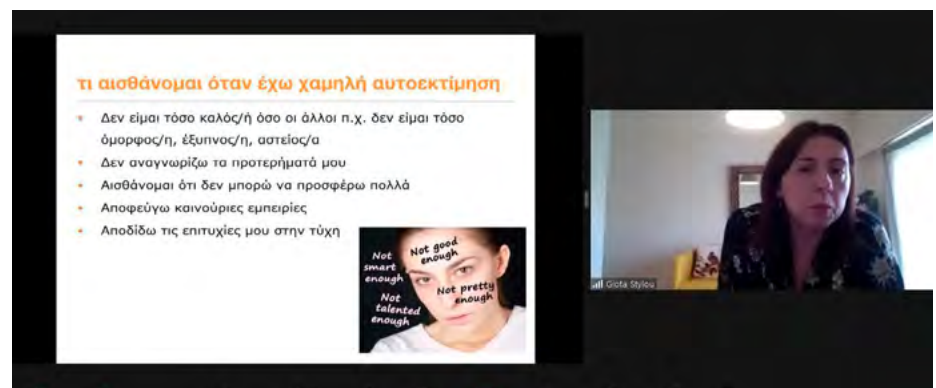
Description:

Youth information centres and the Programme for Psychosocial Empowerment of Youth “Mikri Arktos” of the Youth Board of Cyprus organised a series of nine online seminars aiming to enhance parental skills, **discuss the contemporary challenges that children face** and provide parents with the necessary knowledge for **building more positive and strong relationships with their children**. At the same time, the series aimed to identify ways by which they can help their children to develop basic psychosocial skills and strengthen their mental resilience in face of modern challenges.

Achievements:

The participants learned **practical ways to improve parent-children communication**, realised the power of empathy and the importance of developing self-esteem in children and discussed ways to prevent aggressive behaviours and bullying, as well as methods by which parents can help their children build a robust mental resilience.

An essential part of the series was discussing the modern challenges children face. For that reason, parents discussed ways to recognise and prevent the use of addictive substances, debated the consequences of gaming, learned strategies to deal with the phenomenon, and argued for the required balance in using social media as a means of socialising.





Tips and recipes for a healthy emotional, mental and bodily life

Country:

Catalonia, Spain

Organisation:

Castellterçol City Council

Dates:

2022

Number of participants:

Edition of 1,650 copies

Youth Information tool:

Guide to emotions and techniques for
controlling stress and anxiety

More information:

Sílvia Solà Tantiñà

Technician of the service area to the people
of the City council of Castellterçol.

solats@diba.cat

<https://www.castelltersol.cat/>

Description:

The guide is intended for young audiences. It is a very visual and comprehensive guide, with some parts highlighted in bold to encourage quick reading. It provides essential knowledge and information.

An **explanation of the four basic emotions is offered**, how they manifest and which organ they affect, and exercises and resources to recognise and work on them.

De què ens serveix la IRA?

La nostra flama interior. Ens explica que hi ha algú, alguna cosa dins o fora de nosaltres mateixes, que està traspassant un límit que **NO** toca. **Quan l'escollim ens activa a l'acció per canviar allò que ens molesta.** Ens dona pistes que allò que veiem al nostre voltant o vivim internament ens disconforma i que voldríem i necessitem millorar-ho. La ira quan es ben canalitzada **ens dona l'oportunitat de generar canvis i noves opcions per augmentar el nostre benestar.** Ens dona l'energia necessària per fer possible aquests canvis.

COM PUC RECONÈIXER LA IRA?

Cal tenir en compte que cada persona és un món i en conseqüència el seu cos també. Això significa que has de descobrir i escoltar el teu cos quan et parla. Aquí et deixem alguns dels exemples més típics:

- Tensió muscular (generalitzada)
- Apretar punys
- Malestar a la panxa i zona abdominal
- Acceleració del cor
- Front arrugat

10 GESTIÓ EMOCIONAL

- Apretar mandíbula
- Ganes de cridar, picar...
- Entre altres...

ATENCIÓ!

QUÈ PASSA QUAN ENS DESBORDA LA IRA O L'ENUIG?

Portem dècades que ens diuen que la ràbia és una emoció negativa i que val més no sentir-la. **No l'entensem** des de la ment i és per això que generalment quan ens enfadem aquesta **energia ens desborda** i escollim al primer que passa, cridem, piquem, la llançem cap a algú altre, a alguna cosa, cap a fora per treure'ns-la ràpidament de sobre. **La llançem sense escoltar-la, sense escoltar-nos.** Atribuem tot allò que ens molesta a la resta de persones sense aturar-nos un moment a preguntar-nos... **Per què m'enfada això? Com puc aprofitar això per millorar la meua vida?**

Curiositats

Sabies que la medicina tradicional xinesa considera que **contenir la ira perjudica la salut del fetge**?

TIP!

Quina diferència hi ha entre reaccionar i accionar?

Reaccionar: és la resposta automàtica davant d'un estímul. En segons quines situacions reaccionar de forma automàtica ens pot salvar, però a vegades ens pot complicar una mica la vida i tenir problemes amb les nostres relacions d'amistat, familiars o de parella (cridar, insultar...)

Accionar: significa parar un moment i escoltar el mobu pel qual, per exemple, algú està enfadat. Si pots agafar un còxi i picar el llibre sense fer-te mal ni fer mal a ningú... i després seure, assenar-te i entendre per què t'has enfadat tant. A partir d'aquí, amb ajuda de la teua ment, parla o emprèn alguna acció per millorar la situació que, en aquest cas, t'enfada. Explica des de la tranquil·litat que t'ha fet mal o t'ha molestat.

