

Narrative Report Grant Agreement 2023

Ref. no.: GA.DGII.7.2023

Introduction

When we were preparing the concept note for the cooperation between the Council of Europe and ERYICA in 2023, the current affairs were marked by the war in Ukraine and the impact of the pandemic on our societies and economies. Namely, the war has resulted in an increasing number of refugees arriving in different parts of Europe, including many children, young people, and women. Our countries were likewise experiencing rampant inflation and a cost-of-living crisis, jeopardising young people's autonomy and independence. The post-COVID landscape also showed a growing demand for mental health support, especially among young people and the most vulnerable. In this context, our proposal focused on ensuring that youth information services had up-to-date and relevant tools and resources to support young people's needs and difficulties in this context. We wished to put a particular focus on vulnerable groups and youth at risk of exclusion.

As youth information providers, we were aware of the positive impact that timely access to quality youth-friendly information can have on young people's participation and access to rights. We envisaged the activities under the Partnership Agreement in line with these, as well as with the Council of Europe [Recommendation CM/Rec\(2019\)4](#) on supporting young refugees in transition to adulthood, [Recommendation CM/Rec\(2016\)7](#) on young people's access to rights, [Recommendation CM/rec \(2015\)3](#) on Access of young people from disadvantaged neighbourhoods to social rights, and [Recommendation CM/Rec\(2010\)8](#) on youth information. This report describes their implementation over the year 2023.

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Objectives

The objectives of the Grant Agreement for 2023 can be summed up as follows:

1.Ensuring quality youth information support to young refugees, especially those in transition to adulthood – Online training on how to provide youth information services to young refugees

Our proposal for the Council of Europe - ERYICA Partnership in 2023 was to revise the Youth on the Move – InfoMobility (YoMIM) training course to ensure that its objectives and resources also equip youth information workers to support youth facing forced mobility. First, we planned to review the content of the current course (online Moodle course and offline manual) to include this dimension. Then, we were going to develop and pilot a module on young displaced people's specific needs and the aspects that need to be considered when working with them, e.g. mental health support, language barriers, referral to specialised services, partnerships and unaccompanied minors.

2.Enhancing the implementation and promotion of the European Youth Information Quality Label

We intended to continue furthering the implementation of the European Youth Information Quality Label with the support of our Task Force. Undoubtedly, the Quality Label is a milestone in the Council of Europe - ERYICA Partnership. The concrete objectives in the Quality Label process for the year 2023 were:

- Allow the European Quality Label Task Force to meet twice a year - at least once face-to-face. This group of European experts assess the applications voluntarily after the two application deadlines and oversee the Label's governance framework.
- Organise two application periods per year and two info sessions per year to inform potential applicants and answer possible questions.
- Continue the successful process of representative Labelling Agreement, organise an awarding ceremony, and prizes for awarded applicants (design and printing/promotion) to reward holders.
- Give visibility to good practices, high-quality youth information, and counselling services through a label dissemination and promotion strategy. In parallel, we seek publicity and promotion for the awards to make the label holders better known to the general public, namely to young people.

3.Promotion of CoE-ERYICA partnership resources

The focus of this year was on the distribution of already existing resources. This included the Liaisons manual, the Youth Information in 2020 booklet, the brochure Ensuring Quality in Youth Information and Counselling, the Compendium on national youth information and counselling structures, the Info-rights Kit, and the Youth Information Starter Kit. These publications were also distributed at a variety of events.

Activities under the Grant Agreement

1. Ensuring quality youth information support to young refugees, especially those in transition to adulthood – Online training on how to provide youth information services to young refugees

The Youth on the Move – InfoMobility (YoMIM) training course trains youth information workers to be able to address the specific information and support needs of young people in the context of cross-European mobility. However, while addressing voluntary mobility comprehensively, the course lacked the perspective of providing and targeting youth information services at young people whose mobility is of a forced nature. Under this activity we addressed this lack of the training programme and accomplished the following two main stages:

a. Training material development

The process started with the selection of experts who master both the field of youth and the topic of migration. To find the ideal persons, we solicited the recommendations of the Council of Europe Youth Department and the Partnership between the European Commission and the Council of Europe in the Field of Youth. The selected experts were responsible for developing activities both for the face-to-face and online delivery of the training course and to include this topic in the training programme, and to harmonise these new elements with the curriculum. Their work included the development of all supporting materials, such as handouts. They prepared and uploaded the materials to ERYICA's Notion online, interactive training manual storage platform (face-to-face course) and the DOYIT eLearning platform respectively. The ERYICA Secretariat prepared a promotion video for the course.

b. eLearning course delivery

The ERYICA Secretariat opened a call for eTrainers to deliver the updated YoMIM course. eTrainers and a shadow trainers guided the participants through the curriculum, with support from the ERYICA Secretariat.

A total of 20 participants registered to complete the new YoMIM eLearning course that ran from 2 October until 10 November 2023. The new modules functioned very well, and the feedback of the trainers confirmed that the new content is an integrate part of the course and well developed and designed.

At the end of the course, training participants reported that the programme's goals were fully met. Their feedback was considered for the further development and update of the training content.

