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**Research of needs and state of activity of
youth centres and youth spaces of Ukraine of
different forms of ownership at the local and regional levels**

Draft report

2023

These research data are based only on the answers of the managers of youth centres and youth spaces of Ukraine of different forms of ownership at the local and regional levels, who participated in the research, focus group discussions and in-depth interviews, and exclusively on their perception of the circumstances in which they operate; the research results may not reflect the real situation. The Council of Europe, the Ministry of Youth and Sports of Ukraine, the All-Ukrainian Youth Centre, the research team are not responsible for the veracity of the information obtained during the research.

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Abbreviations used in the text

AUYC - All-Ukrainian Youth Centre
NGO – non-governmental organisation
CI - communal institution
SI - state institution
YC - youth centre
YS - youth space
IDP – internally displaced person
QQ - quote from the questionnaire
QIDI - quote from an in-depth interview
QFGD - quote from a focus group discussion

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INTRODUCTION

The Council of Europe and youth policy

The Council of Europe is the leading human rights organisation on the continent. It advocates freedom of expression and mass media, freedom of assembly, equality, protection of minorities and has campaigned on issues such as child protection, hate speech on the Internet, Roma rights, etc. All member states of the Council of Europe have joined the European Convention on Human Rights, a treaty designed to protect human rights, democracy, and the rule of law. The European Court of Human Rights supervises the implementation of the Convention. Ukraine became a member of the Council of Europe in November 1995.

The Council of Europe protects human rights through international conventions, such as the Convention on preventing and combating violence against women and domestic violence, the Convention on Cybercrime. The Council of Europe monitors the progress made by member states in these areas and provides recommendations with the help of independent expert monitoring bodies.

[The Youth Department](#) is part of the Directorate for Democratic Participation within the General Directorate for Democracy of the Council of Europe and is responsible for the implementation of youth policy in the Council of Europe.

The department develops guidelines, programmes and legal documents for the formation of a consistent and effective youth policy at the local, national and European levels. It is designed to generalize and disseminate knowledge and experience related to the life situations, aspirations and means of expression of European youth.

The stability of a democratic society is based on the creativity, dynamism, social responsibility and competence of young people. At the same time, demographic changes, technological development and growing social inequality put young Europeans in a difficult position. Some of them experience growing problems regarding the full realization of human rights, personal development, meaningful civic participation and integration into society, as well as a smooth transition to independent life; vulnerable and marginalized groups of youth are in a situation of special risk.

In any youth policy, civic participation of young people plays a leading role. This was reflected in two important standards of the Council of Europe - [Revised European Charter on the Participation of Young People in Local and Regional Life](#) and the [Recommendation of the Committee of Ministers on Young People's Access to Rights](#). The participation of young people in community life is a human right and at the same time a condition for their successful integration and independence as active, independent and responsible citizens now and in the future. In January 2020, the Committee of Ministers adopted [the Strategy for the Youth Sector until 2030](#), which in particular contains answers to new questions and challenges that young people across Europe are facing.

Council of Europe project “Youth for Democracy in Ukraine: Phase III”

Project “[Youth for Democracy in Ukraine: Phase III](#)” started within the framework of the Council of Europe Action Plan for Ukraine “Resilience, Recovery and Reconstruction” for 2023-2026. The project is based on the results and experience of the Council of Europe project “Youth for Democracy in Ukraine” in 2020-2022.

Project “[Youth for Democracy in Ukraine: Phase III](#)” aimed at the fact that young people in Ukraine benefit from participation in youth policy and quality youth work to strengthen their own resilience and well-being, to realize their human rights and freedoms, democratic participation and citizenship in war and post-war times.

The project emphasizes the importance of [the Council of Europe Youth Sector Strategy until 2030](#) and reflects [the National Strategy of State Youth Policy until 2030](#), [the State Target Social Programme “Youth of Ukraine” 2021-2025](#).

The project will encourage interested parties of youth policy in Ukraine to implement and disseminate the Recommendations of the Committee of Ministers to member states: [on the access of youth from disadvantaged areas to social rights, CM/Rec\(2015\)3](#); [on young people's access to rights, CM/Rec\(2016\)7](#); [on youth work, CM/Rec\(2017\)4](#); [on Roma youth participation CM/Rec\(2023\)4](#); [on protecting youth civil society and young people, and supporting their participation in democratic processes CM/Rec\(2022\)6](#).

The project consists of three main components, which will be implemented in parallel and have cross-cutting measures:

- participatory youth policy;
- recognition of youth work in wartime;
- support of youth centres and youth organisations as platforms of civic activism and democratic participation.

About the research

“Research of needs and state of activity of youth centres and youth spaces of Ukraine of different forms of ownership at the local and regional levels” takes place within the framework of co-operation of between the Council of Europe project “Youth for Democracy in Ukraine: Phase III” and the Ministry of Youth and Sports of Ukraine and the All-Ukrainian Youth Centre.

This research is the second phase. The first stage was carried out by the Project in co-operation with the Ministry of Youth and Sports of Ukraine in August - October 2022. The results of the research were used, in particular, for the development of the new Council of Europe Action Plan for Ukraine for 2023-2026 and the Council of Europe project “Youth for Democracy in Ukraine” for 2023-2024, distributed among youth centres of other countries with Quality Label of the Council of Europe, in order to achieve that youth workers and administrative staff of youth centres in Ukraine provide services for young people, especially from such vulnerable groups as IDPs, returnees, war victims, in accordance with standards and approaches of the Council of Europe and with the support of equal youth centres with the Council of Europe Quality Label for youth centres.

The results of that research can be found at the following link: <https://rm.coe.int/needs-of-youth-centres-in-ukraine-2022/1680ab69f5>

The purpose of this research is to determine the needs and state of activity of youth centres and youth spaces (hereinafter referred to as YC/ YS) of Ukraine of different forms of ownership at the local and regional levels and to develop recommendations based on the results.

The target group of the research is the management of YC/ YS of Ukraine.

The research methodology is based on the methods of participatory research, which provide for participation of representatives of the target groups in the research; inclusion of common ideas and practices in the research; focus on expanding opportunities of the participants of the research; no hierarchy to consider interests and opinions of those with less power or representation authority; values-based attitude to different views and opinions.

The methods used in the research are as follows:

- the desk review involved the analysis of documents that define, govern and regulate operations of the YC/YS in Ukraine. During the research, the following was analysed: Law of Ukraine “On the Fundamentals of the Youth Policy” No. 1414-IX dated 27 April 2021; Resolution of the Cabinet of Ministers of Ukraine “On Approving the Model Regulations on the Youth Centre and on the Expert Board at the Youth Centre” No. 1014 dated 20 December 2017; Order of the Ministry of Youth and Sports of Ukraine “On Approval of the National Quality Label and Quality Criteria for Youth Centres” No. 3284 dated 03 August 2017; National Strategy for Barrier-Free Environment in Ukraine for the period until 2030 (approved by the order of the Cabinet of Ministers of Ukraine No. 366 dated 14 April 2021); Ukraine’s Recovery and Development Plan (within the initiative United24 by President of Ukraine V.Zelenskyi), the standards and approaches of the Council of Europe, in particular the Recommendations of the Committee of Ministers to member states: on the access of youth from disadvantaged areas to social rights, CM/Rec(2015)3; on young people's access to rights, CM/Rec(2016)7; on youth work, CM/Rec(2017)4; on Roma youth participation CM/Rec(2023)4; on protecting youth civil society and young people, and supporting their participation in democratic processes CM/Rec(2022)6;
- the online survey (in the Google form), in which 64 managers of YC/YS took part; the questionnaire is presented in Appendix 1 to this report, it contains both closed questions (research participants are offered answer options) and open questions (research participants could write their own answer options);
- two focus-group discussions, in which 12 managers of YC/YS took part (2 representatives of regional YC of the communal form of ownership, 4 representatives of regional YCs functioning as NGO, 1 representative of a relocated communal institution of the local level, 2 representatives of CI of the local level, 3 representatives of YC/YS functioning as non-governmental organisation of the local level);
- four in-depth interviews with managers of youth centres (1 – KI at the regional level, 1 – KI at the local level, 2 – NGO at the local level).

The research was conducted during August - October 2023:

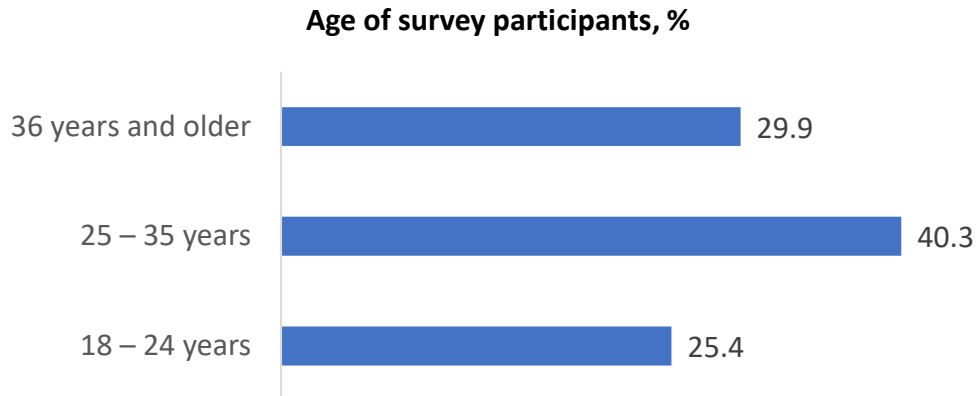
- research of managers of YC/YS - from 21 August to 04 September 2023;
- focus-group discussions – 18 and 20 October 2023, duration - 1 hour 06 minutes and 1 hour 20 minutes, respectively;
- in-depth interviews - from 20 to 24 September 2023, the duration of each one - within one hour.

The research was conducted remotely (using an online questionnaire, audio and/or video calls, and conferences).

The invitation to participate in the research was published on the website of the Council of Europe Office in Ukraine (<https://www.coe.int/en/web/kyiv/-/invitation-of-the-management-of-youth-centres-and-spaces-to-participate-in-the-research-of-their-needs-and-the-state-of-activities>), on the website of the Ministry of Youth and Sports of Ukraine (<https://mms.gov.ua/news/proiekt-rady-ievropy-spilno-z-minmolodsportu-zaproshuie-kerivnytstvo-molodizhnykh-tsentriv-vsikh-rivniv-do-opytuvannia-shchodo-potreb-ta>

[vyklykiv](#)), on the Facebook pages of: the Council of Europe Office in Ukraine, the Council of Europe project “Youth for Democracy in Ukraine: Phase III”, the “Youth Worker” group.

64 people took part in the research, of which 46 were women, which is 71.8% of participants (52.5% of women took part in the research last year). The average age of the participants is 31 years old (last year it was 36 years old).



KEY FINDINGS

Among the 64 YC/YS whose management took part in the research, 44 (68.7%) are communal institutions (2022 – 61.2%); 20 (31.2%) – non-governmental organisations (2022 – 36.7%).

39% of research participants work in four regions: Dnipropetrovsk (7 out of 64 YC/YS), Kyiv (7 out of 64 YC/YS), Donetsk (6 out of 64 YC/YS), Ivano-Frankivsk (5 out of 64 YC/YS). Representatives of Luhansk, Mykolaiv, Kherson, Khmelnytskyi regions and Kyiv city did not participate in the research.

The main age groups served by YC/YS are young people aged 14-18 years, 19-24 years, 25-35 years – have not changed compared to the results of the 2022 research. At the same time, the share of and Kyiv providing services to youth under the age of 14 increased to 21% (2022 – 12%).

Heads of 48 out of 64 YC/YS of different forms of ownership who participated in the research (75%) have exact or approximate information on the number of young people in the territory where the YC/YS operates.

Compared to the 2022 research, a greater number of managers answered the open-ended question about the current needs of young people and highlighted a greater number of needs of young people - all have adapted to the new conditions of war, both youth professionals and young people. Young people's needs for meaningful and safe leisure time (38 out of 64 YC/YS, 59.4%), requests for non-formal education for personal development (31 out of 64 YC/YS, 48.4%), communication needs (15 out of 64 YC/YS, 23.4%), psychological support (12 out of 64 YC/YS, 17.9%), career guidance requests, issues of employment, career growth (10 out of 64 YC/YS, 15.6%), support of youth initiatives (8 out of 64 YC/YS, 12.5%), issues of civic education (8 out of 64 YC/YS, 12.5%) were especially actualized.

Heads of YC/YS of different forms of ownership who took part in the research note that they use various sources of information about the needs and problems of young people. Communication with young people is the most common source of information for KI (41 out of 44 YC/YS) and YC/YS of the public sector (20 out of 20 YC/YS).

Comparing the results of the 2022 and 2023 research, we note that the majority of services were provided by a larger number of YC/YS: the number of YC/YS that organise cultural events, non-formal education events for personal development, pay attention to supporting youth initiatives, and provide professional psychological support has increased. The provision of humanitarian aid has also noticeably decreased, and to a lesser extent the number of YC/YS implementing youth exchange programmes has decreased.

Over the past year, there has been a noticeable increase in the number of services and the expansion of the activities of YC/YS due to the “normalization” of the situation and stabilization of YC/YS activity - not due to an increase in the list of services, but due to the fact that a larger number of YC/YS developed activities according to the traditional directions for youth policies in. Each YC/YS offers a greater number of projects for young people. It is important to note that projects supporting youth initiatives are one of the most powerful areas of activity. It is also natural to reduce humanitarian support and increase psychological support.

The provision of humanitarian assistance for various age categories has slightly decreased in 2023 compared to 2022: this service is provided by 33 out of 64 YC/YS, which is 54.7% (2022 – 61.2% of YC). Humanitarian support is provided in the following regions: Kyiv (7 YC/YS), Dnipropetrovsk (4 YC/YS), Donetsk (4 YC/YS), Kirovohrad (3 YC/YS), Vinnytsia (2 YC/YS), Zakarpattia (2 YC/YS), Odesa (2 YC/YS), Ternopil (2 YC/YS), Cherkasy (2 YC/YS), Volyn (1 YC), Ivano-Frankivsk (1 YC), Lviv (1 YC), Poltava (1 YC), Rivne (1 YC),

Sumy (1 YC), Chernivtsi (1 YC). The services of a psychologist working on a permanent basis as staff member are provided in 3 out of 64 YC/YS, at the expense of grant funds – in 15 out of 64 YC/YS, on a voluntary basis – in 16 out of 64 YC/YS, there is redirection system in 15 out of 64 YC/YS. Heads of 21 out of 64 YC/YS (26.5%) noted that they had difficulties involving a psychologist. The main problems are the lack of funding/rates for a specialist and the lack of qualified specialists in the district, region - said the heads of 11 YC/YS.

Heads of YC/YS of different forms of ownership who took part in the research highlight the following main areas or themes of their activities: youth participation (60 out of 64 YC/YS), development and strengthening of recognition of youth work (51 out of 64 YC/YS), social cohesion (50 out of 64 YC/YS), project management (49 out of 64 YC/YS), affirmation of Ukrainian national and civic identity (47 out of 64 YC/YS), integration of IDPs (35 out of 64 YC/YS).

The majority of managers who took part in the research (53 out of 64 YC/YS, 82.8%) know to some extent about the National Quality Label and quality criteria for youth centres. Among the managers of YC/YS functioning as non-governmental organisations who took part in the research, a slightly higher level of awareness of the National Quality Label and quality criteria for YC compared to the managers of YC/YS, which are communal institutions, 89.4% and 79.5% respectively.

Heads of YC/YS who took part in the research cited confirmation of the quality of the YC/YS's work, prestige (status) and the opportunity to declare themselves as the main reasons for wanting to receive the National Quality Label.

Heads of YC/YS who took part in the research note that they co-operate with various authorities, public sector organisations and business structures. Heads of 15 out of 64 YC/YS (23.4%) testify that they have no problems with the organisations they co-operate with.

Managers of 58 out of 64 YC/YS (90%) involve volunteers in the work of YC/YS. 34 out of 64 YC/YS (53.1%) do this regularly (YC/YS have permanent volunteers or have a volunteer programme).

Heads of 41 out of 64 YC/YS noted that their employees were trained under the state programme “Youth Worker”, another 7 out of 64 YC/YS noted that part of the team was trained. Employees of 44 out of 64 YC/YS participated in training to improve the work of YC/YS (during the last two years).

85.8% of participants are involved in the implementation of the National Strategy for Barrier-Free Environment in Ukraine.

Managers of 58 out of 64 YC/YS noted various knowledge, abilities and skills that need to be developed in YC/YS teams, these are mainly project management, psychological support skills, communication skills, creativity, ability to work with different young people, digital skills, knowledge of foreign languages for the possibility of researching the experience of YC/YS of other countries and implementing it in one's own work.

Managers of YC/YS of different forms of ownership note that YC/YS have different sources of funding and mostly not one, 10 out of 64 YC/YS noted that there is no funding (5 CI, 5 NGO). The main source of funding for YC/YS of communal property is the local budget. Grants and funds of international and other organisations remain one of the important sources of funding for both CUs and NGOs. This trend continues from 2022. Only 26 out of 64 managers noted that the available funding is sufficient for the activities of the YC/YS (6 – completely sufficient, 20 – mostly sufficient). In general, resources are needed to update material and technical equipment and to attract qualified specialists to conduct events that meet the needs of young people.

24 YC/YS (12 CI, 12 NGO) operate in rented premises; this trend continues from 2022. Compared to 2022, the percentage of YC/YS working in the online space has significantly

decreased (19% in 2022, 8.6% in 2023). 33 out of 64 YC/YS do not have any barrier-free entry/exit conditions, 30 have ramps. 36 out of 64 YC/YS have civil protection structures near their premises, in 11 such structures are available on the premises of YC/YS.

Regarding the necessary support for YC/YS, the largest percentage of research participants - 24.8% (2022 - 25%) - noted the need to provide financial support in accordance with various needs: payment for the services of staff and involved specialists, rent of premises, payment communal services. 12.5% (in 2022 - 11%) said about the need for technical equipment - this, according to the heads of YC/YS, is the basis that makes it possible to ensure the normal functioning of YC/YS and effective work with young people. 12.2% (2022 - 12%) of research participants noted the need for a training system for employees. According to the data of 2022 and 2023, the needs remain unchanged.

RESEARCH RESULTS

Youth centres and youth spaces: basic characteristics

According to the Law of Ukraine “On the Fundamentals of the Youth Policy” No. 1414-IX dated 04/27/2021, YC is an institution, enterprise, organisation that carries out youth work, and YS is a premises, a building or its part, a plot of land that is used for youth work.

According to the Ministry of Youth and Sports of Ukraine, as of November 2023, there are 141 youth centres and 162 youth spaces operating in Ukraine.

Form of ownership of youth centres and youth spaces

The research team, analysing the preliminary results of the research, decided to highlight one more level - YC/YS of cities - regional centres, taking into account the different possibilities of access to resources from local YC/YS.