CASTELLTERÇOL 1

Achievements:

Before the exam period, a presentation was given to students aged 12 to 16 who **rated this tool very positively.**

Moreover, a copy was given to each house in the village and to the City Council, which immediately sold out. The families wanted more than one copy because different members of the family unit wished to have the document.



IV

Mental health training for peer mediation in high school

Country:

Andalusia, Spain

Organisation:

Andalusian Youth Institute (IAJ)

Dates:

2 June 2022

Number of participants:

50 participants

Youth Information tool:

Onsite workshop

More information:

DT Educación y Deporte en Córdoba (Ministry of Education of the Andalusian Regional Government)

DT de Igualdad y Políticas Sociales (Ministry of Social Welfare and Equality of the Andalusian Regional Government)

ASAENEC.

Description:

Mental health training for peer mediation in high school has been developed in the context of a meeting organised by the Ministries of Education and Social Welfare and Equality of the Andalusian Regional Government and the Andalusian Youth Institute (IAJ) with high school students who perform mediation tasks.

The training consisted of a one-hour workshop to **train them in soft skills to detect mental health problems among their high school classmates.**

The workshop was facilitated by ASAENEC, a non-profit entity dedicated to helping people with mental illness. This associative organisation collaborates with IAJ in FORMA JOVEN, a programme to promote healthy lifestyle habits for high school students, and has a team of experts on mental health problems.

Achievements:

This initiative aims to promote healthy lifestyle habits and prevent risky behaviour among young people.

The **gender perspective has been incorporated** in every phase of this activity.





V

Santeaddiction.fr

Country:

France

Organisation:

CIDJ

Dates:

Since June 2020

Number of participants:

From 1 June 2020 to 30 June 2022:

217, 114 unique visitors

360, 378 page views

Youth Information tool:

Website

More information:

<https://www.santeaddictions.fr/>

Description:

CIDJ launched the santeaddiction.fr portal, a **national information and prevention website dedicated to addictions caused by alcohol, tobacco and cannabis use.**

Designed as a space for original and non-stigmatising information for young people, it contains information on the impact and dangers of using psychoactive substances and the benefits of stopping or reducing consumption.

This portal aims at:

- Opening a dialogue with secondary school students by providing them with practical information from a variety of angles that are accessible to all
- Preventing dangerous behaviour and habits with testing tools and quizzes
- Helping young people find solutions to cope with addictions, with resources and contacts of professionals specialised in addiction.

www.santeaddictions.fr is based on an original graphic identity and offers a multitude of formats: testimonies, articles, videos and tests make it possible to **approach addiction and how to deal with it from a variety of angles**, accessible to all! They are widely disseminated as stories, threads and posts on the social networks of CIDJ and its partners.

An interactive educational section aimed at professionals and adults who work with young people contains resources specific to addiction: educational tools, communication support, and training lists.



The useful contacts section provides **links to directories of psychological support networks** and specialised support structures.

The “ça se passe près de chez toi” section lists meetings and discussion forums open to young people and their families all over France.

A promotion campaign focused on the **contribution of recognised influencers and opinion leaders** among 13-18-year-olds was launched in 2021 for wider outreach.

The CIDJ & YI network programme is supported by the Addiction Fund.

Achievements:

The number of page views and visitors increases monthly (see above).

- The influencers campaign was a success, with 1 IGTV and 5 IG stories :
- Satisfactory visibility results: **cumulative views of +2 million**
- Acceptance from the influencers’ communities

Our choice of influencers proved right, one especially for the diversity of content covered and another because his community strongly interacted with this awareness campaign.



VI

Psychological counselling for young people

Country:

Alicante, Spain

Organisation:

Youth Department of La Vila Joiosa

Dates:

From 15/02/2022 to the present

Number of participants:

Maximum 10

Youth Information tool:

Psycho-emotional support, psychosocial counselling, and relational coaching

More information:

+34 659 937 700

laraclaudia.bevia@alu.umh.es

<https://www.villajoyosa.com/sites/joventut/v1/empleo/apsicosocial.php>

Description:

Psychological counselling for young people is defined as a **free public service** aimed mainly at young people between 12 and 30, with the mission of informing and guiding young people in psychosocial, psycho-affective and sexual matters.

It is a free, anonymous and confidential service, through personal and individual, in-person sessions of 50 minutes.

Some of the topics covered are improving communication, **conflict resolution**, social skills, **prevention of abuse and violent behaviour**, psychological support techniques, **identity and self-esteem processes**, improvement of the social integration of young people, relationships and contraceptive methods, psychological aspects of sexuality, problems arising from social and family relationships, study techniques, or employment and/or educational guidance.

A psychologist and educational counsellor is in charge of the service. If a specific mental health problem, family planning, etc., appears, the user would be referred to the relevant care centres in the municipality of La Vila Joiosa.

ASESORÍA PSICOSOCIAL PARA JÓVENES

PARA JÓVENES DE 12 A 30 AÑOS
PRESENCIAL: MARTES DE 17:00-19:30
ONLINE: WHATSAPP O EMAIL

GRATUITO



AUTOESTIMA
RELACIONES
SEXUALIDAD
ENFERMEDADES
DEPRESIONES
DIFICULTADES
DE APRENDIZAJE
DIFICULTADES
DE MOTIVACIÓN
COMUNICACIÓN

CONSULTAS
FORO ANÓNIMO (ASÍ PODRÁS VER LAS CONSULTAS DE OTROS USUARIOS)

CITA PREVIA
A TRAVÉS DEL TELÉFONO (IMPORTANTE NO HACER CONSULTAS NI SOLICITAR CITA VÍA WHATSAPP. ¡SOLO VÍA LLAMADA TELEFÓNICA!)