2. Enhancing the implementation and promotion of the European Youth Information Quality Label

Developed in the framework of the CoE-ERYICA partnership in 2019-2020, the European Youth Information Quality Label has become a recognised sign and a well-functioning system. 2023 was the first year that a national labelling organisation (who had been already labelled by the Task Force and the Governing Board of ERYICA and granted the right of issuing the Label to youth information providers in their territory of operation) also opened calls and executed the same, rigorous application procedure in Ireland. This has given an extra boost to the dissemination process, and **8 new local organisations received the Label in 2023.**

The tradition of holding **online info sessions** well before each application deadline has been kept. Two such events were held in 2023 too, with the contributions of a Task Force Member, a Label holder and the process coordinator at the ERYICA Secretariat. They explained the functioning of the Label, their own experience with it, and answered questions of the participants, in order to guide them towards a successful application.

Another tradition that has been kept was the **award ceremony** at the ERYICA General Assembly, where new awardees of the Label were formally granted this quality seal during a representative event. The preparations for this procedure included the design and manufacturing of a range of awards and visuals, including physical ones.

A big step this year was that after years of online work mostly due to the pandemic, the Task Force met **face-to-face** for a **meeting**. This has discussed several crucial issues related to the Label, such as the renewal procedure (for organisations after 3 years of holding the Label), the assessment of the dissemination strategy and planning next steps for the continuation of a sustainable operation. The report of the meeting can be found in the annexes. The face-to-face meeting was a definite boost to the cooperation and enthusiasm in the Task Force.

2023 has also been the third and last year of the mandate of the Quality Label Task Force, which includes 12 stakeholders with diverse and relevant profiles, including a representative of the CoE Advisory Council on Youth and ERYICA Youth Ambassadors. The ERYICA Secretariat opened a **call for the new mandate of the Task Force**, for the years 2024-2026. The selection process has been successfully completed, and the new Task Force is going to start their operation in 2024. The new Task Force will have 10

members, maintaining the position of the CoE Advisory Council on Youth representative. The members of the new Task Force are:

- Sif Vik, Forum för Ungdomsinformasjonskontor, Norway - Chair and Governing Board representative
- Reid Aiton, Young Scot, Scotland, UK
- Günter Bressau, Jugendstiftung Baden-Württemberg, Germany
- Arielle Tye, Promo-Cymru, Wales, UK
- Patricia Venâncio, ANIJ, Luxembourg
- Marko Lončar, CoE Advisory Council on Youth
- Marisa Salvador, ERYICA youth ambassador, Spain
- Javier Tordesillas, ERYICA youth ambassador, Spain
- ERYICA Youth Ambassador: to be selected early 2024
- Imre Simon, coordinator, ERYICA Secretariat

All in all, the European Youth Information Quality Label remained a major pillar of the CoE-ERYICA Partnership Agreement and welcomed more Label holders this year.

3. Promotion of CoE-ERYICA partnership resources

The “Liaisons” manual, the “Youth Information and Counselling in Europe in 2020”, the “Ensuring Quality in Youth Information and Counselling”, and other earlier publications conceived in the framework of the Partnership Agreement have been further promoted and disseminated. The dissemination was happening in both face-to-face and online environments.

To achieve a wider promotion and outreach of the “Ensuring Quality in Youth Information and Counselling” brochure and the “Liaisons” manual, the translation of these publications has continued in 2023. The proofreading and graphic design of the Albanian and Montenegrin translations of the brochure and the proofreading of the Bosnian translation of Liaisons and its graphic design were accomplished. Further translations were done this year too: the *Ensuring Quality...* brochure was translated to Bosnian, Macedonian and Serbian. All of these publications are freely available on the ERYICA website.

The translation and layout of the Youth Information Starter Kit into Croatian has also reached the finish line in 2023.

Conclusion

For another year, the valuable support of the Council of Europe meant that ERYICA continued offering a range of services and publications in the field of youth information and counselling. Training development, delivery, quality assurance and the dissemination and translation of publications constituted the backbone of these activities.

The results of this year's cooperation would have not been achieved without the support of the Council of Europe. This long-standing commitment and mutually positive collaboration between the two organisations are a source of great developments in youth (information) work for service providers in whole Europe. We highly esteem the partnership and distinct cooperation with the Youth Department.

List of Annexes

Please find attached to the present report:

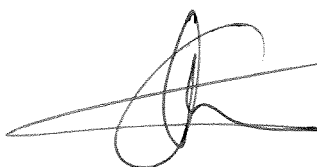
- Annex 1 – Financial report 2023
 - o Annex 1.1 – Staff costs declaration
 - o Annex 1.2 – Staff costs - supporting documents
 - o Annex 1.3 – Invoices and proofs of payment
 - o Annex 1.4 – Credit advice slip (prepayment)

The following annexes are submitted in electronic format, and they can be consulted in this Dropbox folder:

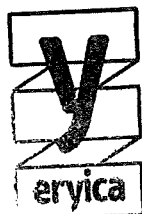
- Annex 2 – YoMIM
 - o Annex 2.1 – Call for trainers
 - o Annex 2.2 – Call for participants
 - o Annex 2.3 – YoMIM eLearning course registration list
- Annex 3 – Quality Label
 - o Annex 3.1 – Quality Label Task Force online meeting report
 - o Annex 3.2 – Quality Label Task Force face-to-face meeting report
 - o Annex 3.3 – Terms of Reference – Quality Label Task Force
 - o Annex 3.4 – Call for Task Force members

We will be happy to provide any further information or documentation upon request.

Done in Luxembourg on 14 December 2023



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