The management of the AUYC did not participate in the research in 2023. Among the 64 YC/YS whose management took part in the research, 44 (68.7%) are communal institutions (2022 – 61.2%), 20 (31.2%) – non-governmental organisations (2022 – 36.7%).

YC/YS of different levels and different forms of ownership, the managers of which took part in the survey, number

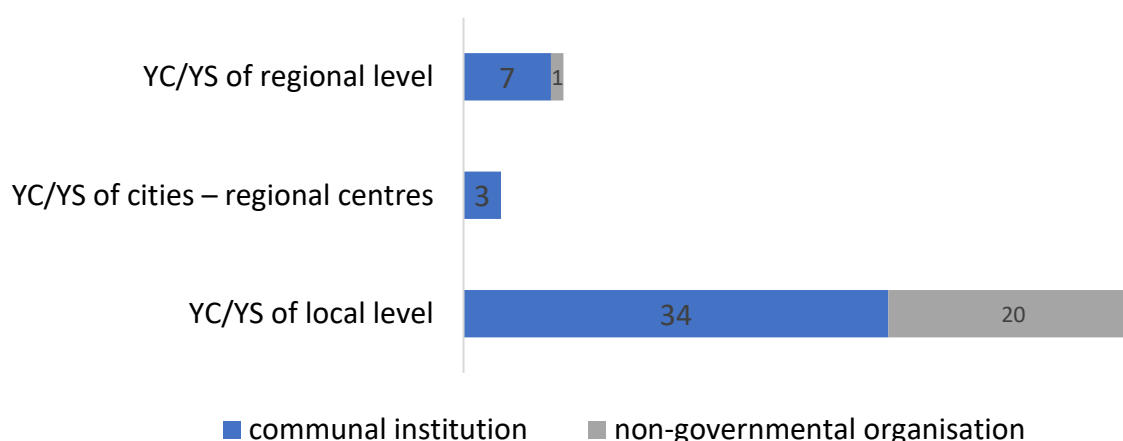


Chart 1. YC/YS of different levels and different forms of ownership, the managers of which took part in the survey, number.

Geography of activity of youth centres and youth spaces

Heads of 64 YC/YS, operating in the following regions, took part in the research:

Dnipropetrovsk - 7 YC/YS (10.9%), of which 6 YC/YS are communally owned, 1 YS is a non-governmental organisation;

Kyiv - 7 YC/YS (10.9%), of which 5 YC/YS are communally owned, 2 YC/YS are non-governmental organisations;

Donetsk - 6 YC/YS (9.3%), of which 5 YC/YS are communally owned, 1 YS is a non-governmental organisation;

Ivano-Frankivsk - 5 YC/YS (7.8%), of which 2 YC/YS are communally owned, 3 YC/YS are non-governmental organisations;

Kirovohrad - 4 YC/YS (6.2%), of which 2 YC/YS are communally owned, 2 YC/YS are non-governmental organisations;
 Sumy - 4 YC/YS (6.2%) of communal property;
 Kharkiv – 4 YC/YS (6.2%) of communal property;
 Odesa - 3 YC/YS (4.7%), of which 2 YC/YS are communally owned, 1 YS is a non-governmental organisation;
 Poltava - 3 YC/YS (4.7%), of which 2 YC/YS are communally owned, 1 YC is a non-governmental organisation;
 Rivne - 3 YC/YS (4.7%) of communal property;
 Ternopil - 3 YC/YS (4.7%), of which 1 YC is communally owned, 2 YC/YS are non-governmental organisations;
 Cherkasy - 3 YC/YS (4.7%), of which 1 YC is communally owned, 2 YC/YS are non-governmental organisations;
 Vinnytsia – 2 YC/YS (3.1%) of communal property;
 Volyn - 2 YC/YS (3.1%), of which 1 YC is communally owned, 1 YS is a non-governmental organisation;
 Zakarpattia - 2 YC/YS (3.1%) are non-governmental organisations;
 Lviv – 2 YC (3.1%), of which 1 YC is communally owned, 1 YC is a non-governmental organisation;
 Zhytomyr - 1 YC (1.5%) is a non-governmental organisation;
 Zaporizhzhia - 1 YC (1.5%) of communal property;
 Chernivtsi - 1 YC (1.5%) is communally owned;
 Chernihiv - 1 YC (1.5%) is communally owned.



Map. Regions where YC/YS, the heads of which took part in the research, operate, number.

Representatives of Luhansk, Mykolaiv, Kherson, Khmelnytskyi regions and Kyiv city did not participate in the research.

7 out of 64 YC/YS, the heads of which took part in the research (10.9%), were displaced after the full-scale invasion of the Russian Federation into Ukraine on 24 February 2022 (2022 – 10.2%). Among them, 5 YC/YS of communal ownership (operating in Kyiv, Odesa,

Vinnitsia, Donetsk, Kirovohrad regions), 2 YC/YS created on the basis of non-governmental organisations (operating in Ternopil and Lviv regions).

Target audience of youth centres and youth spaces

The main age groups served by YC/YS, whose managers took part in the research, are young people aged 14-18 - 27% YC/YS (2022 - 29%), 19-24 years - 24% YC/YS (2022 - 28%), 25-35 years old - 19% YC/YS (2022 - 20%). At the same time, 21% of YC/YS provide services to adolescents under 14 years of age and children (12% in 2022).

Shares of different age categories of recipients of services of YC/YS, the managers of which took part in the survey, %

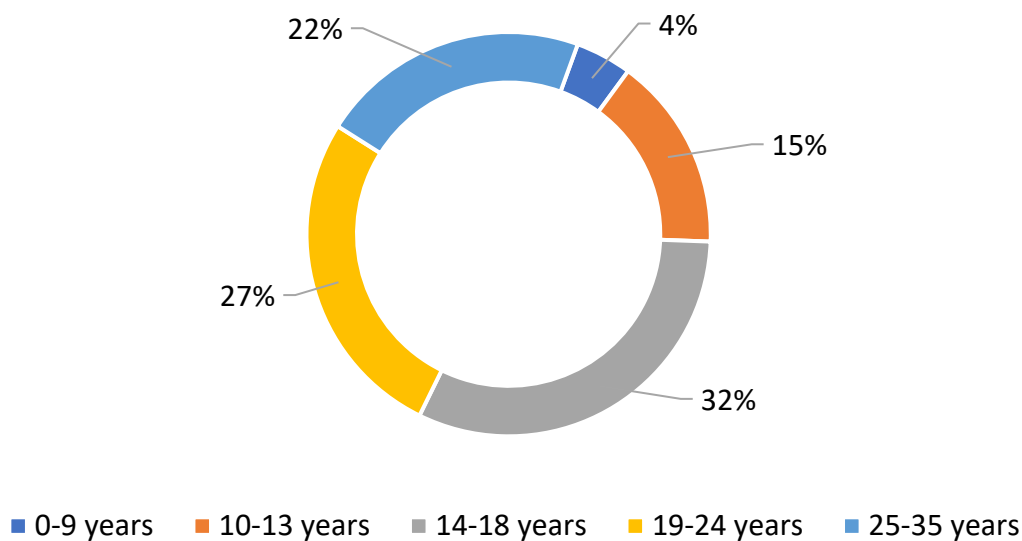


Chart 2. Distribution of answers to the question “Which services / which forms of work does your YC/YS implement now and for people of what age (select the appropriate age categories in each row)?”, %.

The heads of YC/YS who participated in the research indicated that they provide services to the following categories of persons (the answer to this question involved the possibility of multiple selection of the proposed options):

categories of persons	number of YC/YS in 2023 (a total of 64 YC/YS participated in the research)	the number of YC in 2022 (a total of 49 YC participated in the research)
children of preschool age	9 (14.1%)	
children of primary school age	18 (28.1%)	22 (44.9%)
teenagers	46 (71.9%)	
young people studying in institutions of general secondary education (14 years and older)	62 (96.9%)	45 (92%)
young people studying in vocational and technical education institutions	50 (78.1%)	
young people studying in institutions of higher education	50 (78%)	
young people who work	50 (78.1%)	36 (73%)
unemployed young people	50 (78.1%)	
professional communities working with young people	24 (37.5%)	19 (38.8%)
internally displaced persons	54 (84.4%)	36 (73%)
returnees (those who have returned to their place of permanent residence)	16 (25%)	
veterans	10 (15.6%)	
affected population	21 (32.8%)	17 (34.7%)
persons with disabilities	21 (32.8%)	19 (38.8%)
young fathers/mothers	38 (59.4%)	27 (55%)
representatives of national minorities	12 (18.7%)	
representatives of religious communities	11 (18.7%)	

* in the research of 2022, there is no information on some categories of people who are provided with services by YC, because these categories of people were not selected among the options in the research.

"...we never refuse people outside of our target audience. In fact, we can conduct a master class both for children if there is a request and desire, and for specialists if there is a person who will do it. We should understand that all this is on social conditions and free of charge. And we can also include people over 35 years old (because our target audience, 14-35 years old, is defined by the Law), we do not refuse. We can give preference if these are some competitive offers of selection for some trainings" [QIDI].

"But it's clear that before the full-scale invasion of 2022, we didn't work with temporarily displaced people. We did not separate them into a separate category. Now they have been allocated to a separate category by the Cabinet of Ministers of Ukraine, there is a special programme according to which we report. But we refused to do only trainings and events for IDPs, because this is not about integration, but about the isolation of a person - if you are temporarily displaced, then you are on the left, if not, then you are on the right. We conduct

absolutely equal (under the same conditions) trainings, there are simply events at which we give preference to IDPs, if the subject of the event will be more useful for them” [QIDI].

“... young people aged 36 and over are... relevant. They come to the YC. Especially when it comes to psychology again, SMM - we have a big focus on SMM, women’s self-defence, such things are very actively attended” [QIDI].

Categories of persons with whom YC/YS of different forms of ownership work, the managers of which took part in the survey, the number

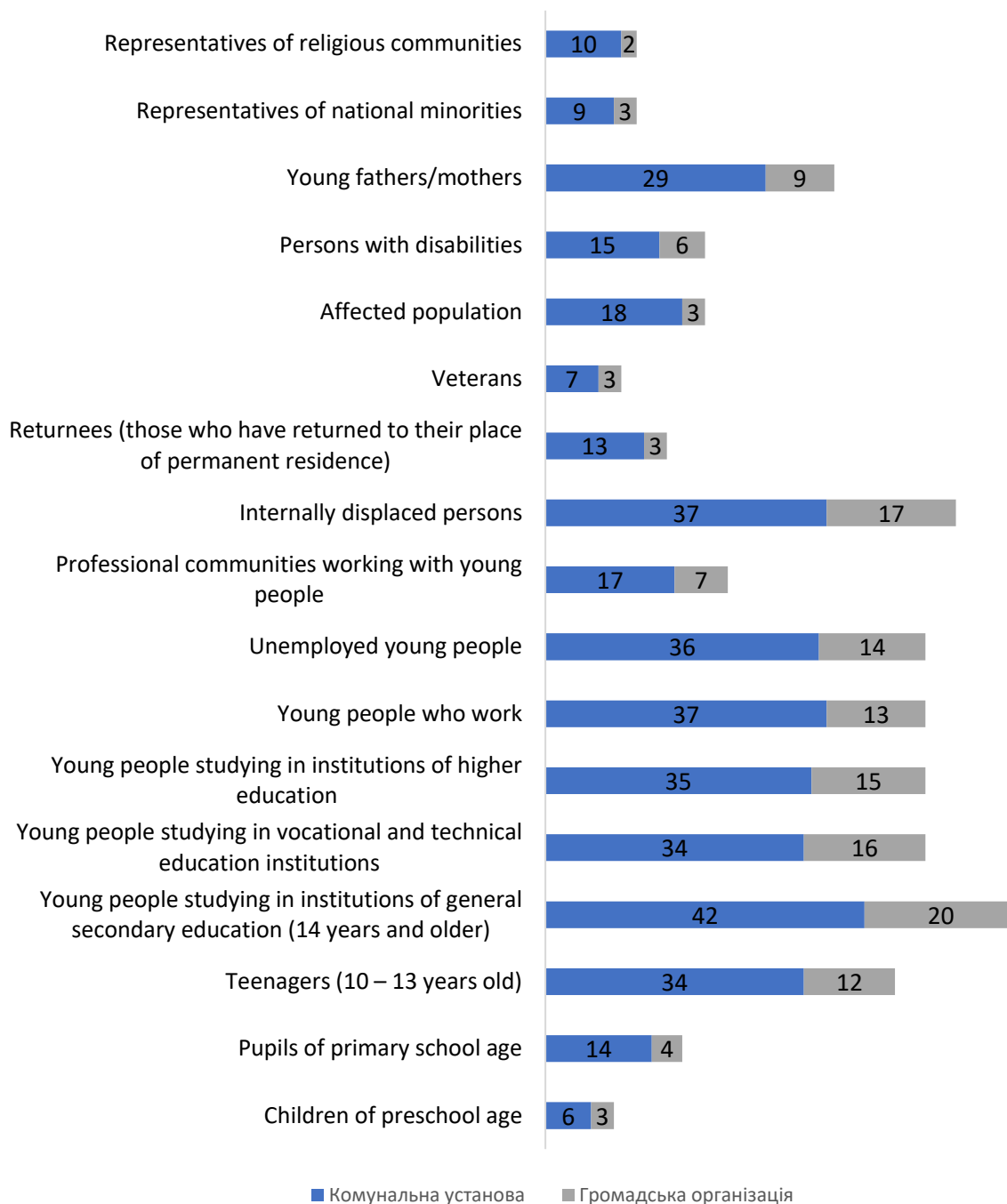


Chart 3. Distribution of answers to the question “With which categories of persons does your YC/YS work? (indicate the appropriate categories)”, quantity.

The tendency towards the expansion of the age categories of recipients of services of YC/YS, recorded in the research of managers of YC in 2022, is preserved in 2023, especially due to the increase in the number of preschool children and pupils of primary school age among users of services YC/YS.

"...my youth in the community are mainly schoolchildren, i.e. youth of high school age (eighth-twelfth grades), it is good that now they are at least very active and proactive, most of our events take place on their initiative" [QFGD].

"...the audience has expanded, but not much... If in general, youth are young people aged 14 to 35... then we have a target audience of 14-23 years old, it seems, or even 16-25 years old, somehow. That is, if it goes beyond the scope, our events still remain the same, but older people and younger people also come to our events. It just depends on the event... Both older and younger people come to the debate school" [QIDI].

"That is, we work accordingly - we focus on young people who are studying, but if others come, we cannot prohibit it... You can be young at any age" [QIDI].

"...regarding IDPs, we had events - the girl held creative events for IDP children every Sunday... such a variety of leisure... For older people, we had, in principle, all the events... We have a psychological film club every Thursday - you can just come to watch a movie, and after the movie, whoever wishes can stay for a discussion with a psychologist. The psychologist acts more like a mentor who asks what emotions the visitors experienced during the viewing, clarifies a little why the characters did this and not otherwise..." [QIDI].

"Regarding work with people with disabilities, I saw that recently one man came to us for board games and psychological film club. We have two people with disabilities in our team. Also, our centre has been specially equipped for such people for a long time, a few years ago - there is a ramp, railings, and a separate toilet for people with disabilities (with railings and wide)" [QIDI].

Young people with whom youth centres and youth spaces work

Heads of 48 out of 64 YC/YS of different forms of ownership who participated in the research (75%) have exact or approximate information on the number of young people in the territory where the YC/YS operates.

Availability of information on the number of young people in the territory where the YC/YS conducts its activities, %

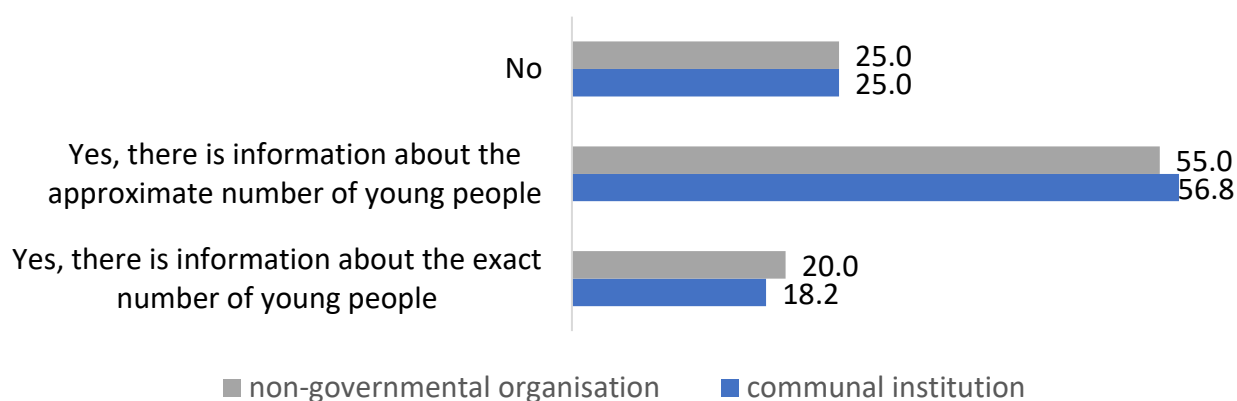


Chart 4. Distribution of answers to the question "Do you have information on the number of young people in the territory where your YC/YS operates (in the community/district/region)?", % YC/YS of different forms of ownership

Heads of 39 out of 64 YC/YS of different forms of ownership who participated in the research (60.9%), answering the open question “How many young people are there in the territory where your YC/YS operates (in the community/district/region) as of 01 January 2023?”, indicated the exact or approximate number of young people. The largest number is 500,000 people, the smallest is 28 people (the average value is 53,491 people). The number of young people who were named most often is about 3,000 people. 25 managers of YC/YS of different forms of ownership stated that they did not have such information.