[HTTPS://WWW.TOPFORO.COM/ASE-SORIA-PSICOLOGICA-VILLA-JOYOSA](https://www.tofforo.com/ase-soria-psicologica-villa-joyosa)

www.villajoyosa.es

Regiduría de Juventud Ayuntamiento de la Vila Joiosa

Achievements:

In the short time that the service has been active, there have been significant improvements in the participants' self-esteem and self-knowledge. Two users no longer require assistance, although a 4-month follow-up will be ensured.

More information:

The psychosocial counselling service is scheduled to assist users from September to the end of June, stopping during the months of July and August. However, in these two months, it will be followed up, and if it is considered that any user requires the continuity of the service, it will not stop during this period.

The person responsible is Lara Claudia Bevià Ricarte, the Youth Technician of the Youth Department of La Vila Joiosa. She has a degree in psychology, a master's degree in Educational Orientation and is currently studying for a master's degree in General Health Psychology. She has years of work experience with different groups of people at risk of social exclusion.



VII

Emotional well-being programmes for young people

Country:

Parla, Spain

Organisation:

Parla Youth Information Centre: “Casa de la Juventud”

Dates:

January 2021-present

Number of participants:

Number of users who attended face-to-face Counselling: 115 young people
Number of beneficiaries of the Restless Club Programme: 120 young people, 80 families, and 33 professionals from secondary schools.

Youth information tool:

Personal and group counselling

More information:

Luisa Ferro Picón
siaj.juventud@ayuntamientoparla.es
<https://www.lacasajoven.com/>

Description:

The Youth Information Centre of Parla offers, permanently and free of charge, four different counselling services that attend to the diverse needs of young people: <https://www.lacasajoven.com/asesorias-para-jovenes/>

Counselling for personal development is a **space for psychological assistance** that includes six sessions of one hour each. The young people who attend it are usually referred from their educational centres, with which the progress of each case is followed closely. They usually work together with the young person and their family. <https://www.lacasajoven.com/asesoria-desarrollo-personal/>

Youth Welfare Counselling Service aims to help young people **think about their life expectancies holistically**, boost their motivation and offer them different resources to improve their social interaction and time. <https://www.lacasajoven.com/asesoria-bienestar-juvenil/>

Coaching for vocational and professional development is a consultancy designed to **guide young people on their academic training** according to their interests and skills, to help them draw a career path, and to facilitate their access to the labour market. <https://www.lacasajoven.com/asesoria-desarrollo-profesional/>

Advice on the appropriate use of the internet and social media to address the emerging **concerns of families and young people about the proper use of their devices**. <https://www.lacasajoven.com/asesoria-buen-uso-internet-redes-sociales/>

Group intervention: Restless programme <https://www.lacasajoven.com/club-de-ls-inquietos/>



PARA NOVEDADES EN EL MUNDO

Asesoría para el buen uso de Internet y Redes Sociales

Te orientamos, ayudamos y acompañamos en cualquier asunto que te preocupe sobre internet, redes sociales o el uso de dispositivos electrónicos. La asesora está dirigida a jóvenes en general, familias y profesionales de la educación.



PARA MEJORAR TU EDUCACIÓN PERSONAL

Asesoría para el Desarrollo Personal

Ayudamos a los jóvenes que necesitan recursos, herramientas y estrategias para estar mejor. Basada en la demanda del joven, son sesiones individuales donde intervenimos con ellos/ellas y sus familias. Si quieres mejorar, mira a ver porque seguro que podemos ayudarte.



PARA MEJORAR TU PROCESO EDUCATIVO

Coaching Vocacional y Profesional

Te orientamos para que consigas tus objetivos y puedas definir tu itinerario profesional según tus habilidades, intereses y circunstancias personales. Te acompañamos en todo el proceso. Hasta que lo logres. Pero hay muchas más cosas en relación a todo lo que el servicio te ofrece para que avances profesionalmente.



PARA SENTIRTE BIEN

Asesoría para el Bienestar Juvenil

Un pequeño cambio en la vida puede hacer que te sientas mejor: conocer gente, hacer cosas nuevas, cambiar tu zona, practicar en grupo... En nuestra asesoría te orientamos y te ofrecemos recursos y acciones que te ayudarán a sentirte bien.



¡NUEVO PROGRAMA!

Programa de Inquiet@s

Un espacio en grupo para el desarrollo personal del adolescente.

The “Restless Club” is a space where young people’s personal development, emotional management and socialisation are worked on in groups. The programme is based on the **importance of relationships between peers during adolescence**. It is a space for networking and sharing where young people can talk about themselves and their issues. Concepts such as mutual respect, the value of diversity and social skills and participation are worked on to improve the emotional well-being of the beneficiaries.

For families: training activities and spaces for reflection on issues of concern to parents of teenagers to provide them with tools and resources to improve family life.

For education professionals: training activities and roundtables to discuss the emotional needs of young people and the key to attending to them according to the field of application.

