

Narrative Report Grant Agreement 2022

Ref. No: GA.DGII.4.2022

Introduction

The initial activity proposal included organising a series of webinars, offering eLearning opportunities, and continuing to further the implementation of the European Youth Information Quality Label with the support of our task force. In the context of the war in Ukraine, ERYICA decided to devote part of the efforts of the CoE-ERYICA Partnership in 2022 to establish contacts with young refugees from Ukraine, civil society organisations supporting refugees and asylum seekers, and youth information services working with this target group. ERYICA aimed to understand better the situation of young refugees from Ukraine and how youth information services can support their needs and aspirations.

While providing and coordinating the activities planned, ERYICA additionally conducted a survey and interviews in collaboration with young refugees and the Association of Ukrainians "Dzherelo" (Spain), produced a comprehensive report of the survey key findings, and organised two online cafés involving displaced youth, youth information providers, and various stakeholders and actors in support of young displaced persons.

Each line of activity is detailed further in the present report, and more details are provided in the annexes. The activities carried out in the framework of the Grant Agreement would not have been possible without the active support and involvement of the members and experts of the ERYICA network, our partners, as well as the Quality Label Task Force, who have contributed to each main area of activity, with their expertise, enthusiasm and dedication.

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Objectives

The objectives of the Grant Agreement for 2022 can be summed up as follows:

1. Webinar series

Following the success of the webinar series of 2021, it was agreed to produce at least 4 webinars focusing on sharing innovative solutions and good practices in various topics related to youth information services. The webinars were envisioned to be facilitated by members and external experts and enriched by good practice examples from the youth sector. The goal of the webinars was to provide valuable information and expertise to those working in the field of youth information services.

2. Online training on Advocacy and Lobbying for Youth Organisations (ALTYO)

In the framework of the present partnership, ERYICA planned to update both face-to-face and eLearning training materials of the Advocacy and Lobbying for Youth Organisations (ALTYO) course and enrich it further with more examples of good practices in advocacy and lobbying. To ensure the newly updated course meets the needs of the youth information providers and youth CSOs, a pilot 5-week hands-on eLearning course was scheduled for October 2022. The feedback from the participants was to be used in the finetuning of the course after its ending.

3. European Youth Information Quality Label

The European Youth Information Quality Label, developed in the framework of the CoE-ERYICA partnership, undoubtedly was to continue operating in 2022. The main objectives for the Quality Label this year were to hold two meetings of the European Quality Label Task Force, as well as create a representative Labelling Agreement and certificate for successful applicants. The Label application process was to be supported by organising two info sessions. To widen the visibility of the label and label-holder organisations, the awarding ceremony was held during ERYICA's 33rd General Assembly in Barcelona, Spain.

4. Ukrainian displaced youth: Identifying information needs and aspirations

ERYICA aimed to achieve a better understanding of the situation of young refugees from Ukraine and how youth information services can support their needs and aspirations by conducting a survey and interviews among young, displaced Ukrainians, producing a comprehensive report of the survey's key findings and organising two online cafés involving displaced youth, youth information providers, and various stakeholders and actors in support of young, displaced persons.

5. Promotion of CoE-ERYICA partnership resources

The focus of this year was on translating the already existing publications: Brochure Ensuring Quality in Youth Information and Counselling and Liaisons in at least one more European language. The promotion of all the previous publications of the Council of Europe-ERYICA partnership was to be continued.

Activities under the Grant Agreement

1. Webinar series

The initiative of the 2022 programme of activities was a series of webinars on the subjects chosen by youth information providers from across Europe. The following webinars were delivered:

- **New forms of sexual abuse: what Youth Information workers can do**

Topic: Child and youth sexual abuse, harassment and grooming

Date: 31 May 2022

60 participants live, and 166 views on social media so far.

- **Youth information talking money**

Topic: Financial literacy

Date: 19 October 2022

87 participants live, and 60 views on social media so far.

- **Do you kNOw distress? - Youth information responses to mental health**

Topic: Mental Health

Date: 23 November 2022

65 participants live, and 206 views on social media so far.

Each webinar received positive feedback. The online events included keynote speakers, external experts and professionals from the ERYICA network, panellists, good practice presenters, professional facilitators and at times, young people. To disseminate and promote further, the recordings of the online events were made available on the [YouTube channel](#) and [Facebook page](#) of ERYICA.

2. Online training on Advocacy and Lobbying for Youth Organisations (ALTYO)

The Advocacy and Lobbying for Youth Organisations (ALTYO) online training program is a comprehensive course designed to teach youth information providers and youth CSOs basic skills and knowledge necessary for effective advocacy and lobbying. The training materials for this course were updated this year to ensure

that participants have access to the latest information and strategies in this field. During the application period for the ALTYO training program, a promotional video was created to highlight the benefits of the course and encourage youth professionals to apply. Moreover, our eLearning Guide and the Quality checklist were updated to elevate the quality of the eLearning training course. The course attracted 45 applicants from 15 different countries.

A total of 16 participants from 9 different countries successfully completed the ALTYO training program that ran from 3 October until 6 November 2022. The course consisted of a series of interactive modules, webinars with experts, and individual and group exercises, which were designed to provide participants with a deep understanding of the key principles and practices of advocacy and lobbying. The modules covered topics such as developing a lobbying plan, building relationships with policymakers, and using social media to amplify the voices of youth organisations. Throughout the course, participants had the opportunity to apply what they learned to real-world scenarios and develop their own advocacy and lobbying plans. They also received feedback and support from experienced trainers, who helped them to refine their skills and build their confidence as advocates.