Number of young people (exact or approximate) in the territory where YC/YS conducts its activities, number

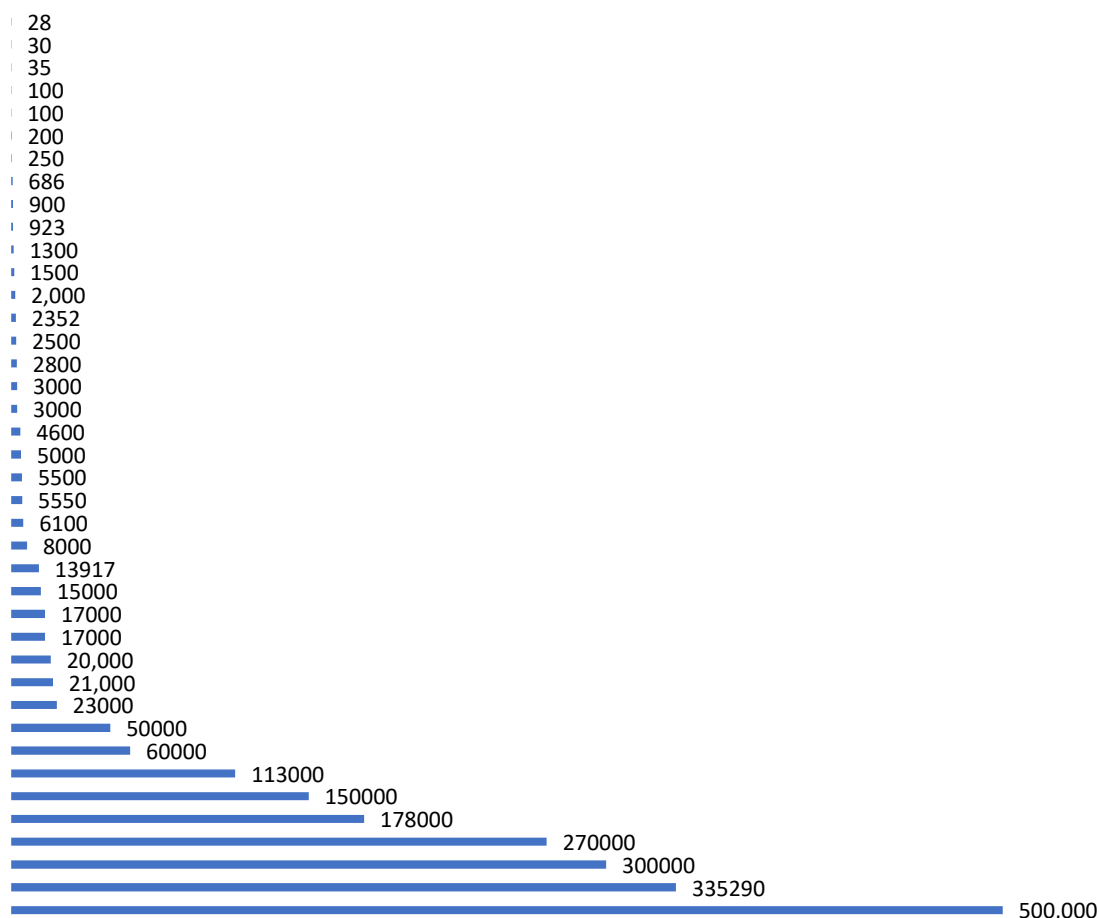


Chart 5. Distribution of answers to the question “How many young people are there in the territory where your YC/YS operates (in the community/district/region) as of 01 January 2023?”, number of people

Regarding the tracking of unique visitors of YC/YS of different forms of ownership, the majority of managers in their answers indicate that they have the following practice: yes, constantly - 22 answers (32.8%); yes, from time to time, mainly from participants of individual projects - 25 answers (37.3%); no, we do not track such information - 13 answers (19.4%). Respondents also give their own options for answers: “we need a visitor control system”, “we started monitoring since July 2023”, “we maintain a database”, “since the beginning of the full-scale invasion on the territory of Ukraine, we stopped monitoring due to

organisational reasons”, “we monitor general space attendance and register unique visitors using the UPSHIFT programme”, “every visitor is welcome”, etc.

In total, 38 managers from 64 YC/YS, of which 26 CI, 12 NGOs, in their answers name the exact or approximate number of visitors to YC/YS, which varies from 0 to 15 thousand, the average number is 1,138 people.

Current needs of young people

Among the current needs of young people that could be met by the YC/YS and which were identified by the heads of 64 YC/YS, answering the open question “What are the current needs of young people that could be satisfied by your YC/YS?”, there are:

- the organisation of meaningful and safe leisure time, in particular with an emphasis on the safety of space for spending free time, the need for cultural and meaningful leisure time, the need for space for interaction and work - 38 YC/YS (59.4%);
- requests for non-formal education for personality development - 31 YC/YS (48.4%);
- communication needs, in particular the needs for communication and new acquaintances - 15 YC/YS (23.4%);
- psychological support – 12 YC/YS (17.9%);
- career guidance inquiries, employment issues, career growth – 10 YC/YS (15.6%);
- support of youth initiatives - 8 YC/YS (12.5%);
- civic education, in particular public participation and patriotic education, - 8 YC/YS (12.5%);
- volunteer activity – 4 YC/YS (6.3%);
- support of creative youth - 4 YC/YS (6.3%);
- needs for personal counselling - 3 YC/YS (4.7%).

Also, the managers of YC/YS who took part in the research mentioned the provision of humanitarian aid (2 YC/YS, 3.1%), social cohesion (2 YC/YS, 3.1%), measures for IDPs (2 YC/YS, 3.1%), informing the youth (2 YC/YS, 3.1%).

Youth exchanges were named by the head of one YC, measures for civil protection and basic military training - the head of one YC.

Heads of 3 out of 64 YC/YS (4.7%) did not answer questions about youth needs in 2023 (in 2022 – 7 out of 49 YC heads, 14.3%).

In 2023, a greater number of leaders answered the open-ended question about the current needs of youth and identified a greater number of youth needs - everyone adapted to the new conditions of the war, both youth specialists and young people. The needs of young people in meaningful and safe leisure time, requests for non-formal education for personality development, communication needs, support of youth initiatives, civic education, requests for career guidance, issues of employment and career growth, psychological support were especially highlighted.

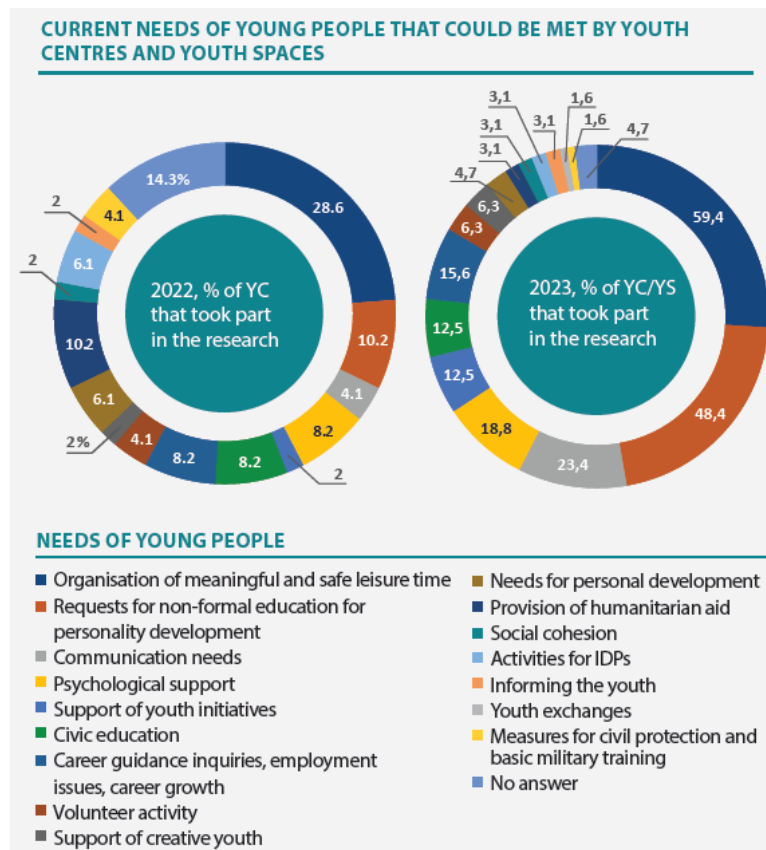


Chart 6. Distribution of answers to the question “What current needs of young people could your YC/YS meet?”, % of YC/YS (comparison of answers in 2022 and 2023)

“Young people today very willingly go to any training dedicated to psychology, where they can develop themselves, where they can deal with their questions...” [GIDI].

Sources of information about the needs and problems of young people, with which youth centres and youth spaces work

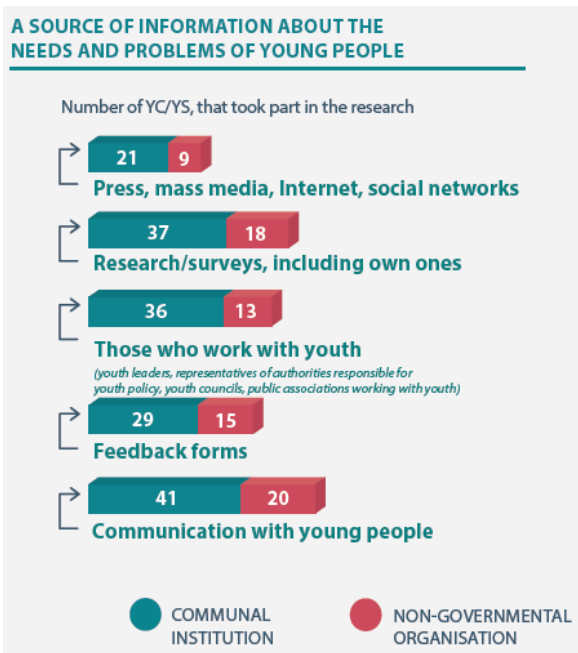


Chart 7. Distribution of answers to the question “Where do you get information about the needs and problems of young people with whom the YC/YS works?”, % of YC/YS of different forms of ownership

Heads of YC/YS of different forms of ownership who took part in the research note that they use various sources of information about the needs and problems of young people. The most common source of information for CI (41 out of 44 YC/YS) and YC/YS of the public sector (20 out of 20 YC/YS) is communication with young people.

Information from research or surveys of YC/YS of different forms of ownership is also widely used: managers of 37 out of 44 CI and 19 out of 22 YC/YS of the public sector noted this option for obtaining information about young people, their needs and requests.

Heads of 60 out of 64 YC/YS who took part in the research noted that they conduct their own research of the needs and problems of young people. Among them, 41 out of 44 YC/YS of communal ownership and 19 out of 20 YC/YS created by NGOs.

Conduction of research of the needs and problems of the youth of YC/YS, whose managers took part in the research, %

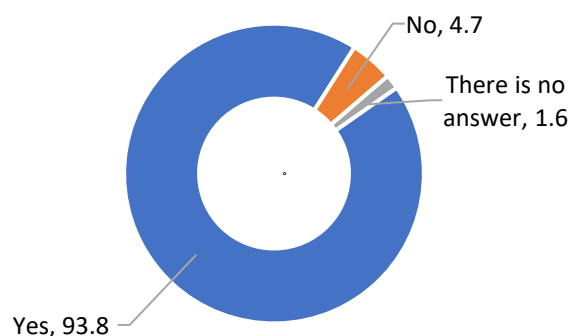


Chart 8. Distribution of answers to the question “Does your YC/YS research the needs and problems of the youth with whom the YC/YS works?”, % YC/YS

As noted by the heads of 40 out of 64 YC/YS of different forms of ownership who took part in the research (62.5%), research is conducted regularly: every six months or more often - among communal institutions 31.8% of YC/YS, among YC/YS NGO – 45%; approximately once a year - among communal institutions 27.3% of YC/YS, among YC/YS of NGOs - 25%.

The frequency of conducting research on the needs and problems of youth of YC/YS of different forms of ownership, the managers of which took part in the survey, %

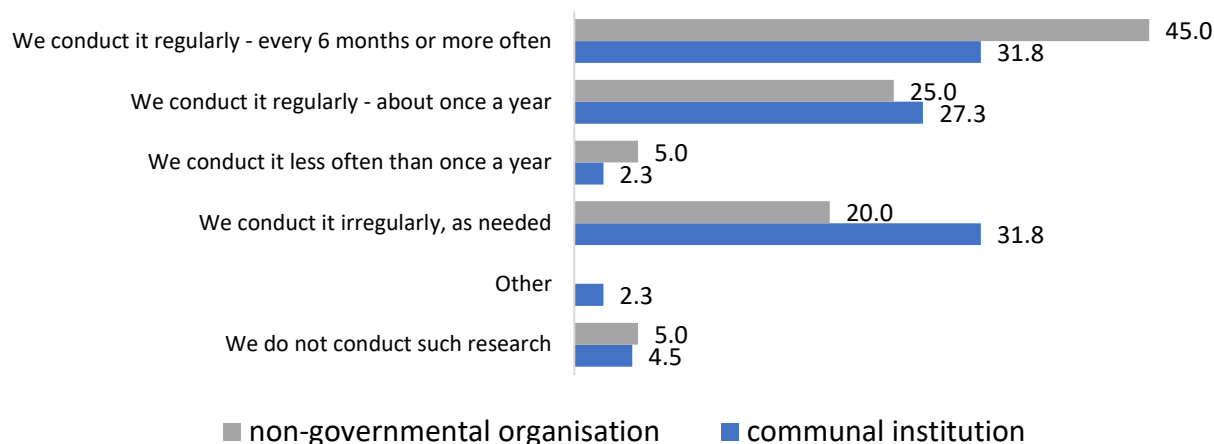


Chart 9. Distribution of answers to the question “If your YC/YS researches the needs and problems of young people, how often?”, % YC/YS of different forms of ownership

As in-depth interviews and focus group discussions revealed, there is no common clear understanding of what researching the needs and problems of young people is. Speaking about such research, the managers of the YC/YS mean both research that uses the methodology of mass surveys, and polls in messengers about the preferences of the participants of local social communities, mainly visitors of the YC/YS.

“...we conduct a general research not less often than once every six months... We usually conduct a research in October - November in order to form a calendar plan for the next year” [QIDI].

“...it is very important for us to understand what to do for young people, because we stand in a position: what may be interesting to us, or what we consider very necessary for young people, may be completely uninteresting to them. That's why we always conduct surveys to understand better” [QIDI].

“And the regional youth council conducts a research from its side in order to understand. When we conduct research, we ask: what would you like to see, what would you like to learn, what should we do for you to develop you. Instead, the regional youth council conducts a research on requests: what hurts you, what help do you need, what positions should be explained to you regarding the authorities, regarding interaction. And together we have a very cool moment. We always exchange information, since the regional youth council also conducts training, events are for young people, they need to be creative, not just advocate. That's why we always share research results. They understand that they need to advocate, they understand what young people are interested in. We, for our part, take into the calendar what they want and see where we need to “pack” useful things, and at the same time we see that maybe we haven't thought through some topics, and it hurts, and we start to think how and in what format we can show it to them” [QIDI].

“What methods? Currently, the research is in the Google form” [QIDI].

“We were constantly conducting surveys in Google forms regarding any ideas, whether they would like to see any events, regarding any activities or exercises, and the like. And then we realized that young people are lazy, they are a little too lazy to go to the Google form and click something there. And that's why it's much easier – it's a research in the Telegram channel, which was spread in the Telegram chats of other NGOs and universities. And they also launched

a Google form. 30 people filled out the Google form, and the research in Telegram channels gathered more than 1,600" [QIDI].

"We also do surveys, for example, visitors come just to the event, we, for example, introduce some new idea ... and we think: 'It would be cool if there was such a thing, but how to organise it?' We organize, people come, we see how many have come. If there are many people, this is an indicator that young people are interested, so this is already one "tick". Next, we go, ask whether you liked the event, whether we need some corrections, what you didn't like, whether you would like to see the same or similar events, what other events you would like to see. And we sum it all up and decide what to do next" [QIDI].

"It is necessary to conduct a complete sociological research separately, perhaps somehow involve... we will invite a sociologist who will help collect the needs of young people in various territorial communities in order to understand the specifics of their activities, what they will be aimed at. Because the youth in different territorial communities can be different, and the needs can be different" [QIDI].

Services provided by youth centres and youth spaces

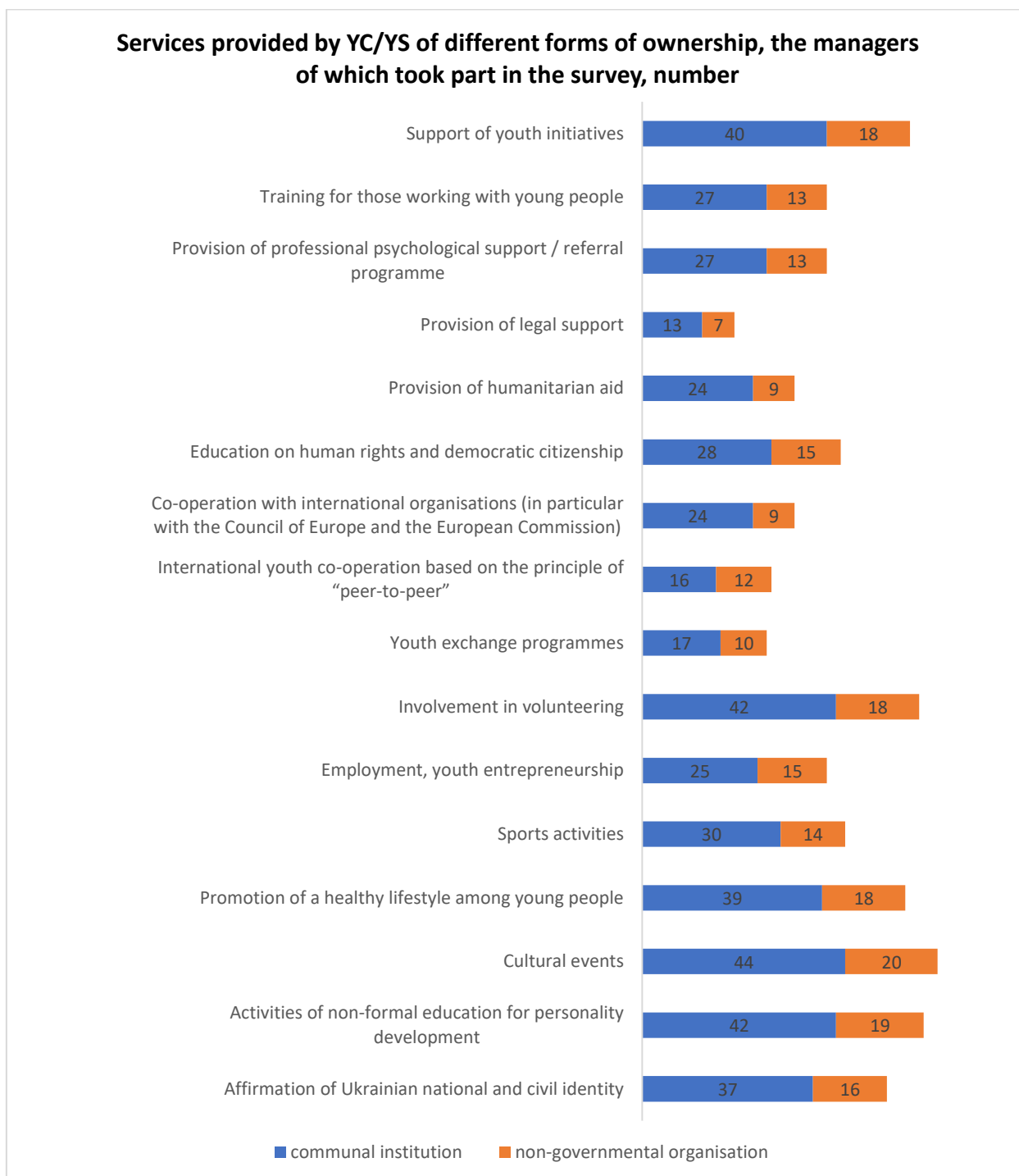


Chart 10. Distribution of answers to the question “What services does your YC/YS currently provide / what forms of work does it introduce and for people of what age?”, % (2023)