Achievements:

Throughout 2021, the one-to-one counselling service attended to **more than a hundred young people with specific needs**. During this time, they covered many of the demands detected among the young population, such as personal, social, educational and professional development. Once the counselling has finished, the young person continues to participate in other resources such as the Restless Club or any other group in the youth centre, accesses the training programme or makes use of the information spaces and services offered, which allow the follow-up and monitoring of the young person until they achieve their objectives, especially in terms of emotional well-being. These resources are not seen as isolated resources but as transit ones.

Since 2020, the “Club de Los Inquietos” has been a **place of reference for young people with a high level of participation and commitment**. The results, in terms of socialisation and improvement of their mental health, have been very satisfactory and have allowed young people referred from counselling and other specialised resources to put into practice the tools acquired, in controlled and protected groups, to advance in their integration process. A qualified psychologist has carried out all the programme sessions. Working with families and practitioners made it possible to work with different approaches, which has directly impacted young people’s well-being.

It is worth highlighting that the referrals made from the Mental Health Centre to the Restless Club are not only a recognition of the work carried out by the programme as a complement to health care but also a **contribution to the destigmatisation of patients with mental health conditions**.



VIII

Workshops on social media and self-esteem

Country:

Finland (Ostrobothnia)

Organisation:

Decibel.fi

Dates:

Spring 2022

Number of participants:

1501

Youth information tool:

Workshops in schools, focusing on years 7–9 in the Finnish comprehensive school system.

More information:

Piia Vallineva, Teresa Backas, Erika Strengell
decibel@korsholm.fi
www.decibel.fi

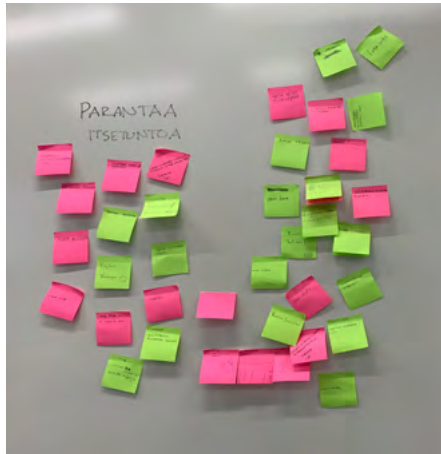
Description:

Decibel has developed three workshop packages as part of the **project “Jag-Minä”** (roughly translated as “Me”). The main focal point of the workshops is **self-esteem**, which is viewed **through three different subject lenses** depending on the workshop; Social Media, Sense of Coherence, and Basic Sex Education. For creating the workshops, we combined the skill-sets and expertise we already had within Decibel’s personnel. Furthermore, with interactive workshop models, the idea was to create dynamic theme packages that could be easily adjusted to the fluctuations of current themes in youth culture.

Social Media and Self-Esteem: the goal is for the students to understand how social media might affect self-esteem and how that impact might be both positive and negative. During the workshops, the students reflect on their usage of social media, what kind of problems they might face, and how to deal with emotions such as FOMO or inadequacy due to comparison. This gives them more tools for media literacy and critical thinking.

Sense of Coherence: the material in this workshop is based on research within the field of positive psychology. The goal is to give the students a better understanding of their life situations and better tools for handling their mental health. To aid this goal, we use exercises where the students are encouraged to draw their life coherence and analyse it.

Basic Sex Education: this workshop is based on the ten most frequently asked questions about sex and puberty, which we see in Decibel’s anonymous online “Dare to ask” service. The questions are then returned to the students via a game of Kahoot! Each theme is then explained and discussed in the classroom if the students feel comfortable enough to discuss it. Thanks to the question service, we can quickly catch on to fluctuations in trends and, if needed, change some of the ten questions.



Despite the workshops having different focal points around the general theme of self-esteem, topics regarding social media tended to make their way into all of them since it is an integrated part of youth culture and life today.

Achievements:

By making the youth themselves an integral part of the workshops, **the content always keeps up-to-date naturally**, something that can otherwise prove difficult since youth culture constantly evolves.

By not judging anything that comes up in class, we can **normalise feelings**, for example, FOMO, and show that people can interpret the same experiences very differently. This can ease feelings of alienation. By openly discussing, for example, statistics of sexual debut, or the way many photos are altered on social media, the participating youth can be assured that they should **avoid comparing themselves** so much to others.

Feedback has been good from both students and teachers, and the discussions in class have also helped give the schools better insight into the world of their pupils.



IX

Emotional education support groups and workshops

Country:

Fuenlabrada, Spain

Organisation:

Liga de la Educación y la Cultura Popular

Number of participants:

Total of participants: 935 people

Youth information tool:

Workshops, support groups, videos and multimedia content and awareness campaigns

More information:

María Miranda Rodríguez

cejosfuenlabrada@gmail.com

<https://www.instagram.com/cejosfuenla/>

<https://www.facebook.com/cejosfuenla/>

Description:

Project: CEJOS (Youth Centre for Promoting Health)

- **Youth Health Counselling Service:** On-site counselling aimed at teenagers and youth from 12 to 35 years old for any questions or difficulties regarding their integral health. The service is free and completely confidential. We also provide an online counselling service through our Instagram page (@cejosfuenla)

- **Workshops on promotion and prevention of youth health:** Developed through high schools at all levels of compulsory and superior education. They offer a variety of themes regarding youth health: emotional education, prevention of STDs and promotion of healthy eating habits, sexual health, VIH/AIDS prevention, mental health and well-being, among others. Project: "Espacio Emocional" (Emotional Education). This project is based on group workshops focused on the comprehensive and practical learning of tips, tools and psychological skills for emotional management. The project consists of different aspects and activities:

- **Espacio Emocional Joven** (Youth Group for Emotional Education): For teenagers and youth between the ages of 12 and 30. Based on practical tools that can be applied to daily life, young people of similar ages and needs work on the following topics through activities, games, videos and other multimedia supports:

- **#Happy Workshop:** "#Happy Workshop: Exciting exercises for making you feel better. This workshop focuses on emotional management: Understanding emotions and gaining practical tools to get through them daily.
- **#foryou Workshop:** Exercise for loving yourself much more and much better. This workshop focuses on self-esteem and gaining social skills. This service is completely free of charge.