At the end of the course, participants reported that they felt better equipped to engage with policymakers and advance the causes that are important to their organisations. They also wanted to continue learning and growing in their advocacy and lobbying efforts. The feedback received from the participants was used to fine-tune the course.

3. European Youth Information Quality Label

Developed in the framework of the CoE-ERYICA partnership in 2019-2020, the European Youth Information Quality Label continued its operation in 2022. Following a pilot and a strong start when seven organisations received the Label, this year we welcomed one new Label holder organisation, the Andalusian Youth Institute.

The functioning of the Label is made possible by the continuing operation of the Quality Label Task Force, which continues to include 12 stakeholders with different but relevant profiles, including a representative of the CoE Advisory Council on Youth. The group had exclusively online meetings in 2022 but for 2023 a face-to-

face meeting is also foreseen, which would not only assess the new applications but also discuss the dissemination strategy of the Label.

In the application phases, info- and Q&A sessions were held for potential applicants to detail the application process and answer their questions. The recording of the info session is available on the [ERYICA YouTube channel](#).

Dissemination in 2022 included updating the Labelling Agreement, preparing visuals (including physical ones) for Label holders and a representative awarding ceremony in the framework of the 2022 ERYICA General Assembly in Barcelona, Spain.

4. Ukrainian displaced youth: Identifying information needs and aspirations

Shortly after the beginning of the war between Russia and Ukraine, ERYICA launched a survey to understand the informational needs of young refugees fleeing Ukraine. The survey was answered by 358 young Ukrainian refugees between 13 and 35 years old based in different European countries.

The survey results were published in a report “Ukrainian displaced youth: Identifying information needs and aspirations” and presented in September 2022 at an event organised in Sibenik (Croatia) in the framework of the ERYICA YinfoPeers project.

The survey highlighted **six areas** in which it is crucial for youth information and counselling services to be active and aware, followed by our recommendations:

1. General considerations when working with young refugees.
2. Needs and interests considering the intended period of stay.
3. Needs and interests according to the demographic group.
4. Tips for effective youth information outreach, support, and guidance.
5. Mental health support.
6. Challenges in obtaining information and how to overcome them.

Additionally, two online cafés were organised to initiate a discussion with young refugees and youth information providers to better understand their situation and needs, especially regarding information and counselling.

- How can youth information services support young refugees? Part I Online Café

Date: 29 April 2022

49 participants live

- How can youth information services support young refugees? Part II Online Café

Date: 30 September 2022

40 participants live

5. 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, ERYICA translated the publications into several European languages. The brochure was translated into Albanian and Montenegrin, and the manual into Bosnian. Although all the translations were finalised in 2022, the publications will be available in these languages early next year, as they still require expert proofreading and graphic design.

Conclusion

For another year, ERYICA, with the valuable contribution of the Council of Europe, offered youth workers and youth information workers a series of webinars on important current issues. The webinars equipped youth professionals with knowledge, tools, and good practices on three different topics: child and youth sexual abuse, harassment, and grooming; financial literacy; and mental health. Jointly, the webinars had more than two hundred participants live and received very positive feedback. The recordings remained available on social media.

The updated ALTYO training course was successfully organised. With the guidance and support of experienced trainers, the participants followed the highly interactive programme, which was focused on the practical application of methods and strategies. The training participants reported that the programme's goals were fully met. Their feedback was incorporated into the eLearning course and the trainers' handbook to be able to make the learners' experience even better in the future.

The European Youth Information Quality Label remained in the activity areas of the Partnership Agreement and welcomed one more Label holder organisation this year. The contribution of the Quality Label Task Force played a crucial role to the smooth running of the process.

The huge wave of refugees as an outcome of the war in Ukraine was a signal for ERYICA to collect and analyse the information needs of the Ukrainian displaced youth in depth. This exploratory process aimed to identify their specific informational needs for optimal support and integration. The needs were collected via a survey and some additional interviews, and the key findings were published as a report. In this context, two online cafés were also held and more work in this area is foreseen for 2023 in the framework of the CoE-ERYICA partnership.

Besides the processes above, previous but still highly relevant publications of the CoE-ERYICA partnership were translated, further promoted, and disseminated.

The results of this year's cooperation would have been impossible without the support of the Council of Europe. The ongoing commitment and mutually positive collaboration between the two organisations are a source of great contentment for ERYICA and for youth information work in Europe. It is with satisfaction that we display this support received from the Council of Europe, and we are also extremely satisfied with the relations developed with the Youth Department.

List of Annexes

Please find attached to the present report:

- Annex 1 – Financial report 2022
 - Annex 1.1 – Staff costs declaration
 - Annex 1.2 – Staff costs - supporting documents
 - Annex 1.3 – Invoices and proofs of payment
 - 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 – Webinars
 - Annex 2.1 – 2.3 – Webinar descriptions
 - Annex 2.4 – 2.6 – Webinar participants lists
- Annex 3 - Online Cafés
 - Annex 3.1 – 3.2 – Online Café descriptions
 - Annex 3.3 – 3.4 – Online Café participants lists
- Annex 4 – ALTYO
 - Annex 4.1 – ALTYO call for participants
 - Annex 4.2 – 4.4 – ALTYO webinars participants lists
 - Annex 4.5 – The eLearning Guide and the Quality checklist
- Annex 5 – Quality Label
 - Annex 4.1 – Quality Label Working Group meeting report
 - Annex 4.2 – Quality Label Info Session Agenda

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

Done in Luxembourg on 19 December 2022

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