SERVICES/ACTIVITIES OF YOUTH CENTRES/ YOUTH SPACES

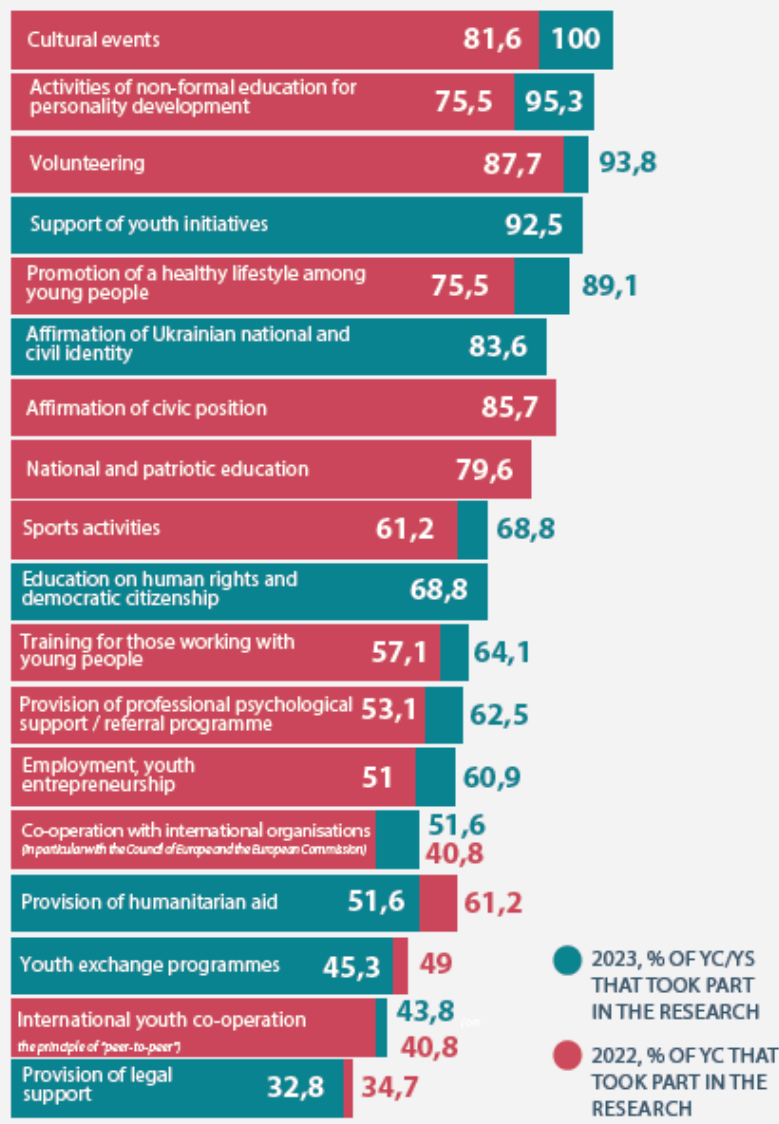


Chart 11. Distribution of answers to the question “What services does your YC/YS provide / what forms of work does it introduce now and for people of what age?”, % (comparison of answers 2022 and 2023).

- 64 YC/YS (62.5%); 2022 - provision of professional psychological support - 53.1% of YC;
- employment, youth entrepreneurship – 39 out of 64 YC/YS (60.9%); 2022 – 51% of YC;
- co-operation with international organisations (in particular with the Council of Europe and the European Commission) – 33 out of 64 YC/YS (51.7%); 2022 – 40.8% of YC;
- provision of humanitarian aid – 33 out of 64 YC/YS (51.7%); 2022 – 61.2% of YC;
- youth exchange programmes – 29 out of 64 YC/YS (45.3%); 2022 – 49% of YC;
- international youth co-operation (according to the principle of “peer-to-peer”) - 28 out of 64 YC/YS (43.7%); 2022 – 40.8% of YC;
- provision of legal support – 21 out of 64 YC/YS (32.8%); 2022 - 34.7% of YC.

In YC/YS, as noted by their managers who took part in the research, they provide services in the following areas:

- cultural events – 64 out of 64 YC/YS (100%); 2022 – 81.6% of YC;

- measures of non-formal education for personality development - 61 out of 64 YC/YS (95.3%); 2022 – 75.5% of YC;

- support of youth initiatives – 60 out of 64 YC/YS (93.7%);

- involvement in volunteering – 60 out of 64 YC/YS (93.7%); 2022 – 87.7% of YC;

- popularization of a healthy lifestyle among young people – 57 out of 64 YC/YS (89%); 2022 – 75.5% of YC;

- affirmation of Ukrainian national and civil identity – 54 out of 64 YC/YS (84.4%);

- sports activities – 44 out of 64 YC/YS (68.7%); 2022 – 68.7% of YC;

- education on human rights and democratic citizenship - 44 out of 64 YC/YS (68.7%);

- training for those who work with young people – 41 out of 64 YC/YS (64.1%); 2022 – 57.1% of YC;

- provision of professional psychological support / referral programme – 40 out of 64 YC/YS (62.5%);

Comparing the research results of 2022 and 2023, we note that the majority of services began to be provided in a greater number of YC/YS: the number of YC/YS that organize cultural events, non-formal education events for personality development, pay attention to supporting youth initiatives, and provide professional psychological support has increased.

The provision of humanitarian aid has also noticeably decreased, and to a lesser extent, the number of YC/YS implementing youth exchange programmes has decreased.

"...in fact, we provided all the services mentioned in the research before that, it's just that some categories were not so widely highlighted. Regarding what has changed, of course, the resource capacity to carry out these activities has changed, because the security situation and the financial situation have become different" [QIDI].

"What has changed? The approach to measures for the formation of national identity has changed - if earlier it was actually mainly trainings and meetings with representatives of some professions (police, military, etc.), today it is already an active engagement of youth opinion. Analysing the situation in the country, analysing how young people can influence publicity and decision-making, we note that today there are more dialogues and round tables with young people, which combine all links - the government and so on" [QIDI].

"And psychological support has changed - the direction of psychological socio -emotional support has strengthened. Because until 2022, we also carried out this... Today, in view of the great need, due to the significant trauma of young people, we have the opportunity to provide such educational, group, and individual services, thanks in particular to the "SpivDiya" Project. This is one of such serious changes" [QIDI].

"We need to further develop projects supporting youth initiatives. Because, unfortunately, the government does not really support youth initiatives" [QFGD].

"In the first half of the year, we dealt with the humanitarian component very strongly - we had the positions of issuing humanitarian aid. We worked, in fact our entire team worked in volunteer headquarters, and different ones. Half a year passed, and we switched more to socio-emotional support and leisure activities, that is, at that time, no one was doing anything, everyone was afraid, everyone did not understand how to gather people, why gather people. We found the UNICEF "Spilno tochky" Project, "SpivDiya" Project and started a wave, which was normally, coolly picked up by NGOs, and in symbiosis we worked to support children, to support youth and not only" [QIDI].

"...the main direction of our, for example, youth space in the current conditions is the development of non-formal education. We are now focusing all our efforts on psychological assistance, various trainings and education for teenagers and young people, which will be useful for them in the future. Actually, this is psychological help, as I already said, and sustainability, and some career guidance projects. And there is, let's say, no such support from the authorities" [QFGD].

"Regarding the support of youth initiatives - the government goes to meet the youth ... yesterday a youth programme was approved with all the measures, with all the sums that the youth wanted. We wrote this youth programme together with young people" [QFGD].

"And in some educational positions, we organized schools for military training, tactical medicine, and master classes. Again, educational trainings - the top stories were overcoming stress, anxiety (what to do, how to do it and how not to go crazy...)" [QIDI].

"We provided all other services anyway, because we are a structural division of the regional youth and sports department. We have three departments and, in accordance with the programme that was built on the basis of the strategy, three areas: non-formal education, patriotic education, support of youth initiatives" [QIDI].

"Regarding human rights, we concluded an agreement with an international organisation, more precisely with its branch - "Else", they are part of the Council of Europe, are

a consultative body of the UN, that is, their organisation. And we signed a co-operation agreement with them to help young people understand their rights and know about their opportunities in the country...” [QIDI].

“We, if not the first, certainly one of the first started to talk about sex education among young people within the walls of the YC. And it took more than one meeting to explain that it is necessary, that it is important” [QIDI].

The most common services or activities of YC/YS this year were also popular in the past, 2022. Managers of 64 YC/YS who participated in the research, among the options offered, noted as the most common in YC/YS for youth 14 - 18 years and 19-24 years (Appendix 4):

- cultural activities: for youth 14-18 years old - 59 YC/YS, 92.2% (2022 - 73.5% of YC); for youth aged 19-24 - 49 YC/YS, 76.5% (2022 - 61.2% YC);
- measures of non-formal education for personality development for youth aged 14-18 - 55 YC/YS, 85.9% (2022 - 69.4% YC); for youth aged 19-24 - 46 YC/YS, 71.9% (2022 - 51% YC);
- involvement in volunteering for youth aged 14-18 - 54 YC/YS, 84.4% (2022 - 71.4% YC); for youth aged 19-24 - 47 YC/YS, 73.4% (2022 - 73.5% YC);
- measures to establish Ukrainian national and civic identity for youth aged 14-18 - 47 YC/YS, 73.4%; for youth 19-24 years old - 36 YC/YS, 56.2% (2022: measures to establish a civil position for youth 14-18 years old - 65.3% YC; for youth 19-24 years old - 59.2% of YC, as well as measures of national and patriotic education for youth aged 14-18 - 75.5% of YC; for youth 19-24 - 53.1% of YC);
- measures to popularize a healthy lifestyle of youth for young people aged 14-18 - 51 YC/YS, 79.7%; for youth 19-24 years old - 40 YC/YS, 62.5%;
- projects to support youth initiatives were not highlighted in the 2022 research, but they were noted by the heads of 60 YC/YS who participated in the research in 2023 (93.7%): for youth 14-18 years old - 52 YC/YS (81.2%); for youth 19-24 years old - 48 YC/YS (75%); for young people aged 25-35 - 40 YC/YS (62.5%).

For children under 14 years of age, the following cultural events were common (for children 10-13 years old - 44 YC/YS; for children 0-9 years old - 13 YC/YS); measures to promote a healthy lifestyle for young people (for children 10-13 years old - 35 YC/YS; for children 0-9 years old - 7 YC/YS); measures of non-formal education for personality development (for children 10-13 years old - 32 YC/YS; for children 0-9 years old - 7 YC/YS).

Heads of 43 YC/YS (67.2%) noted that the YC/YS headed by them do not provide legal services (in 2022, such services were not provided in 65.3% of YC). To a lesser extent than in 2022, youth exchange programmes are operating - this service is not provided in 35 YC/YS (54.7%); in 2022 - 51% of YC.

International youth co-operation programmes (according to the principle of “peer-to-peer”) work to a greater extent than in 2022 - this service is not provided in 36 YC/YS (56.2%); in 2022 - 59.1% of YC. There is weak co-operation with international organisations (in particular, with the Council of Europe and the European Commission) - this service is not provided in 31 YC/YS (48.4%); in 2022 - 59.1% of YC.

“Our youth and sports administration held offline forums every three weeks during the summer. And it energizes the youth so much! I just can’t tell you in words. To look at young people in the spring and to look at them now - they are simply different people. They were so exhausted...” [QFGD].

“Such programmes of sharing the experience of rural YS from different regions might have worked. Because usually few people go outside the region on their own, it would be good if they went outside the community. And when they drive and see how others live, they are recharged (I say this from my own experience) - and then a fire appears in them to do

something, to change things themselves, at home. Then they really try to produce some ideas, come up with something, do something, get more actively involved in the work. Therefore, experience exchange programmes can be specifically for teenagers, for young people, activists and space workers” [QFGD].

One of services of YC/YS that appeared after Russia’s large-scale invasion of Ukraine in February 2022, the provision of humanitarian aid for various age categories, slightly decreased in 2023 compared to 2022: this service is provided by 33 out of 64 YC/YS which is 54.7% (2022 – 61.2%). At the same time, to a direct question about humanitarian support, only 14 out of 64 YC/YS managers answered that they still provide it. In other YC/YS, such activity does not take place on a permanent basis.

Humanitarian support in youth centres and youth spaces

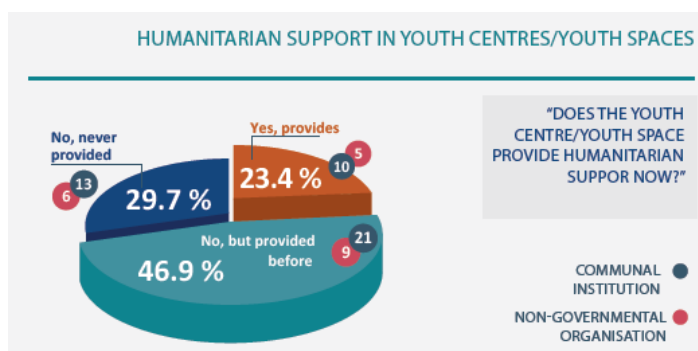


Chart 12. Distribution of answers to the question “Does your YC/YS provide humanitarian support now?”, % of YC/YS, number of YC/YS of different forms of ownership

Humanitarian support is provided in the following regions: Kyiv (7 YC/YS), Dnipropetrovsk (4 YC/YS), Donetsk (4 YC/YS), Kirovohrad (3 YC/YS), Vinnytsia (2 YC/YS), Zakarpattia (2 YC/YS), Odesa (2 YC/YS), Ternopil (2 YC/YS), Cherkasy (2 YC/YS), Volyn (1 YS), Ivano-Frankivsk (1 YC), Lviv (1 YC), Poltava (1 YC), Rivne (1 YC), Sumy (1 YC), Chernivtsi (1 YC).

Psychological support services in youth centres and youth spaces

As mentioned, the managers of 40 out of 64 YC/YS that participated in the research (62.5%) provide professional psychological support or implement a referral programme for different age categories, among other services. Accordingly, 37.5% of YC/YS do not provide such service. It is noteworthy that when asked directly about the services of a psychologist in YC/YS, a smaller share of research participants (26.6% of respondents, 17 out of 64 YC/YS) stated that psychological support is not provided in YC/YS. It is possible that some of the managers of YC/YS who took part in the research still provide professional psychological support in one form or another and on an irregular basis.

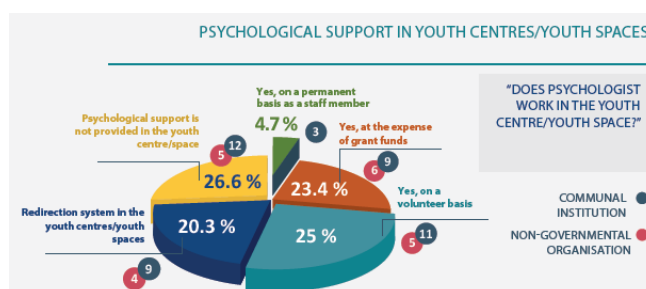


Chart 13. Distribution of answers to the question “Is there a psychologist working in the YC/YS?”, % of YC/YS, number of YC/YS of different forms of ownership

The services of psychologist are provided on a permanent basis in 3 out of 64 YC/YS being a staff member, at the expense of grant funds – in 15 out of 64 YC/YS, on a volunteer basis – in 16 out of 64 YC/YS, the referral system operates in 15 out of 64 YC/YS.

Presence of problems involving psychologists in the activities of YC/YS of different forms of ownership, in which psychological support is provided in various forms, number

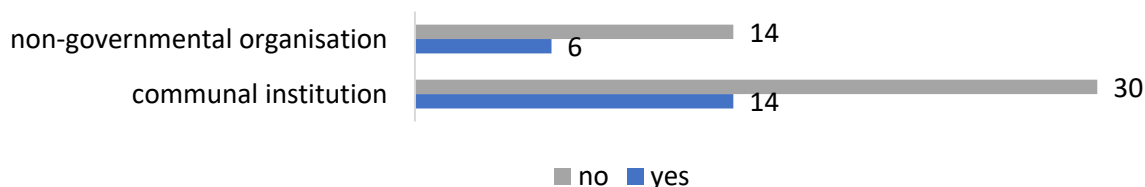


Chart 14. Distribution of answers to the question “Have you had problems involving a psychologist in the activities of YC/YS?”, number of YC/YS

Heads of 21 out of 64 YC/YS (26.5%) noted that they had difficulties involving a psychologist. One of the main problems is the lack of funding/rates for a specialist - this was said by the heads of 11 YC/YS; the heads of 11 YC/YS cited the lack of qualified specialists in the district, region as the reason.

“We work on the basis of the library, and we do not have a staff member position for a psychologist, so psychologists work on a volunteer basis, less often in grant projects. Accordingly, because of this, there is a lot of turnover, the psychologist often changes, which negatively affects the quality of the service” [QQ].

“The demand for psychological help is much greater than can be covered by the volunteer forces of external partners” [QQ].

“Our psychologist works on demand... there are several moments in her work. These are personal consultations, they are free ... she analyses us as a youth centre team, since our volunteers and team members are 15-26 years old. And she sees the needs that we have during communication with each other - she can just stand next to you and notice, or maybe during personal consultations. She sometimes conducts questionnaires for us and therefore sees those needs or acts simply at the request of me - the manager or from other members of the board or from the heads of departments...” [QFGD]

“She [author's note - a psychologist] sees a need - now, for example, many students and schoolchildren have gone to school, universities... they cannot withstand the workload... and now the psychologist is conducting - this week, I think, or the next - art therapy. Entrance is free, young people can come and “relax” to various techniques. She also conducts other events for the team, we recently had, as she called it, the “fight against toxicity” [QFGD].

"If we talk about how we define the need... if we talk about "SpivDiya" project, then there is a registration form as a system where everyone can register and get free help. We promote this service on personal brands - I am promoting on my pages, the regional YC - on its pages... When young people come to educational trainings, usually after the training the question arises: "How can I make an appointment for a consultation with a psychologist?"..." [QIDI].

Other services

Among the options for services or activities of the YC/YS, which were additionally mentioned by managers of 22 out of 64 YC/YS (34.4%), when answering the open question "Please indicate the services provided / forms of work introduced by your YC/YS that were not mentioned in the previous question and the age category of persons for whom they are provided/implemented" were mainly the services/activities mentioned in the previous question (18 out of 64 YC/YS managers), but more described in detail: measures of non-formal education for personal development (in particular, training in financial literacy, project management, environmental education, education of tolerance in society, media literacy, learning algorithms for responding in crisis situations, etc.), involvement in volunteering of young people and for young people, sports events, youth exchanges.