Achievements:

In 2021, the workshops focusing on mental health prevention and emotional education (“Valentía Emocional”), developed through the first two years of compulsory secondary education, were **provided to 539 teenagers** in the municipality of Fuenlabrada.

It’s important to consider how the COVID pandemic directly impacted the mental health of our teenagers and youth, and how the need to intervene with teenagers regarding emotional education and health has doubled compared to other years. This tendency can be corroborated with our groups for Emotional Education regarding youth and family groups.

In 2019, **75 families came to the Emotional Workshops** offered throughout the year. In 2021, 104 families came to the Emotional Workshops. That’s a total of 27.8% more compared to previous years. Also, in relation to this, in 2019, 17 teenagers and/or youth attended our youth groups for emotional support. In 2021, the total was 19 teenagers and/or youth. We’re expecting these numbers to keep increasing in the coming years.



X Psychological advice service

Country:

Valencia, Spain

Organisation:

Youth department, Xàtiva (Valencia)

Dates:

Since February 2021

Number of participants:

89 (until august 2022)

Youth information tool:

Social Networks, Youth Information Center, talks at schools, dissemination campaigns at events.

More information:

Responsible person: two specialised psychologists

Start form: <https://forms.gle/bS1j5CgqgkTL8RUg7>

Description:

This is a new psychological advice service, promoted by the Department of Youth and with the collaboration of the Department of Health and the Department of Women and Equality of the Xàtiva City Council. It arose as a **response to the impact that the health crisis, lockdown and the new normality have had on youth's mental health**. The main objective is to provide young people and adolescents with a brief orientation, basic tools and resources to improve their emotional well-being, strengthen individual and social skills, and foster personal growth.



Achievements:

The result of the youth office is very positive for the most part. **Young people recommend this service.** On a 5-point scale, 11.9% value this service with 4 points and the remaining 88.1% give it 5/5.



01

Media and Information Literacy

02

MIL goes beyond competencies - **it is about the rights and duties of each of us as global citizens**, protection, prevention, equality, access to education and knowledge, and accountability.

03

04

Lara Liebirtz, Managing Director -Jugendinformation Ostbelgien, Belgium and ERYICA Governing Board member

Many years ago, it became clear that media and information literacy is an important key competence for young adolescents and, accordingly, is gaining importance in youth information work from year to year.

The youth information sector has reacted in many ways and created high-quality offers: in the form of pure information provision on websites, brochures, information events for students, parents, educators and teachers, interactive workshops, further training for youth information workers and young people, webinars, (online) conferences and working groups at local, national and international level, peer projects, etc.

MIL is one of the most important competencies for young people to master in order to find their way in today's world. At the same time, MIL is not a competence detached from other competencies, as is sometimes the case with other topics. If you can't draw, you're very likely to get through life just fine - if you can't master MIL, you're on the outside instead of in the middle. MIL is the basis for understanding politics and democratic processes, recognising and counteracting fake news, civil courage online, respect, (digital) participation at all levels of society, participation and activism.

It goes beyond competencies - it is about the rights and duties of each of us as global citizens, protection, prevention, equality, access to education and knowledge, and accountability. Youth information has shown that it can make an important contribution to all of this.

One of the main characteristics of youth information is certainly to react quickly and adapt to new circumstances and events, to quickly create tailored offers for young people and their multipliers when needed. Especially in COVID times, it has been shown that youth information centres and services all over Europe have set up exemplary MIL projects for and with young people in a very short time.

Where numerous facilities and institutions are still lagging behind, trying to jump on the missed bandwagon, youth information has made itself an indispensable partner in MIL matters in many places, a bridge builder between those who know MIL best and those who do not, threatening to be left behind.

A major challenge in the coming years will be to maintain this indispensability, to quickly identify new needs and create innovative offers for all, to stay in dialogue with young people about MIL and to launch new exciting projects for them.

The following "best practice" projects prove that youth information throughout Europe is well up to this challenge.



S.A.F.E.R.- enhancing the quality of life of persons with disabilities

Country:

Malta

Organisation:

Aġenzija Żghazagh

Dates:

Recurring

Number of participants:

Max of 10 young people per programme

Youth Information tool:

Face-to-face workshop

More information:

youth.gov.mt

agenzija.zghazagh@gov.mt

Description:

There are many benefits to using the internet and social media, but there are also risks. Understanding and knowledge of the positive use of social media, for instance, to remain in touch with friends and family, is a digital skill young people need to enhance their well-being. But, first, it's crucial to understand what one should share and consider who might view it.

Agenzija Zghazagh, the National Youth Agency of Malta, launched a pilot programme entitled 'S.A.F.E.R.' to cater for young people who use the services of Agenzija Sapport, a National Agency that provides professional and innovative services to enhance the quality of life of persons with disabilities. The programme's ultimate goal is to **empower vulnerable young people with skills that will help them stay safe online**, mainly while using various social media platforms, to help them learn digital safety approaches. The programme was well received by young people and has since been recurring and delivered to different groups of vulnerable young people.