Among the services that were additionally mentioned: projects with an entertainment component (3 YC/YS – tent camps, thematic groups), co-working for people aged 18 and over (2 YC/YS), for IDPs (1 YC – integration of IDPs), mentoring support for youth (1 YC), leasing of equipment or premises (1 YC), mine safety and pre-medical assistance (1 YC).

"Co-working and library services, ambassadorship, mentoring support and opportunities to implement own events and initiatives on the basis of the YC. Youth work in communities, open youth work, development of partnerships and implementation of projects together with other organisations, initiative groups. The possibility of passing practice on the basis of YC. Organisation of joint events with authorities. Career guidance individual consultations" [QQ].

"Mine safety, pre-medical assistance; co-working, leisure evenings (board games, Mafia, Elias, etc.); table tennis; social cohesion and leadership; media literacy; sexual education (family upbringing); film club of connoisseurs of Ukrainian cinema, documentaries and animation" [QQ].

The participants of the in-depth interviews and focus group discussions also detailed the services provided by the YC/YS:

"...we have an educational consultant in the staff, with grant funds, who implements various measures of non-formal education: there were self-defence courses, courses for journalists, a debate school, which is still functioning, has turned into a separate community and has about 40 people... Various tournaments were held together with the active community, certificates and prizes were awarded. Now they want to expand a little - to conduct a retraining on debates, as an option, if it works, to involve the entire region and hold one tournament for the entire region... We are now planning a course on sex education, media literacy..." [QIDI].

"We had creative activities for development - meaningful leisure time and manifestation of youth in their talents. These were creative evenings, they took place every month with the collection of funds for the Armed Forces" [QIDI].

"Regarding human rights, we signed an agreement on co-operation with an international organisation, or rather with its branch, to help young people understand their rights and know about their opportunities in the country..." [QIDI].

"...we had an event recently... where we gathered first-year students... to get to know each other.... It was about 100 or so, 110 people that came, volunteers were also invited. We somehow thought that it is not interesting for us... to talk about us, let it be better done by frequent visitors who usually come to us - we call them "ambassadors". They were invited, we thanked them,

other visitors of the youth centre who had already graduated from universities were also invited, they told the first-year students about all the life hacks, “pros and cons”, what awaits them, what to prepare for” [QIDI].

“Until recently, we still had career counselling, now we are on pause - we are looking for a specialist. It’s also a cool story that “played” very well for us, people came, young people in particular” [QIDI].

Areas of work of youth centres and youth spaces

Heads of 64 YC/YS of different forms of ownership who took part in the research highlight the following main directions or topics of their activity: youth participation (60 YC/YS), development and strengthening of recognition of youth work (51 YC/YS), social cohesion (50 YC/YS), project management (49 YC/YS), affirmation of Ukrainian national and civic identity (47 YC/YS), integration of IDPs (35 YC/YS).

Areas/topics of work of YC/YS of different forms of ownership, the managers of which took part in the survey, %

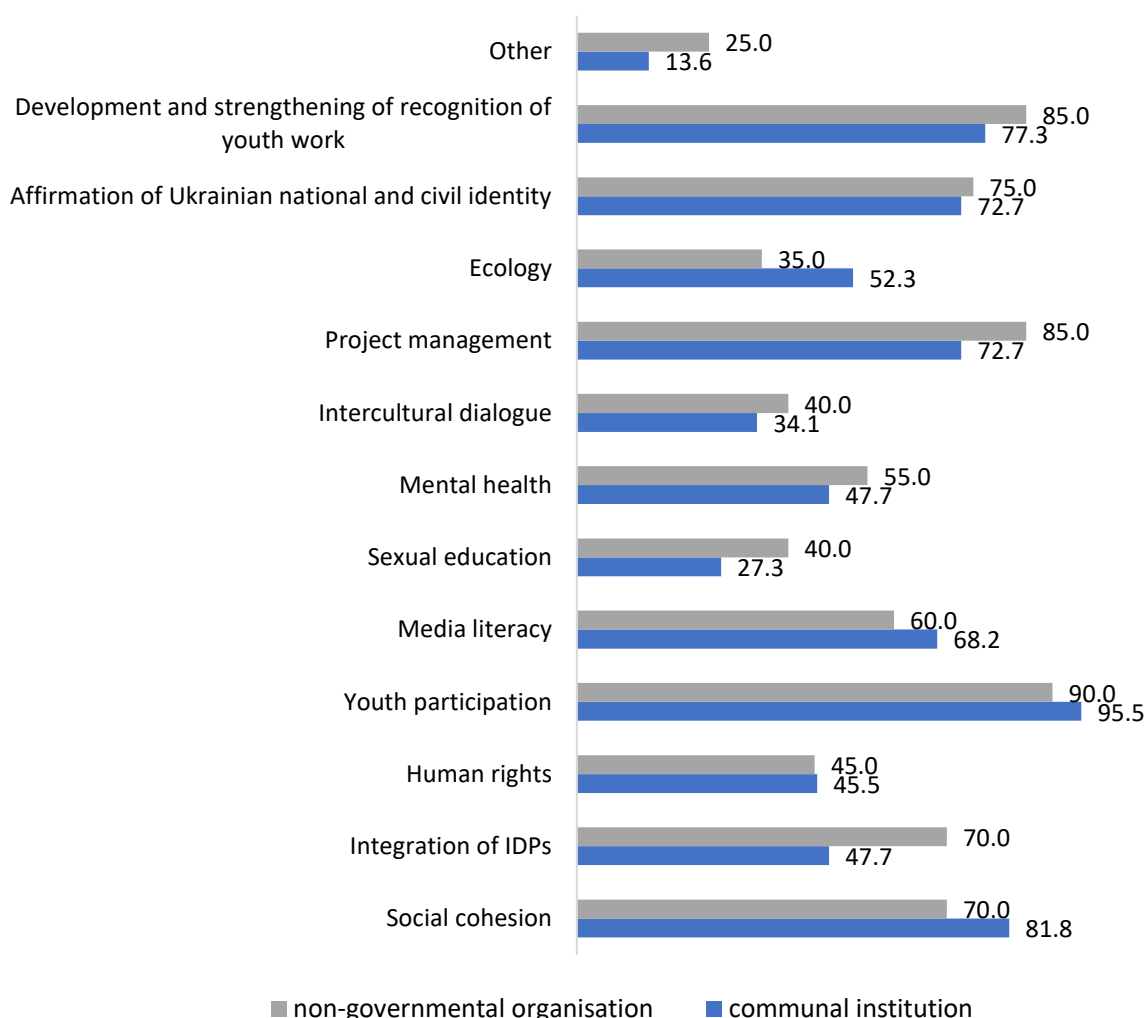


Chart 15. Distribution of answers to the question “In what areas/topics does your YC/YS work?”, % YC/YS of different forms of ownership

Among other areas of work of YC/YS, the following were mentioned: non-formal education (3 YC/YS), psycho-emotional support (3 YC/YS), physical development (2 YC/YS), military-patriotic schools, meaningful leisure time, career counselling and career guidance, fostering tolerance in society, media literacy, leisure time, scientific direction, foreign languages, local history.

Managers of 37 out of 64 YC/YS who took part in the research, answering the open question "Which areas of work of the YC/YS are defined as programmatic and in which relevant document of the YC/YS are they reflected?", indicated the following documents: statute (18 YC/YS), regulations on YC (8 YC/YS), work plan (4 YC/YS), grant agreement, grant application (2 YC/YS). Another 5 managers of YC/YS noted that the work of YC/YS is focused on the programmes of local authorities (regional, community).

Social networks of youth centres and youth spaces

When answering the question "Does your YC/YS have pages in social networks (select all possible options)", 63 managers indicate that they use various social networks, and only one answer is that there is no social network (CI).

In general, different YC/YS have several different social networks:

- 21 out of 63 YC/YS – Facebook, Instagram, Telegram channel (14 – CI, 7 – NGO);
- 15 out of 63 YC/YS – Facebook, Instagram (4 – NGO, 11 – CI).
- 11 out of 63 YC/YS – Facebook, Instagram, TikTok, Telegram channel (4 - NGO, 7 – CI);
- 5 out of 63 YC/YS have only Facebook (1 – NGO, 4 – CI);
- 2 out of 63 YC/YS - only Instagram (1 - NGO, 1 - CI);
- 2 out of 63 YC/YS - Facebook, Instagram, Telegram channel, YouTube (1 – NGO, 1 – CI);
- per one YC/YS has the following "sets":
 - Facebook, Instagram, TikTok;
 - Facebook, Instagram, website;
 - Facebook, Instagram, Viber;
 - Facebook, Telegram channel;
 - Facebook, TikTok, Telegram channel, Viber;
 - Telegram only;
 - Instagram, TikTok.

A significant number of YC/YS track statistical data on audience reach in social networks, this is evidenced by the answers of managers of YC/YS of different forms of ownership to the question "Do you track the reach (audience) of pages in social networks (number of views, likes, reposts, comments) of your YC/YS?": yes, we constantly keep a statistical report - 11 out of 64 YC/YS (16.4%); yes, constantly, but we do not keep a separate statistical report - 28 out of 64 YC/YS (41.8%); yes, we review it from time to time to understand the interest of users - 19 out of 64 YC/YS (28.4%); no, we do not track such information - 7 out of 64 YC/YS (10.4%); other: "the YC/YS does not have social networks", "we are monitoring, it is led by the youth themselves, but, unfortunately, we do not yet have the competencies for effective SMM of our page", "we were constantly monitoring before the full-scale invasion".

In general, the indicator of audience coverage in social networks, according to the answers of respondents, ranges from 50 to 99,964 coverage, the average indicator is 30,164 coverage.

National Quality Label for Youth Centres

The majority of managers who took part in the research (53 out of 64 YC/YS, 82.8%) know to some extent about the National Quality Label and quality criteria for youth centres.

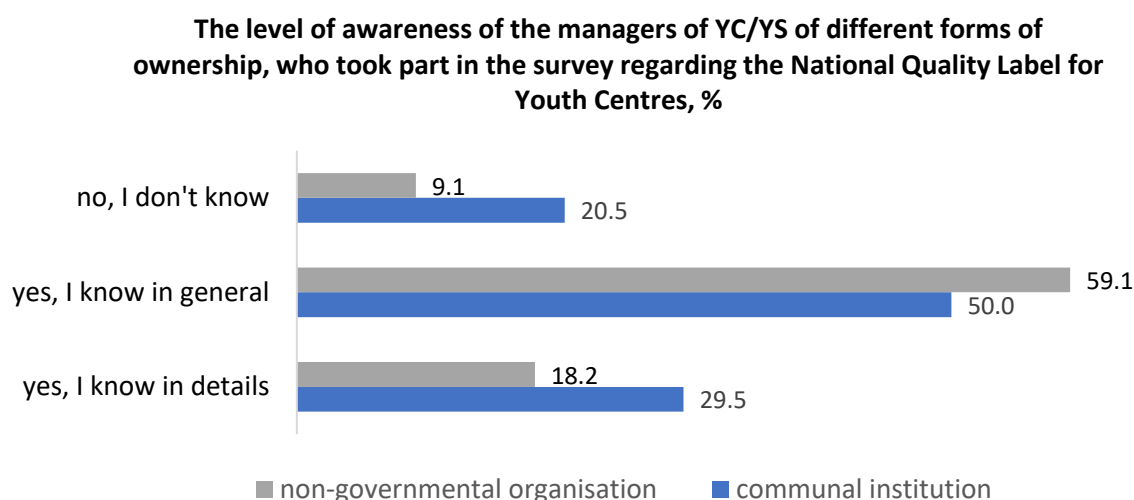


Chart 16. Distribution of responses to the question “Do you know about the National Quality Label and quality criteria for youth centres?”, % YC/YS of different forms of ownership

Among the managers of YC/YS founded by non-governmental organisations that took part in the research, a slightly higher level of awareness of the National Quality Label and quality criteria for YC: 4 out of 19 managers of YC/YS of the public sector know about it in detail (21 %) and 13 (68.4%) know in general. Accordingly, 13 out of the 44 (29.5%) managers of YC/YS of communal property know in detail and 22 (50%) know in general.

Heads of 26 out of 64 YC/YS who took part in the research, answering the open question “What do you think is important to consider when reviewing the National Quality Label for Youth Centres”, said the following:

- requirements for the qualification of YC staff (*“The quality label may include requirements for the qualification and professional development of youth centre employees”*);
- criteria for the work of the YC (*“it is important to establish mechanisms for monitoring and evaluating the quality of work of youth centres”, “it is the quality of work”, “it is important to establish standards for programmes and services provided by the YC”*);
- resource capabilities, in particular for rural YC (*regional and local capabilities of YC/YS”, “the centres have enough resources to meet the criteria”, “for us, it is important to focus on small communities and mountain villages...”, “in assessing the quality of YC, it is important to have more differentiated approach to rural areas that have less capacity”*);
- compliance with the needs and expectations of the target audience of the YC (*“the most important thing is to hear the opinion of young people”, “I would like more focus on the needs of young people”*);
- taking into account the state of war (*“taking into account the peculiarities of wartime”, “compliance with the norms of safety and protection of youth”, “safety requirements of work in certain territories”*);
- opportunities to involve young people in the process of establishing quality criteria.

Among the general comments were proposals to *“detail some criteria”, “to take into consideration and evaluate all existing and acting YC of Ukraine”, “to have a professional jury”*.

The desire of managers of YC/YS of different forms of ownership to receive the National Quality Label, %

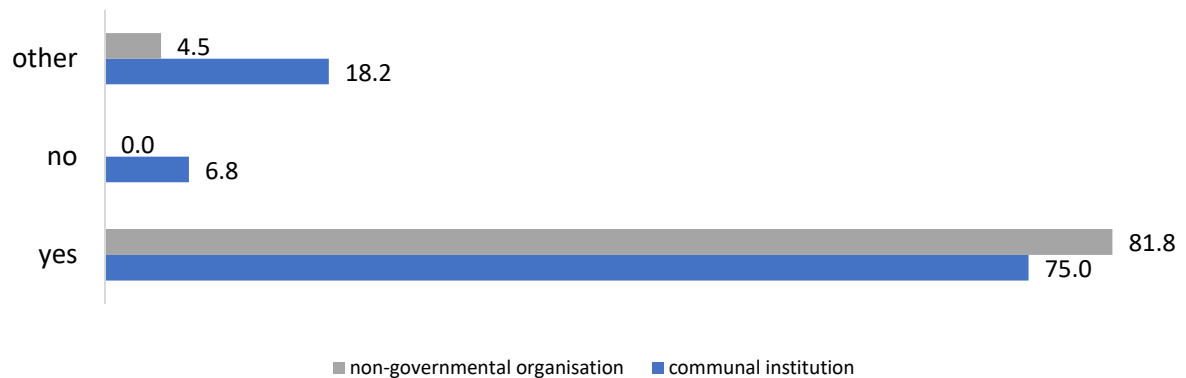


Chart 17. Distribution of responses to the question “Would you like your YC/YS to receive the National Quality Label?”, % YC/YS of different forms of ownership

Answering the open question “If you would like your YC/YS to receive the National Quality Label, why do you think your YC/YS needs it?”, YC/YS managers who took part in the research, the main reasons for this called the desire to confirm the quality of work of the YC/YS, prestige (status) and the opportunity to declare oneself. 12 out of 64 managers of YC/YS did not answer this question.

Managers of 13 out of 64 YC/YS mentioned youth when explaining their desire to receive the National Quality Label: in the context of quality services for young people, recognition of the work of YC/YS for young people and stimulation of their involvement.

“I think that many people have the opportunity to get this quality label” [QFGD].

“...the form of YC ownership... I believe that this cannot be a criterion... it is necessary to distinguish between village and city YC... The village YC has smaller budget, and the number of youth is smaller...” [QFGD].

“Again, in the criteria for YC, there is a question about the team: if this team is not employed, like ours, I am the only one employed as the head of the YC. And you constantly try to assemble this team somehow, motivate somehow, you still pull everything on yourself... If you make a team, as in large regional centres - in YC, seven people are arranged, they all receive a salary, and you already manage them as full-fledged employees, and not just volunteers who constantly need to be encouraged to do something” [QFGD].

“In order to receive the National Quality Label, financial support is needed to obtain this quality label” [QFGD].

Co-operation of youth centres and youth spaces with other organisations

Heads of YC/YS who took part in the research note that they co-operate with various authorities, public sector organisations and business structures.

Co-operation of YC/YS with organisations of various sectors of public administration, public sector and business sector is a common practice for managers who took part in the research. The head of only one of the 64 YC (NGO) noted that she does not co-operate with any organisation.

Organisations with which YC/YS of different forms of ownership co-operate, the managers of which took part in the survey, number

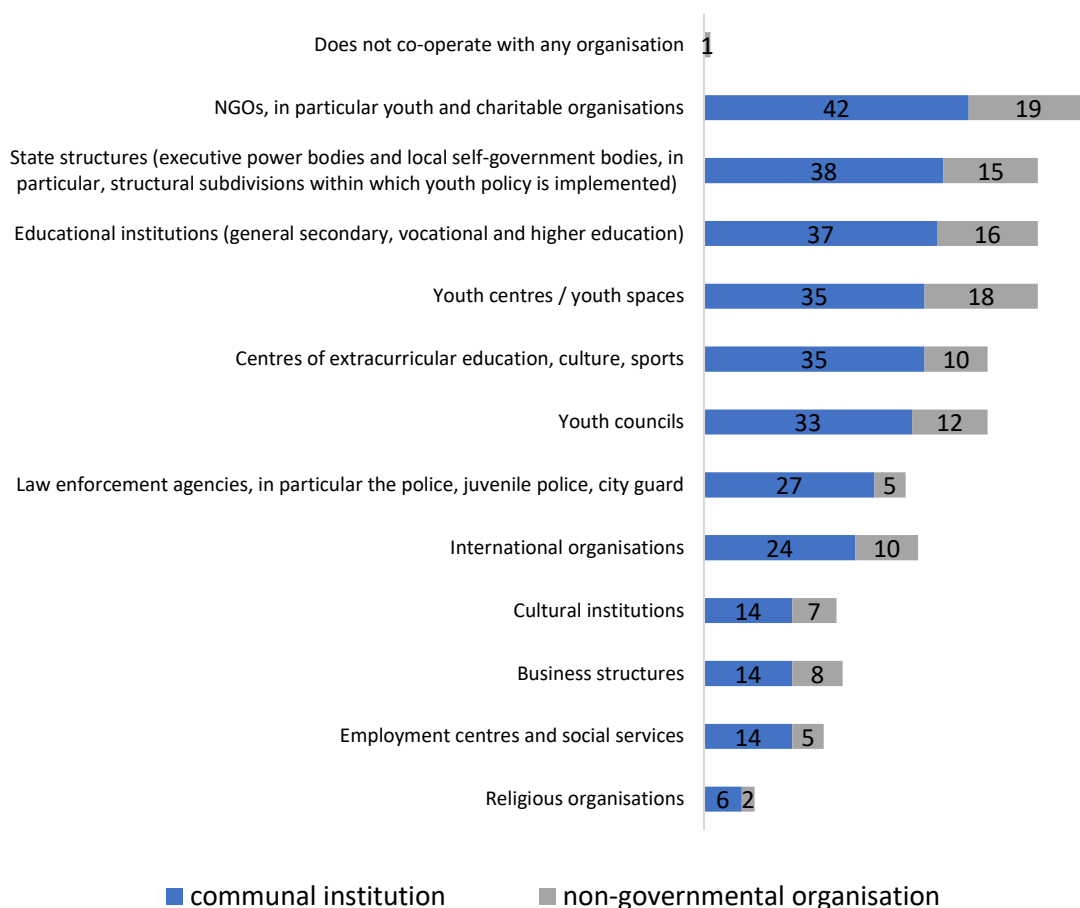


Chart 18. Distribution of answers to the question “Which organisations does your YC/YS co-operate with?”, number of YC/YS

Among the current challenges and needs of the YC/YS identified by the participants of the research, answering the open question “What are the main challenges and needs in the work of your YC/YS with other organisations?”, there are:

- difficulties in establishing effective communication - 4 out of 64 YC/YS (“*honest partnership on the part of other NGOs*”, “*... there is a problem with incomplete understanding by some representatives of local self-government bodies of the expediency and necessity of the youth space as a platform for youth development... and misunderstanding, how to establish an effective and productive dialogue with these representatives of the authorities*”);
- search for new organisations for co-operation - 2 out of 64 YC/YS (“*another challenge is to reach a wider audience of young people. Other organisations may have resources or*

experience that help the youth centre to attract new participants”, “together with other organisations it is possible to organise joint projects, activities and events”);

- co-ordination of activities of co-operating organisations - 1 YC out of 64 YC/YS;
- introducing a new one as a barrier – 2 out of 64 YC/YS;
- safe space - 2 out of 64 YC/YS (*“lack of shelter - we partner with organisations that provide the opportunity to conduct safe events”*);
- need for information – 1 YC out of 64 YC/YS (*“access to current information about programmes, opportunities for youth, events, etc., other organisations can provide this information or we collect it together”*);
- points of agreement of their policies with ours - 1 YC out of 64 YC/YS.

Heads of 15 out of 64 YC/YS that took part in the research (23.4%) note that they have no problems with the organisations they co-operate with (*“none”, “we have a very well-organised work with other organisations, therefore all challenges and needs, if they do appear, do not cause difficulties in work”*).

Research participants often mention financial needs - 12 out of 64 YC/YS (*“one of the main challenges is securing sufficient funding for the centre’s activities; this can relate to both support from government bodies and finding sponsors or grants from other organisations”, “...many NGOs with which the YC co-operates do not have sufficient funding, that is why co-operation in the implementation of projects is sometimes delayed, becomes less qualitative...”, “we do not have funds to pay the administrator of the centre”, etc.*). This is a general need for the effective operation of the YC/YS, which can perhaps be tried to be solved through interaction and co-operation with other organisations.

They also mention the need for personnel.

Volunteers of youth centres and youth spaces

Heads of 58 out of 64 YC/YS (90%) involve volunteers in the work of YC/YS.

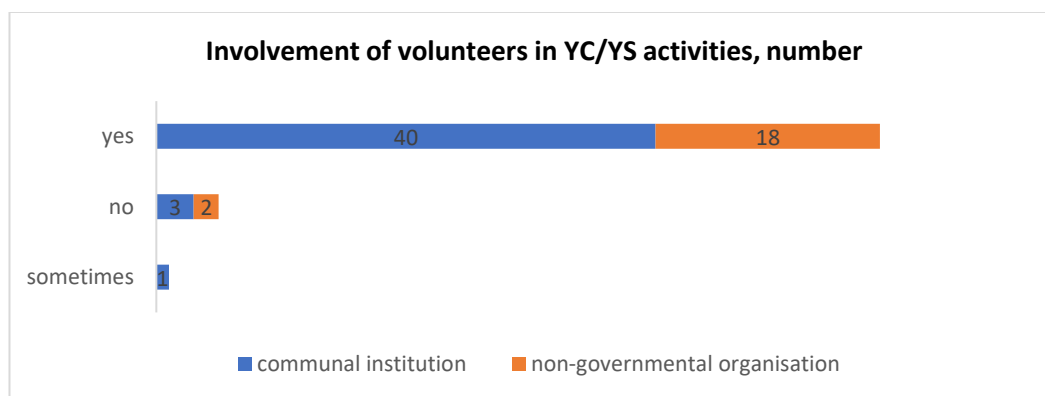


Chart 19. Distribution of answers to the question “Do you involve volunteers in the activities of YC/YS?”, number of YC/YS

Heads of 34 out of 64 YC/YS (53.1%) involve volunteers in their work regularly - YC/YS have permanent volunteers or have a volunteer programme. In another 20 out of 64 YC/YS (31.2%) volunteers are involved in the implementation of large projects from time to time. Heads of 5 out of 64 YC/YS (7.8%) involve experts in a specific activity as needed.

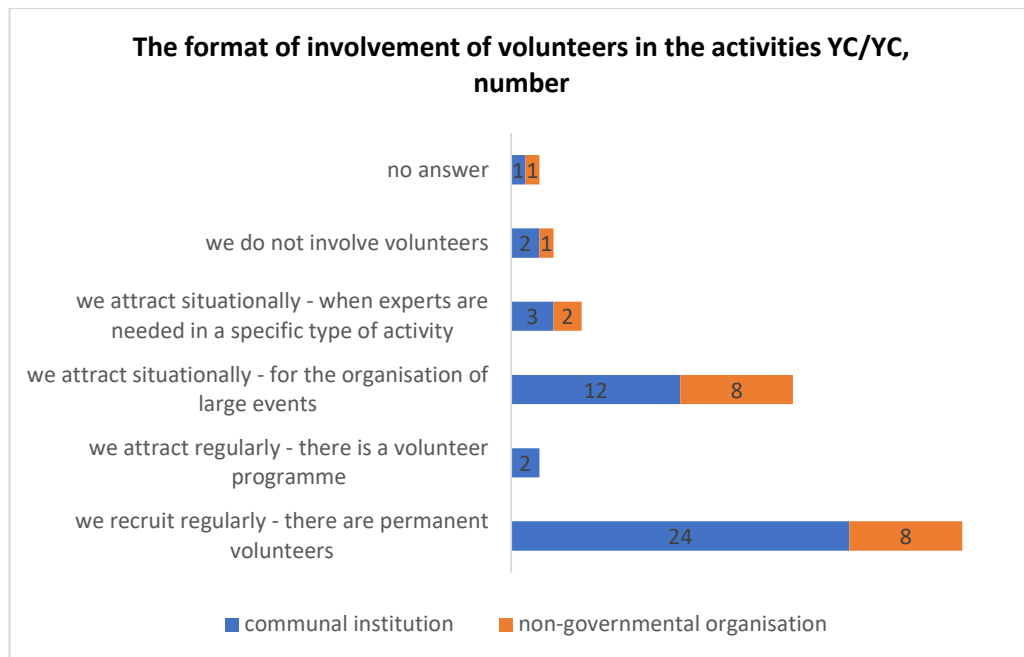


Chart 20. Distribution of answers to the question “If you involve volunteers in the activities of YC/YS, how exactly?”, number of YC/YS

Heads of 5 out of 64 YC/YS (7.8%) do not involve volunteers in the activities of YC/YS.

Heads of 56 out of 64 YC/YS who took part in the research, answering the open question “For what types of activities do you attract volunteers?”, noted that these types of activities are: holding events (32 out of 56 YC/YS), in particular their planning (2 out of 56 YC/YS), humanitarian aid – 5 out of 56 YC/YS, all YC/YS projects – 5 out of 56 YC/YS, work in the volunteer staff – 2 out of 56 YC/YS, provision of psychological assistance – 2 out of 56 YC/YS, conducting master classes – 2 out of 56 YC/YS, trainings – 2 out of 56 YC/YS. In 3 out of 56 YC/YS, volunteers implement their own projects.

Heads of YC/YS who took part in the research noted that YC/YS have an average of 12-13 volunteers; the largest number is 50 (3 out of 64 YC/YS), the smallest is 1-2 (3 out of 64 YC/YS).

“Forums, festivals, organisation of humanitarian aid” [QIDI].

“Planning, organisation and holding of events, implementation of personal initiatives of volunteers, management of interest clubs” [QIDI].

“Almost everything: holding events, talks, communication, writing projects, etc.” [QIDI].

“Conditionally, there is already such a base of volunteers who come and help. We also involve volunteers in thinking through even ideas, I would say. If, for example, we have an idea and we start to implement it, we sometimes ask for opinions about things we are not sure about, we ask frequent visitors what they would do or how they would feel” [QIDI].

“If we talk about volunteer activities, then we have a volunteer centre, it has 27 people who constantly work there at events, volunteer at events or projects. And usually our priority is the development of the youth movement of the region, in most cases of the regional centre where we are located. We definitely open sets and attract young people, show other young people” [QIDI].

“Our priority is events volunteering at charity events - we show them this aspect. If we talk about events, then we... in the last three, we invested a lot of effort, taking into account the challenges of the war, to develop a live, real audience in social networks, and enlisted the support of local large publics - there is a registration form and distribution on certain channels... If we asked them at the beginning of co-operation, we don't even ask them anymore, they take information from us from the Telegram channel and spread it further” [QIDI].

Employees of youth centres and youth spaces

Number of employees in YC/YS

The heads of 64 YC/YS who took part in the research provided the following information about the number of employees:

- 2 (3.1%), which are NGOs, have no employees;
- 16 (25%), of which 13 CI, 3 NGO, - 1;
- 6, of which 4 CI, 1 NGO, - 2;
- 6, of which 4 CI, 2 NGO, - 3;
- 18 (28.1%), of which 13 CI, 5 NGO, - from 5 to 10;
- 9 (14%), of which 8 CI, 1 NGO, - from 11 to 31.

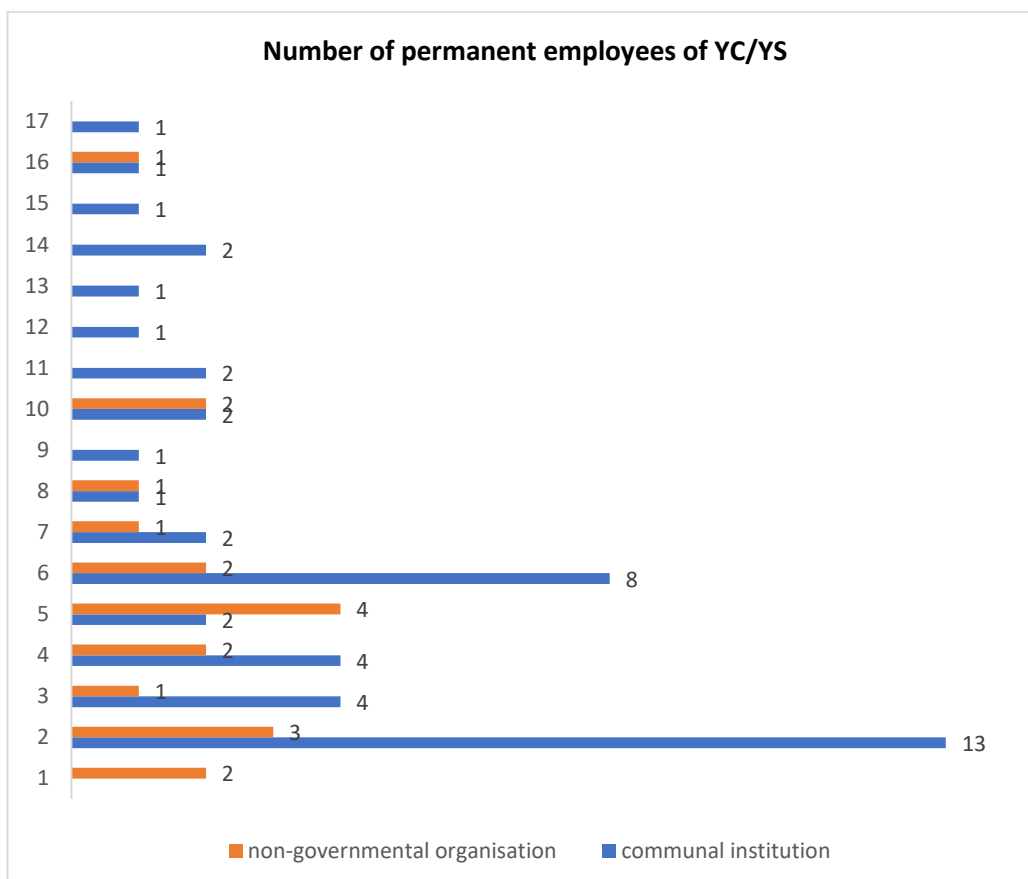


Chart 21. Distribution of answers to the question “How many permanent employees work in your YC/YS?”, number (year 2023)

The number of employees in YC/YS on a paid basis

The responses of 64 managers of YC/YS who took part in the research about the number of employees on a paid basis were distributed as follows:

16 (25%), of which 6 CI, 10 NGO, do not have such employees (2022 – 16 out of 49, of which 5 CI, 11 NGO);

15 (23.4%), of which 12 CI, 3 NGO, – 1 (2022 – 6 out of 49, of which 3 CI, 3 NGO);

5 (7.8%), of which 5 CI, – 2 (2022 – 5 out of 49, of which 3 CI, 2 NGO);

6 (9.3%), of which 3 CI, 3 NGO, – 3 (2022 – 4 out of 49, of which 3 CI, 1 NGO);

3 (4.6%), of which 2 CI, 1 NGO, – 4 (data for 2022 are not available);

10 (15.6%), of which 8 CI, 2 NGO, – from 5 to 10 (data for 2022 are not available);

9 (14%), of which 8 CI, 1 NGO, – from 11 to 31 (data for 2022 are not available).

Needed staff in YC/YS

63 heads of YC/YS (2022 – 38) noted the need for such personnel (the answer to this question involved the possibility of multiple selection of the proposed options; 180 answers were received):

18.3% (33 responses), of which 12.2% (22 responses) are representatives of CI, 6.1% (11 responses) NGO, – the need for psychologists (2022 – 16%, of them 9% CI, 7% NGO);

15.5% (28 responses), of which 13.3% (24 responses) were representatives of CI, 2.2% (4 responses) NGO, – the need for co-ordinators of events, projects (2022 – 21%, of which 10% CI, 11% NGO);

15.5% (28 responses), of which 8,9% (16 responses) are representatives of CI, 6.6% (12 responses) NGO, – the need for marketers, PR managers, target specialists (2022 – 19%, of which 10% CI, 9% NGO);

11.6% (21 responses), of which 4.4% (8 responses) are representatives of CI, 7.2% (13 responses) NGO, – the need for financial specialists;

11% (20 responses), of which 7.2% (13 responses) are representatives of CI, 3.8% (7 responses) NGO, – need for support staff: office manager, assistant;

10.5 (19 responses), of which 7.2% (13 responses) are representatives of CI, 3.3% (6 responses) NGO, – the need for a system administrator;

6.3% (12 responses), of which 2.7% (5 responses) are representatives of CI, 3.8% (7 responses) NGO, – the need for administrative/management personnel;

6% (11 responses), of which 2.7% (5 responses) are representatives of CI, 3.3% (6 responses) NGO, – the need for technical personnel (cleaner, storekeeper).

Among other things, the need for an SMM specialist, a lawyer, a career consultant was indicated.

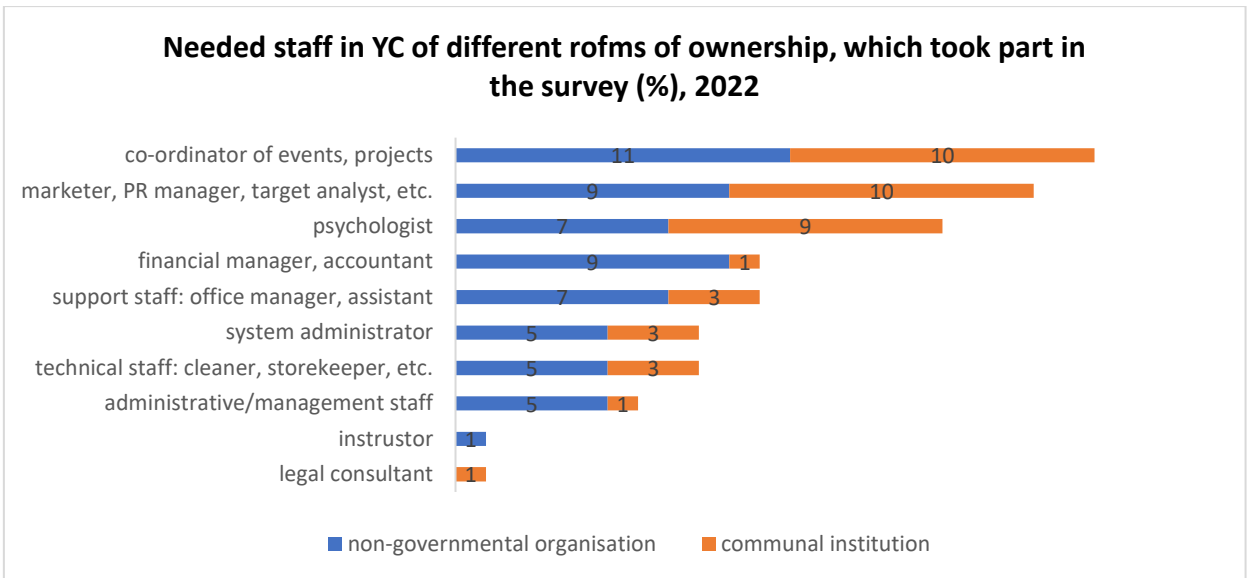


Chart 22. Distribution of answers to the question “If you have the feeling that there is an insufficient number of employees, who exactly do you lack?”, % (data for 2022)

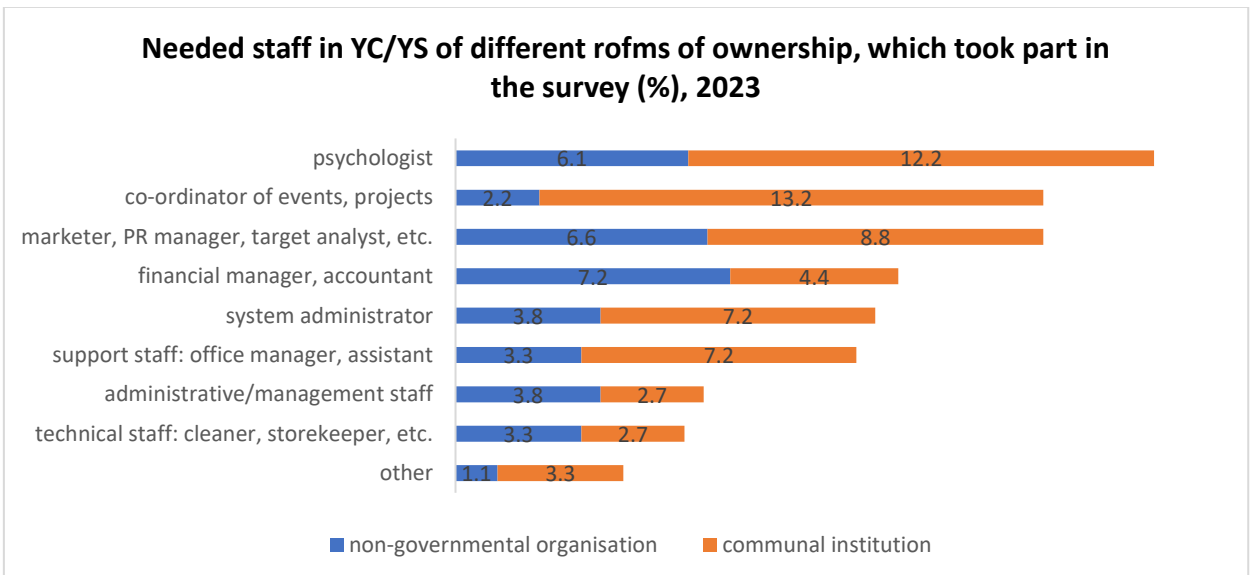


Chart 23. Distribution of answers to the question “If you have the feeling that there are not enough employees, who exactly do you lack?”, % (data for 2023)

“But really there aren’t enough people now, and maybe it’s to some extent also related to state or local funding - due to the lack of additional places, because I’m actually the only one officially working” [QFGD].