The programme looks into issues of what social media is and available apps, audience and content creation, web etiquette, **how to search for information and respect for privacy**.

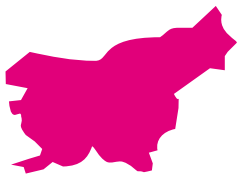
The programme is made up of 6 sessions for a total of 7.5 hours and looks into the following elements:

- Social media and its advantages and disadvantages
- Audience – Content creation
- Find out - Surfing through facts or fiction
- Etiquette
- Respect for privacy

Achievements:

After completing the programme, participants will be able to navigate the web more proficiently but, more importantly, safely. They will be able to **distinguish between fake and factual information**, to respect other people's privacy while ensuring that they are being respected and safe themselves.





Creating a safer and better internet with young people

Country:

Slovenia

Organisation:

Zavod MISSS - Youth Information
Counselling Centre of Slovenia

Dates:

January 2021 - February 2022

Youth Information tool:

Online quiz

More information:

Tanja Novakovič, project & youth coordinator
tanja.novakovic@misss.org

<https://safe.si/>

<https://safe.si/english>

Description:

Slovenian Awareness Centre SAFE.SI represents one of the most important actors in Slovenia, **equipping children and young people with the digital and media literacy skills needed** to use the digital environment in a responsible, respectful, critical and creative way.

The Awareness Centre SAFE.SI is part of the Slovenian Safer Internet Centre project and is also a member of the European network INSAFE.

The project is run by a consortium of partners: the Faculty of Social Sciences at the University of Ljubljana (coordinator), Academic and Research Network of Slovenia, Slovenian Association of Friends of Youth and Zavod MISSS.

One of the main priorities of Zavod MISSS in the Awareness Centre SAFE.SI is the coordination of youth participation activities, enabling discussions with young people about their online experiences.

The goal is to **better understand young people's new online trends, risks, and knowledge gaps** to prepare relevant awareness-raising resources, web content, workshops, and other activities that meet young people's needs and offer them the knowledge they lack.

Youth participation is also an opportunity for young people to exchange knowledge and experiences with their peers concerning their use of online technologies. As such, the youth platform is considered a peer-to-peer education tool.



Achievements:

A group of youngsters (**Youth Advisory Board members**) aged between 16 and 18 participated with Awareness Centre SAFE.SI. They planned to actively participate in creating internet safety awareness tools, targeting their peers. They exposed the topic of **online friendships** as being very important in the lives of young people, so it was decided that this topic would be **the focus of a new awareness-raising tool**. Youth Advisory Board members suggested online rather than offline resources due to greater appeal and attraction to young people. This is how the new online awareness-raising tool - Kahoot online quiz about ONLINE FRIENDSHIPS - came to life.

The quiz contains several starting questions, such as:

- Can an online friendship replace a real-life friendship?
- Do I know for sure who is on the other side of the screen when meeting new online friends?
- How do I verify a potential online friend on different online platforms?
- Is it okay to lie about my true identity when meeting someone online?
- Why is it important to cut off communication with an online stranger if it makes me feel uncomfortable?
- Should I tell somebody if I want to meet in person with an online friend?
- Should I invite someone to come with me when I meet an online friend in person?
- What can I do if something goes wrong?

The online quiz is also used by youth trainers while conducting workshops in schools and youth centres. Therefore, it is supplemented with discussion recommendations with young workshop attendees.



Young consumer weekend



Country:

Germany

Organisation:

IJAB e.V.

Dates:

25-27 June in Berlin

Number of participants:

25

Youth Information tool:

Instagram

More information:

www.jugendverbraucherdialog.de

Description:

Despite permanent confrontation with commercial offers, there has been a lack of consumer information that **explains consumer rights to young people in their role as consumers**. This is precisely where the “Youth Consumer Dialogue” project, launched in January 2021, comes in. Young people are involved in setting up new, **youth-oriented information channels for consumer information** and filling them with content that meets the high-quality standards of qualified information and uses language, form and aesthetics appropriate for young people.

The Youth Consumer Weekend marked an interim stage of the project.

From 25-27 June 2022, 25 young adults met in Berlin to discuss youth-oriented consumer protection and to **work out ideas, needs and demands for policymakers**. The results were officially presented to the public on 27 June at a press conference in the Federal Ministry for the Environment, Nature Conservation, Nuclear Safety and Consumer Protection and discussed with State Secretary Dr Christiane Rohleder and Dr Vera Fricke from VZBV.



Achievements:

The final demands, as agreed by our participants, were:

“Education is crucial to fostering consumers’ knowledge and awareness of their rights. Only then can they stand up and exercise them. **Any consumer education must be made easily accessible, providing opportunities for all.** It is important to reach all young people, regardless of their status and privilege, not regarding their social and economic background, gender, nor migration history.

We demand the immediate phase-out of climate-damaging subsidies and call for tax credits and deductions in favour of sustainable products and services. Sustainable economic activities should be rewarding for both producers and consumers.

We take it as your obligation as the Federal Minister for the Environment, Nature Conservation, Nuclear Safety and Consumer Protection to advocate strongly for climate-friendly taxation in the field of food. A healthy diet and a sustainable lifestyle cannot be financially unachievable. We are particularly concerned about subsidies for so many non-sustainable products.

We call for more transparency in product labelling. In our everyday lives, we encounter a plethora of content-based food classifications and inconsistent labels that often serve only marketing purposes, promoting them as “regional”, “climate neutral”, or “recyclable”. We regret the lack of consistency and reliability, leaving consumers confused. Therefore, we demand trustworthy labels, which are awarded based on independent certification by state authorities. Any food label must be easily recognisable!

Lastly, **we advocate for the full financial coverage of menstrual products for menstruating people** through a lump-sum payment or a tax refund. We further call for the public provision of menstrual products free of charge.”

During the event, the European context was repeatedly emphasised, as many consumer law issues can only be solved at the European level.



IV Digiknow

Country:

Scotland, UK

Organisation:

Young Scot

Dates:

Our latest #DigiKnow campaign took place in August 2022

Number of participants:

24 young volunteers took part in sessions to create content for the #DigiKnow campaign and 16 young people were part of the #DigiKnow Steering Group.

Youth Information tool:

Social Media

More information:

Lauren Pluss

Laurenpl@young.scot

<https://young.scot/get-informed/national/digiknow-cyber-scams>

Description:

In August, we ran the first of three of our Digi Know? information campaigns for 2022/23 building on several years previous work. The campaign was **co-designed with #YSHive volunteers** who **identified social media scams as the topic to focus on for this first campaign**. The focus of the campaign was a video featuring three #YSHive volunteers discussing different social media scams and what alerts them to the scam and how to report it, as well as a video from Ross about his own personal experience of social media scams. This was supported with static content explaining how to report scams, getting help and the next steps to take if you're the victim of a scam.

This campaign adds to our previous #DigiKnow information which **provides a comprehensive guide of ways young people can learn digital skills, cyber career information, alternative ways to get into the industry, as well as info on how to stay safe online, cyber security and safety**. This content was also co-created with our #DigiKnow Steering Group and was based around the popular TikTok trend 'life hacks'. This was used as a hook to get people's attention and share information about what to do if they were the victim of a cyber hack.



Achievements:

Our post-campaign survey, showed the impact of the campaign:

- 76% agreed or strongly agreed that they understood what Young Scot's Social Media Scams campaign is about
- 76% agreed or strongly agreed the advertising and information was supportive of young people
- **82% agreed or strongly agreed that the content was useful**
- 76% agreed or strongly agreed that the content was clear about where to get more information about social media scams
- When asked if they were the victim of a scam in the future what would they do, 46% advised they would report the scam on the platform where they've been scammed, 20% would change their password, 8% would speak to a friend about being scammed and 6% would report the scam on a third party website

In response to the campaign, young people told us:

- I quite liked the video of the young people working out if they thought it was a scam or not
- I like the way some of the posts "challenges" you to see if you can spot a scam. It made me want to find out and interact with it more.



V

Naveg@s em Segurança

Country:

Portugal

Organisation:

IPDJ – Instituto Português do Desporto e Juventude

Dates:

In 2021, the programme was launched in February (Safer Internet Day) and went on until mid-December.

Number of participants:

24 young volunteers/facilitators
14 188 participants at national level

Youth Information tool:

Presentations, videos, communication platforms, games, quizzes and others.

More information:

Fernando.Espadinha@ipdj.pt
Margarida.Saco@ipdj.pt
<https://ipdj.gov.pt/navegas>

Description:

The “Naveg@s em Segurança” programme is an educational programme that aims to contribute to the **development of responsible and safe use of the internet through the implementation of short (45’ to 60’) awareness-raising sessions**, for groups of 25/30 participants. These activities, led by young volunteers, take place all over the country in youth information centres (Lojas PontoJA), schools, social institutions, municipalities, youth organisations and others, upon request from these entities.

The programme offers sessions on specific topics such as cyberbullying, fake news, online addiction, data protection, hate speech, digital literacy, the environmental impact of internet, amongst others.

The facilitators who conduct “Naveg@s” sessions **are young volunteers** (from 18 to 30 years old) with some expertise in information and communication technologies and good communication skills. IPDJ organises a training for the volunteers and youth information workers to prepare them.

As well as the awareness-raising sessions, the volunteers also participate in information activities that take place during big events like fairs and music festivals.

In the framework of Naveg@s Programme, IPDJ has produced several resources to support young volunteers to be used for Naveg@s session facilitation. These resources are mainly presentations and videos, many of them with testimonies made with the participation of young volunteers themselves.



Achievements:

In 2021 **the training covered 60 young people and youth workers**. 40 young volunteers were selected from the 60 applicants, and 24 participated in the programme. The awareness sessions held during this edition of **the programme covered a total of 14 188 participants** at national level. In total, IPDJ held **625 sessions**, covering groups from all over the country (continent), of which 442 were online and 183 face-to-face.

Video with testimonies of young volunteers of the national youth volunteering programme “Navegas em Segurança?” about the future of the internet: <https://www.youtube.com/watch?v=zJ6K37Ttt-Y>

Videos made by young volunteers:

“Environmental sustainability and the use of the internet “

Author: young volunteer Nídia Jesus

https://youtu.be/X_SjKnqkO4k

“Hate speech on social media “

Author: young volunteer Tomás Sena

<https://youtu.be/ozRh9kSN4Y8>

“Fake news“

Author: young volunteer Rodrigo Pena

<https://youtu.be/WAENubOnIEI>

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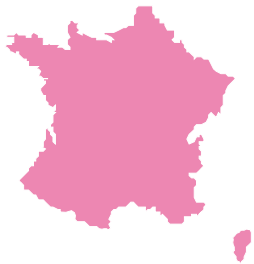
Additional Good Practices in the Youth Information Field

02

03

04

There are so many topics covered by youth information and counselling services based on young people's information needs and trends. It would be impossible to class them all into three different topics, therefore, when we launched the call for contributions for this good practice booklet, we received some good practices that didn't quite fit the chapter headings. Nonetheless, we found them so inspiring that we made an additional chapter! In this chapter, you will find topics such as youth participation, youth mobility, professional support, and financial literacy.