“...regarding the actual reports, paperwork: I am also an accountant, in short, I carry everything on myself in the same way. Sometimes I don’t even understand how to do it, but I learn, I do. And I spend a lot of time on all this. And this time could really be invested in the youth, in some event, to do something, to hold something, just to chat, provide support, organise training and the like. Therefore, this is the moment when there are few people, and you are really pulling everything on yourself. And burnout occurs very often... That’s why it’s a very difficult issue that needs some kind of solution” [QFGD].

Experience of participation of employees of YC/YS in the “Youth Worker” programme

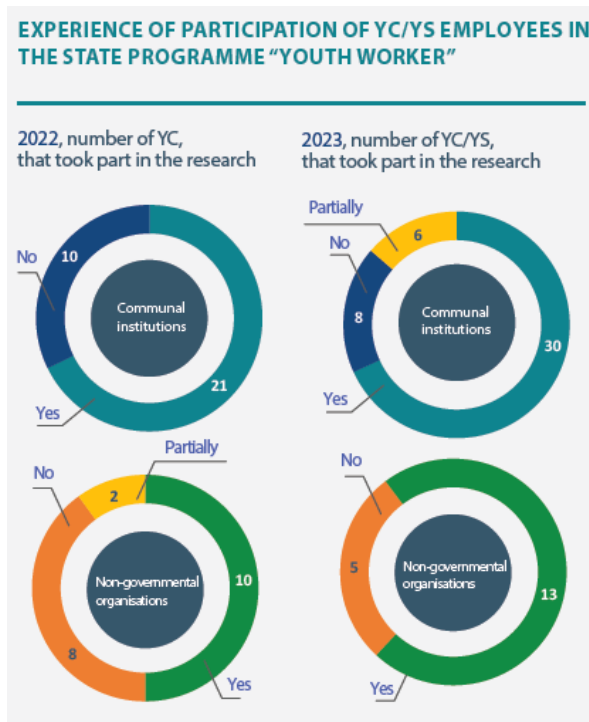


Chart 24. Distribution of answers to the question “Do your YC/YS employees have experience of participation in the state programme “Youth worker”?”, %

41 out of 64 YC/YS that took part in the research (64.2%), of which 30 (47%) CI, 11 (17.2%) NGO, noted that YC/YS employees have training experience in the state programme “Youth worker” (2022 - 70%, of which 41% CI, 2% SI, 27% NGO).

16 out of 64 YC/YS that took part in the research (25%), of which 8 (12.5%) CI, 8 (12.5%) NGO stated that they do not have such experience (2022 - 30%, of which 20% CI, 10% NGO).

7 out of 64 YC/YS who took part in the research (10.8%), of which 6 (9.3%) CI, 1 (1.5%) NGO noted that part of the team had undergone training, some still does not have such experience.

Analysis of data for 2022 and 2023 shows an increase in the percentage of employees of YC/YS who have completed training under the “Youth Worker” programme.

“To do training for workers of youth centres, the same basic training. Increase the number of trainings of trainers of the basic training of the “Youth Worker” programme. Recently, there was a set of one in six years, and I would like more such trainings to be held, so that it is somehow distributed in a cascade method, for example, so that everyone of the regional centre were trainers of the basic training of “Youth worker” [QFGD].

Experience of participation of employees of YC/YS in training to improve the work of YC/YS (during the last two years)

Among the 64 participants of the research, 69% (44 responses), of which 47% (30) CI, 22% (14) NGO, indicated that employees of YC/YS participated in training to improve the work of YC/YS during the last two years.

31% (20 responses), of which 22% (14) CI, 9% (6) NGO, said that they do not have such experience.

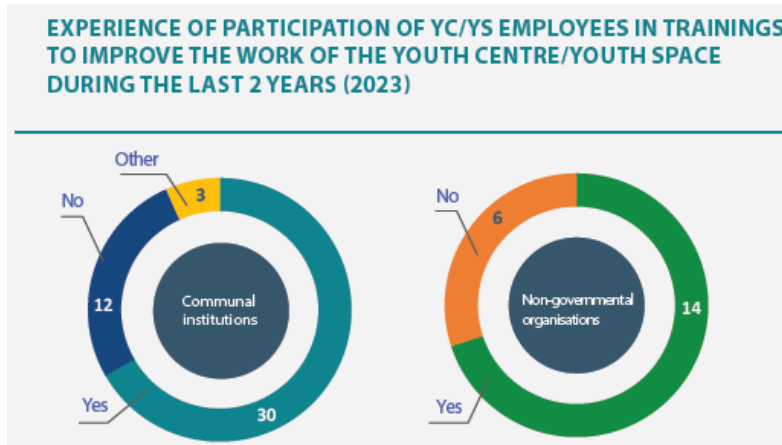


Chart 25. Distribution of answers to the question “Did your YC/YS employees undergo training to improve the work of the YC/YS during the last two years?”, %

The largest number of mentions is about the “Management of Youth Centres” training, organised by various providers: AUYC, NGO “Youth Platform” in co-operation with IREX, AUYC and NUMO - 9 responses. The participants of the research also named the following trainings: “Creating a safe environment for children and youth in conditions of war”, “Advocacy of youth programmes”, “Involvement of youth in the development of local targeted youth

development programmes based on data”, “How to combat sexual violence, related to the war, and provide assistance to the victims: what everyone should know”, “Gender equality and social inclusion in YC”, “Conflict transformations for young people”, “How to start a co-working space on the basis of a youth centre?”, “Learning from communications of the youth centre”. Organisations, institutions, programmes at the international level (the Council of Europe, UNICEF, USAID, Erasmus+ programme, UNDP); at the national level (Ministry of Youth and Sports of Ukraine, AUYC, IREX programme “Mriemo ta Diemo”, exchange programme for youth “VidNOVA:UA”); at the regional level (NGO “Youth Platform”, regional YC) are mentioned among the training organisers.

“If a person has previously worked in another field and needs to join this process, one youth worker will not be enough to immerse oneself in the values of the Council of Europe, learn more about the Council of Europe’s portfolio, and the criteria for quality youth work. For this, we need an educational space” [QFGD].

Competencies needed by employees of youth centres and youth spaces

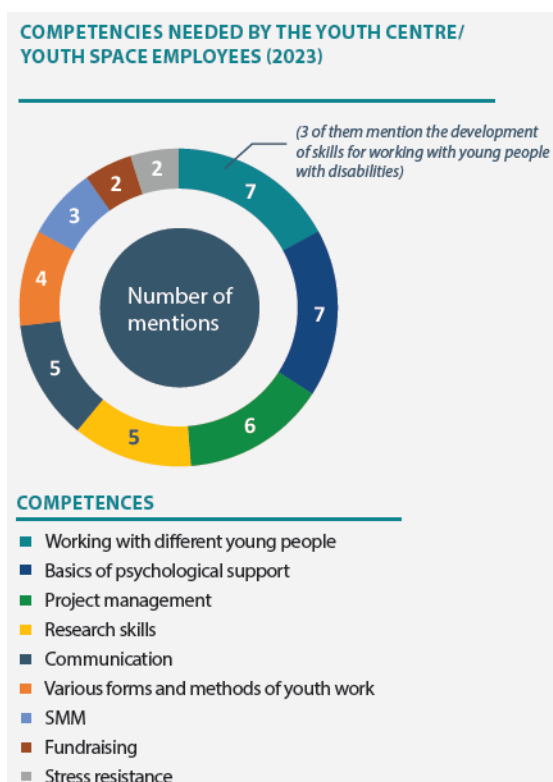


Chart 26: Distribution of answers to the question “What additional competences do employees of your YC/YS need for their activities for young people?”, number

competences: linguistic, communicative, intercultural, digital.

“For me, the first competence, that a youth worker should have, is communication. Communication, offline communication with young people, to be on the same wavelength with them, not to think that if you are an employee of the centre or the head of the centre, then you have a higher status than the young people who come. For me it is first of all. I know youth centres that simply collapsed on this, lost their visitors. The second competency is digital skills. This is the use of Google services, such programmes as Trello, maybe what we needed, we did not have the budget for it, these are vector programmes, that is, graphics design” [QFGD].

“And one more competence - stress resistance” [QFGD].

“This is the ability to work in a team, it is necessarily personal empathy. A youth worker must be able to work with young people at the level of empathy” [QFGD].

“Also, the ability to attract partners is the competence of communication” [QFGD].

“Also, the skill of project activity, now it is simply a modern necessity, that is, that youth workers should learn, be able to develop, and involve young people in these projects” [QFGD].

“I wanted to add about the skills of writing project applications. I would very much like it to be some people, not the heads of youth centres, because we carry all the activities, all the youth, and also the project activities. But in reality it should be other people who will deal only with project applications. That would be really cool. Although now we have such a shortage of personnel that it is very difficult” [QFGD].

58 out of 64 research participants answered the open question “What additional competencies do the employees of your YC/YS need for their activities for young people?” Based on the analysis of the answers, we highlight the following:

knowledge: of project management (the largest number of mentions – 6), design programmes; operational and administrative; SMM; volunteering and crisis management; about the needs of young people; about forms of work with youth; regarding the specifics of working with different categories of youth; about detached and outreach youth work; thematic knowledge: sexual education, career counselling, soft skills human rights, advocacy.

ability: to apply the principle of non-violent communication, acceptance of diversity, inclusiveness in work; organise events, resolve conflicts, work in a team; create and maintain a safe environment for young people;

skills: psychological support (the largest number of mentions – 7), communication skills (5 mentions), creativity (3 mentions), skills of assertive behaviour, teamwork, adaptability, flexibility, stress resistance, sociological (analysis of youth needs), facilitation, fundraising, time-management, pre-medical care;

"...regarding a project manager in the team is what I would really like" [QFGD].

"And now it is very important to carry out street work or some kind of field work, that is, for a person to be mobile and ready for the formats of such work" [QFGD].

"I would like to add to everything that has been said - to be responsible, to take responsibility. That is, that the youth worker, the head of the youth centre itself - he should be responsible anyway, but not be afraid to take responsibility in case of something and teach this to his team" [QFGD].

"I would also add: in principle, there is a lack of some kind of base in terms of photography, etc... Ideally, if I were to create some kind of space or centre, I would simply involve specialists from the relevant departments and add those who I would involve through announcements, tenders announcement - then it would be possible to have a project manager, an SMM, a photographer" [QFGD].

"If it would be possible to introduce such a programme, because youth work is carried out by many different people.... But again, this is 80-90 percent on one person. Why not implement a programme like this where we fill out a form, show our activities and get some kind of funding to support us. Because it really takes a lot - both at the expense of one's own time and at the expense of one's family, and it is very, very much. And again, all this is on the same people. We participate in contests, we show our activities, we attract grants... Is it not possible to support such people, leaders at least, key ones who really pull out youth work? Show quality - no questions, link to the page of the youth centre or space, and everything is visible there. It is very easy to check" [QFGD].

Competences necessary for working with young people with disabilities



Chart 27: Distribution of answers to the question “What knowledge and skills does the YC/YS team lack for working with young people with disabilities?”, number

59 out of 64 research participants answered the open question “What knowledge and skills does the YC/YS team lack for working with young people with disabilities?”. A significant number of responses related to the physical accessibility of YC/YS premises for young people with disabilities, as they are non-exclusive for this category of young people. Also, heads of YC/YS note that to work with young people it is necessary to attract a specialist, special education (formal, non-formal), skills/competencies for working with young people with disabilities is necessary; skills in organising events and involving youth with disabilities in the activities of YC/YS; psychological readiness of youth workers to work with youth with disabilities; the ability to take into account their needs.

“My colleagues will go to the specialized training on inclusion, but the point is that even if there are two waves of such trainings, it is only 40 people per Ukraine. And is that enough to work?” [QFGD].

“We co-operated with an institution where there were sunny children. Together with the volunteers, we came to them and arranged entertaining fairy tales, we played with them, sang for them, told something. And that’s how I trained young people to work with people with disabilities” [QIDI].

Involvement of YC/YS in implementation of National Strategy for Barrier-Free Environment

To the open question about the involvement of YC/YS in the implementation of the National Strategy for Barrier-Free Environment, 140 responses were received from research participants, including:

22.8% (32 responses), of which 15% (21) CI, 7.8% (11) NGO, are involved in the implementation of educational accessibility;

18.5% (26 responses), of which 12.8% (18) CI, 5.7% (8) NGO, are involved in the implementation of public/social barrier-free access;

17.1% (24 responses), of which 10.7% (15) CI, 6.4% (9) NGO, are involved in the implementation of public accessibility;

14.2% (20 responses), of which 9.2% (13) CI, 5% (7) NGO, do not participate in the implementation of the National Strategy for Barrier-Free Environment;

8.5% (12 answers), of which 7.1% (10) CI, 1.4% (2) NGO, are involved in the implementation of digital accessibility;

7.5% (11 responses), of which 4.2% (6) CI, 3.3% (5) NGO, are involved in the implementation of economic barrier-free environment.

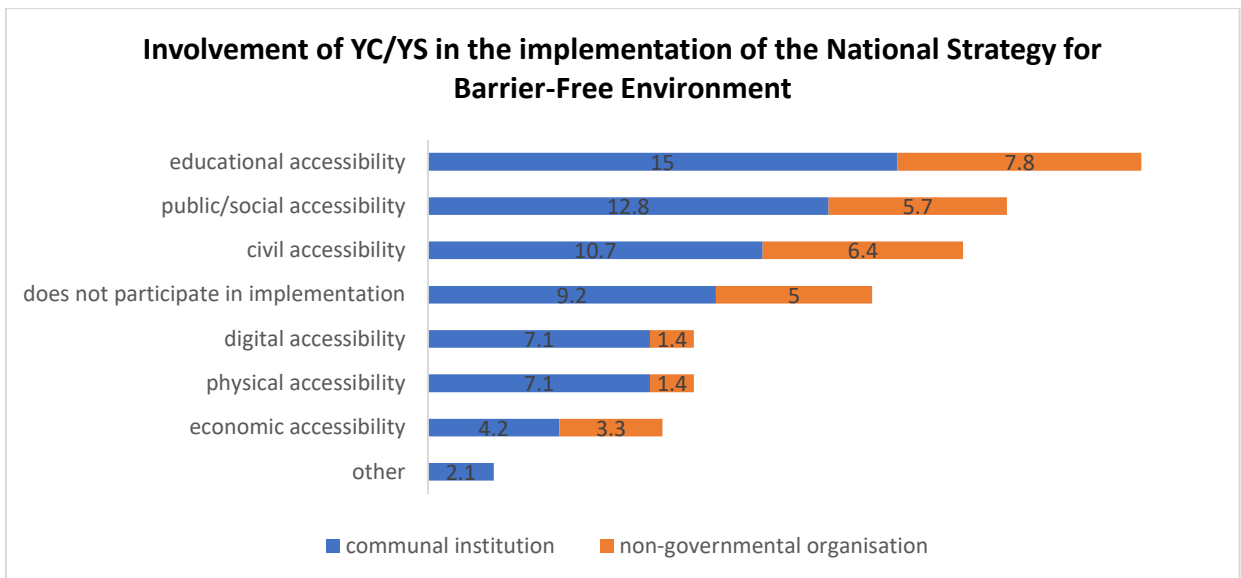


Chart 28. Distribution of answers to the question “Does your YC/YS participate in the implementation of the National Strategy for Barrier-Free Environment?” If yes, in what directions?”, %

Funding of youth centres and youth spaces

Sources of funding of YC/YS

Various sources of funding are available at YC/YS. According to the multiple choice (124 answers in total), the following data were obtained:

31% (38 responses), of which 20.1% (25 responses) CI, 10.9% (13 responses) NGO, – funds from international, other organisations, grants (2022 – 26%, of which 17% CI, 1% SI, 8% NGO);

28% (35 responses), of which 27% (34 responses) CI, 1% (1 response) NGO, – local budget (2022 – 32%, of which 30% CI, 2% NGO);

11% (14 responses), of which 5.5% (7 responses) CI, 5.5% (7 responses) NGO, – charitable contributions (in 2022 – 13%, of which 5% CI, 8% NGO);

10% (12 responses), of which 5% (6 responses) CI, 5% (6 responses) NGO, – no funding (2022 – 10%, of which 3% CI, 7% NGO);

8% (10 responses), of which 7% (9 responses) CI, 1% (1 response) NGO, – state budget (2022 – 4%, of which 3% CI, 1% NGO);

7% (9 responses), of which 5% (6 responses) CI, 2% (3 responses) NGO, – paid services (2022 – 6%, of which 5% CI, 1% NGO);

3% (4 responses), of which 1% (1 response) CI, 2% (3 responses) NGO, – membership fees (in 2022 – 7%, of which 1% CI, 6% NGO);

2% (2 answers), of which 1% (1 answer) CI, 1% (1 answer) NGO, – other.