I draw my green Europe

Country:

France

Organisation:

CIDJ

Dates:

December 2021 – August 2022

Youth Information tool:

I draw my green Europe

More information:

<https://www.cidj.com/mon-europe-verte>

Description:

Because the fight against global warming and protecting the environment are absolute priorities, it is urgent to give a voice to young people and strengthen their power to act on these issues!

I draw my green Europe is a programme launched by the CIDJ with the French Youth Information Network to raise awareness and **engage young people in a dialogue about citizenship and environmental issues in a fun and participatory way.**

It is based on four actions:

- Comic book competition for young people aged 15 to 25;
- Europe Day: round table, workshops, live Twitch on young peoples' commitment to a green Europe;
- Exhibition of the winning comics;
- Web-series with young people who talk about their commitment, give tips and inspire.

This programme was part of the French Presidency of the European Union 2022 and the European Year of Youth.

It was supported by the European Parliament.



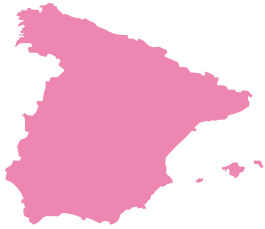
Achievements:

The comic strips competition involved **high-quality contributions from participants nationwide**. The four winners' comic strips are highlighted in an online exhibition.

The May Day event, which took place in the highly symbolic Paris Climate Academy, offered online and face-to-face activities aimed at young people and professionals. The round table and the live Twitch gave the floor to young activists, MEPS and professionals.

Nine young people share their personal and collective commitment to a greener Europe in a fun web series to watch.





|| New strategies in digital media for youth information centres



Country:

Parla, Spain

Organisation:

Youth Information Centre – “Casa de la Juventud de Parla”

Dates:

January 2021- present

Number of participants:

More than 10,000 individual users.
More than 40,000 user interactions.

Youth Information tool:

Website (Word Press CMS), online bulletin board, social media, WhatsApp, Telegram.

More information:

juventud@ayuntamientoparla.es
<https://www.lacasajoven.com/>

Description:

In March 2020, due to the pandemic, the youth services of Parla reconsidered how to provide youth information services. To this end, **new priorities** were established: to **enhance and promote digital communication channels and online tools**. In addition, it was considered essential that youth information centres adapt to how young people communicate.

However, efforts were made to ensure that these new communication channels and tools maintained the same style and features of the Parla youth services provided in person and in a traditional way.

In 2021, this plan was developed and implemented through various digital channels and tools to reach more young people and increase their involvement. Through social media and by regularly sending information via WhatsApp and email, the outreach of information was strengthened by reaching many more young people faster.

The improvement and development of the website added new features, such as online registrations to training courses, direct chat via WhatsApp, integration with social media, web analytics, basic SEO strategy, web accessibility, etc.

The “online boards” were updated in a more complete and complex way, allowing information to be organised in a database. **Looking for information is now a much easier task** with a more responsive design adapted to smartphones. You can check out the information boards at: <https://www.lacasajoven.com/tablonas-informativos/>



Implementing greening youth information services at the local level

Country:

Austria

Organisation:

akzente Salzburg, Jugendinformation

Dates:

2021

Youth Information tool:

Print material on green youth information and posters in youth spaces, offices and youth information centres

More information:

akzente Salzburg - Jugendinformation:

Julia Tumpfert

info@akzente.net

<https://jugend.akzente.net/>

Österreichische Jugendinfos:

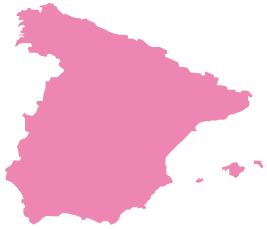
info@jugendinfo.at

Description:

akzente Salzburg took the chance to adapt the ERYICA publication “Greening Youth Information” for youth centres and their youth information work.

On the one hand, they focused on their daily work and **how to “green” their routines**, like recycling and saving energy, by putting up posters in their spaces to teach and remind people of green behaviour.

On the other hand, akzente Salzburg adapted **a green event guide** for their organisation and a guide on how to include and incorporate environmental topics in youth information work.



IV

The young guide of the region of Murcia

Country:

Spain

Organisation:

General Directorate of Youth of the Region of Murcia

Dates:

Presented to the public on 15 June 2022

Youth Information tool:

Information guide

More information:

General Directorate of Youth of the Region of Murcia

Email: mundojoven@carm.es

The resource is available in PDF by clicking on this [LINK](#).

Description:

Get to know about training and work (in Spain or abroad) opportunities, how to start a company, go on a getaway to a youth hostel on the weekend, expose your talents, rent or buy a house ... what are your plans?

This resource **complements all the information about opportunities for youth** available through the region of Murcia's social media channels, website and information points.



Achievements:

The Young Guide of the region of Murcia has been disseminated as widely as possible among young residents of the region and among entities that work with youth in the region of Murcia.



Out of our concern for the environment, this publication is mainly distributed in electronic format. We kept printed copies to a minimum, using responsibly sourced paper/recycled paper, alcohol-free ink and an environmentally conscious printing company.

sheryica

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and counselling agency



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