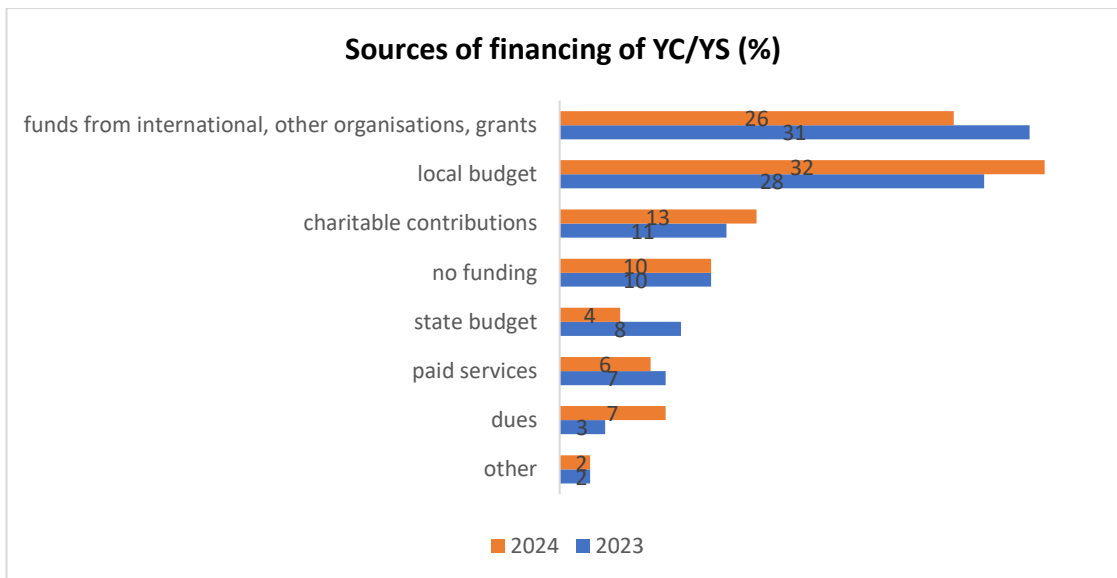


Chart 29. Distribution of answers to the question “Indicate the sources of financing of your YC/YS”, %

Main sources of funding

Among the various sources of funding, the participants of the research named the following as the main ones:

22 YC/YS (CI) – local budget;

16 YC/YS, of which 8 CI, 8 NGO, - funds from international, other organisations, grants;

7 YC/YS (CI) – state budget.

3 YC/YS, of which 1 CI, 2 NGO, - charitable contributions;

2 YC/YS (NGO) – paid services;

2 YC/YS, of which 1 CI, 1 NGO, - other;

1 CI – membership fees.

11 YC/YS, of which 5 CI, 6 NGO, noted that there is no funding.

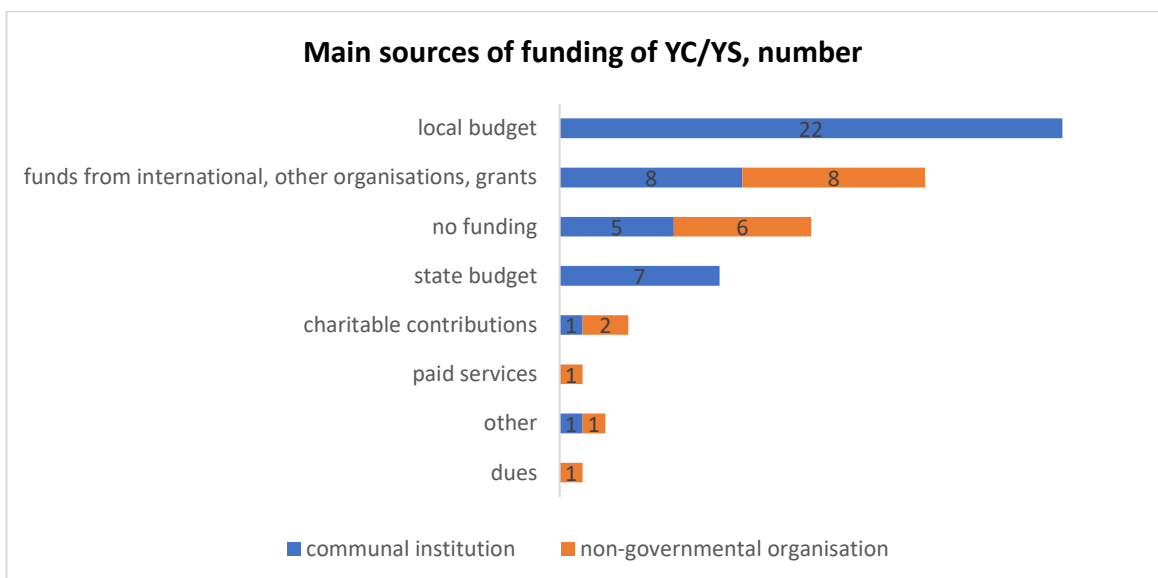


Chart 30. Distribution of answers to the question “If you have several sources of funding, which can be called the main one?” (data for 2023)

Articles of expenditure of available funding

The available funding of the YC/YS is allocated to different articles. According to the multiple choice (136 answers in total), the following data were obtained regarding the expenditure items for which there is sufficient funding:

28.5% of research participants (37 responses), of which 25.5% (33 responses) CI, 3% (4 responses) NGO, – remuneration of employees of YC/YS (2022 – 32%, of them 25% CI, 1% SI, 6% NGO);

25.7% (35 responses), of which 20.6% (29 responses) CI, 5.1% (6 responses) NGO, – payment of communal services (2022 – 25%, of which 20% CI, 1% SI, 4% NGO);

22.7% (30 responses), of which 17.6% (24 responses) CI, 5.1% (6 responses) NGO, – implementation of programme activities (2022 – 19%, of which 13% CI, 6 % NGO);

10.2% (14 responses), of which 6.6% (9 responses) CI, 3.6% (5 responses) NGO, – rent of premises (2022 – 12%, of which 9% CI, 3% NGO);

8% (11 responses), of which 2.2% (3 responses) CI, 5.8% (8 responses) NGO, – there is no funding (2022 – 11%, of which 2 CI, 9% NGO).

5.7% (8 responses), of which 0.6% (2 responses) CI, 5.1% (6 responses) NGO, – other (2022 – 1% CI).

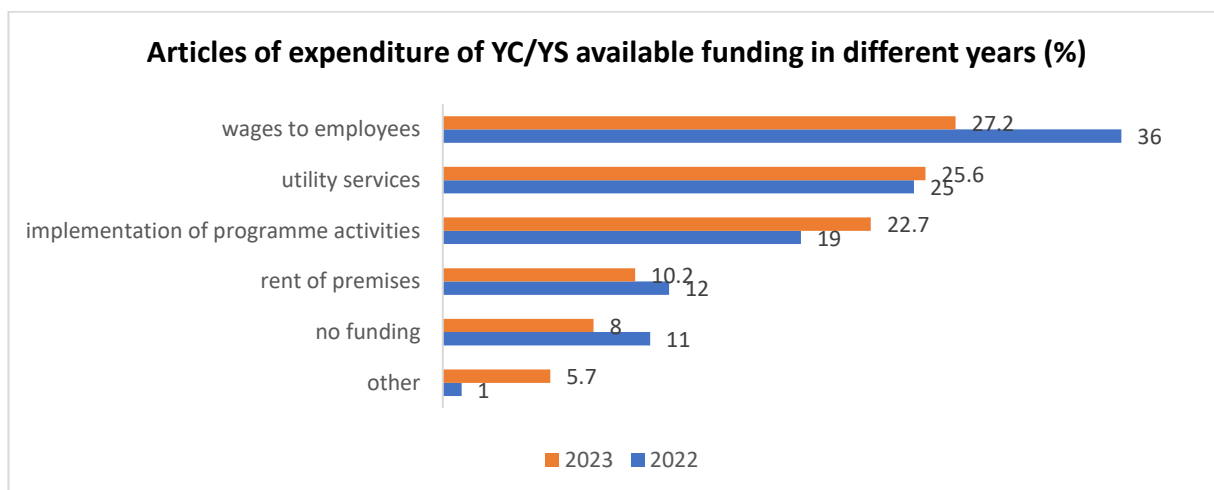


Chart 31. Distribution of answers to the question “What is the available funding for in your YC/YS?”, %

Protected financing period

Among the 64 responses of heads of YC/YS who took part in the research to the question about the term for which funding is available, the following are:

20 (31.3%), of which 19 (29.8%) CI, 1 (1.5%) NGO, – available funding until the end of the year and more (2022 – 19% CI, 0% NGO);

13 (20.3%), of which 12 (18.8%) CI, 1 (1.5%) NGO, – available funding by the end of the year (2022 – 41%, of which 35% CI, 2% SI, 4% NGO);

11 (17.2%), of which 4 (6.2%) CI, 7 (11%) NGO – no funding (2022 – 2% NGO);

9 (14.1%), of which 7 (11%) CI, 2 (3.1%) NGO, do not have information (in 2022 – 6%, of which 4% CI, 2% NGO);

3 (4.7%) NGO – available funding for up to three months (2022, 12% of NGO);

8 (12.4%), of which 2 (3.1%) CI, 6 (9.3%) NGO indicated other (2022 – 20%, of which 16% CI, 4% NGO).

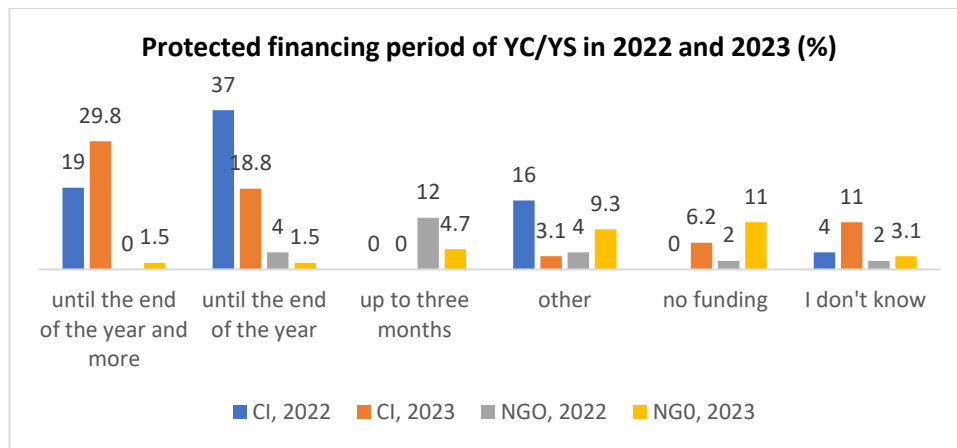


Chart 32. Distribution of answers to the question “For what period does your YC/YS have this funding?”, %

In general, the trend of the protected financing period in 2023 compared to 2022 is preserved in YC/YS of communal form of ownership, YC/YS acting as NGO have shorter terms of guaranteed financing or are in conditions of uncertainty.

Sufficiency of funding

31.2% of participants (20 out of 64 responses), of which 25% (16) CI, 6.2% (4) NGO, answered that the funding is generally sufficient.

18.6% of participants (12 out of 64 responses), of which 9.3% (6) CI, 9.3% (6) NGO, noted that funding is generally insufficient.

17.2% of participants (11 out of 64 responses), of which 11% (7) CI, 6.2% (4) NGO, noted that funding is not enough at all.

12.4% of participants (8 out of 64 responses), of which 4.6% (3) CI, 7.8% (5) NGO, answered that there is no funding.

11% of the participants (7 out of 64 responses) of CI indicated that it is difficult to answer.

9.3% of participants (6 out of 64 responses), of which 7.8% (5) CI, 1.5% (1) NGO, answered that the funding is quite sufficient.

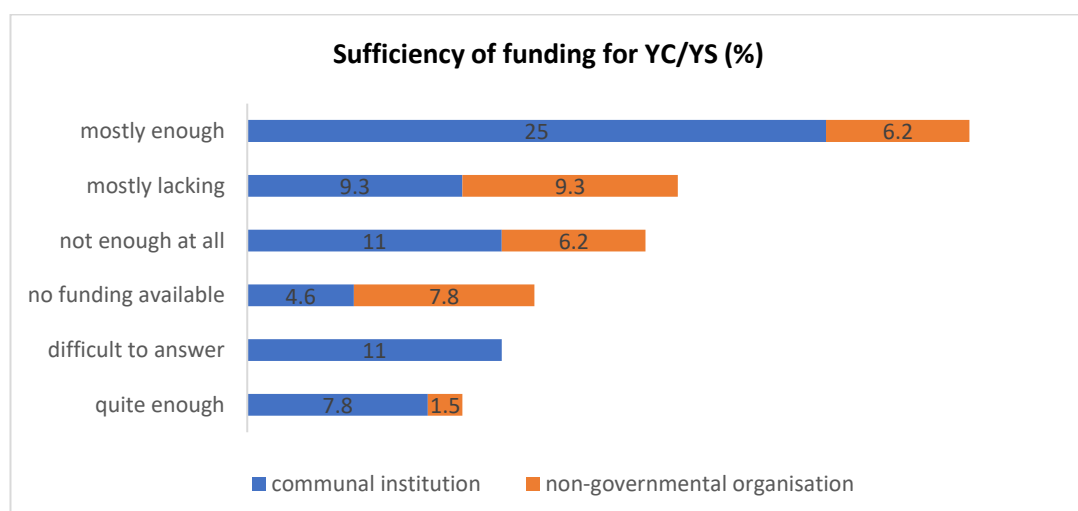


Chart 33. Distribution of responses to the question “Is the available funding sufficient for full-fledged activity of YC/YS?”, % (data for 2023)

Financing needs

59 participants, who answered to the open question “What exactly do you lack the available funding for?”, named the following:

- staff and experts: staff increase, salary increase, remuneration of youth workers, bonuses, payment of services of engaged experts to conduct events for young people;
- arrangement of space of YC/YS: repair, purchase of furniture, equipment;
- organisation of events for young people: purchase of necessary materials (for example, board games, consumables for master classes, stationery), organisation of coffee breaks;
- gifts and merch for volunteers involved in YC/YS activities;
- opening of new youth spaces.

“And again, all these initiatives of ours are grant funds, these are our own forces, these are people (we involve people). That is, at the moment, when the financing of project activities has already ended, we are once again starting some projects on our own. So, I think this is a very common problem. And the problem is that all youth spaces, as far as I speak, “leave” in principle on people - leaders, managers, who carry the lion’s share of the work on themselves: unite people, find something, find partners, but that’s all in general, most of the work falls on the shoulders of some leader who pulls it all out on himself/herself” [QFGD].

“... to carry the position of director of the cultural centre, and all the clubs, and everything else, and a non-governmental organisation, volunteer work, to top it all off” [QFGD].

“... we do everything on our own initiative” [QIDI].

“But the thing is, it is not paid. Therefore, I would be very interested if our country would provide grant support to such leaders, youth workers. Because we are all people, we all have families, we all have to live somehow. And we devote a lot of time and our family budget to the development of youth spaces, hubs, centres. And we do a lot of work that is currently underappreciated in Ukraine. That is, it is perceived as normal - well done, praised. But at the proper level, it seems to me that some programmes should be implemented for such people, youth workers, leaders who actually work” [QFGD].

“Regarding those needs, I agree that there are no funds to support youth initiatives, unfortunately. We have the same situation. So, we work with what is given, based on those financial possibilities. And in the form of some such projects that we implement, these are grant funds and the material and technical base of a communal institution. Somehow” [QFGD].

“I have a limit, especially after the price of daily wages was raised, the city council set me a limit of 1,200 hryvnias per year. And this year I travelled 1,500, and they told me that this is not allowed, because I exceeded my limit. And it was just one trip...” [QFGD].

Premises in which youth centres and youth spaces operate

YC/YS operate in different premises. According to multiple choice (a total of 81 answers), the following data were obtained:

29.6% (24 responses), of which CI – 14.8% (12 responses), NGO – 14.8% (12 responses), – operate in rented premises (2022 – 32%, of which 15% CI, 17% NGO).

28.6% (23 answers), of which CI - 23.4% (19 answers), NGO - 5.2% (4 answers), - in their own premises (2022 – 27%, of which 22% CI, 2% SI, 3% NGO).

19.7% (16 responses), of which CI – 11.1% (9 responses), NGO – 8.6% (7 responses), – in the premises of partner organisations (2022 – 22%, of which 12% CI, 10% NGO).

8.6% (7 responses), of which CI – 5.2% (4 responses), NGO – 3.4% (3 responses), – in the online space (2022 – 19%, of which 12 % CI, 7% NGO).

13.5% (11 responses) of participants stated other (in 2022, there were no data).

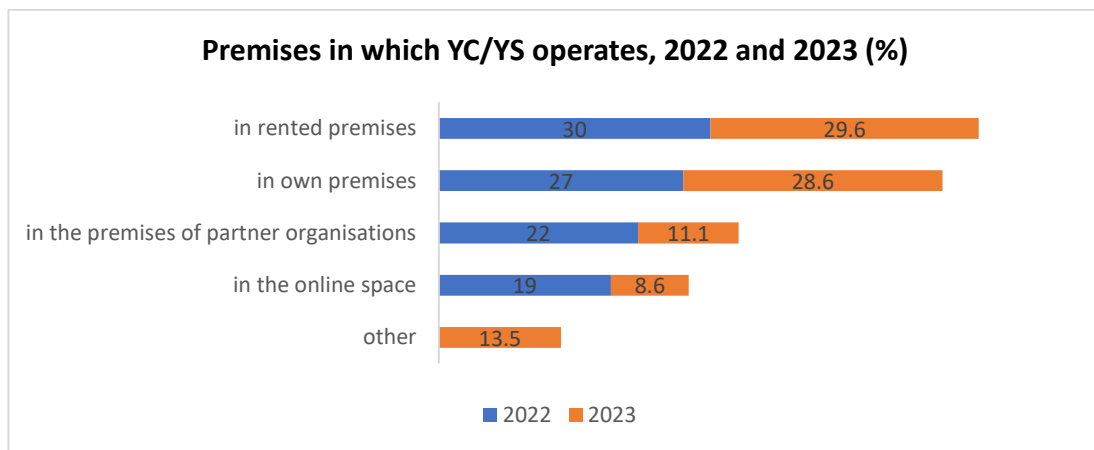


Chart 34. Distribution of answers to the question “Where does your YC/YS operate?”, %

Availability in YC/YS barrier-free entry/exit

Barrier-free entry/exit options available at YC/YS. According to multiple choice (a total of 86 answers), the following data were obtained:

30 participants, including 18 CI, 12 NGO, noted the presence of a ramp.

7 answers, of which 6 CI, 1 NGO, - availability of specially equipped bathrooms.

3 answers, of which 2 CI, 1 NGO, - lifts/elevators are available.

33 responses, of which 20 CI, 13 NGO, - YC/YS do not have any of the listed options for barrier-free entry/exit.

In 9 answers of CI, it is stated other, in particular, it is stated that repair work is currently being carried out to ensure barrier-free accessibility.

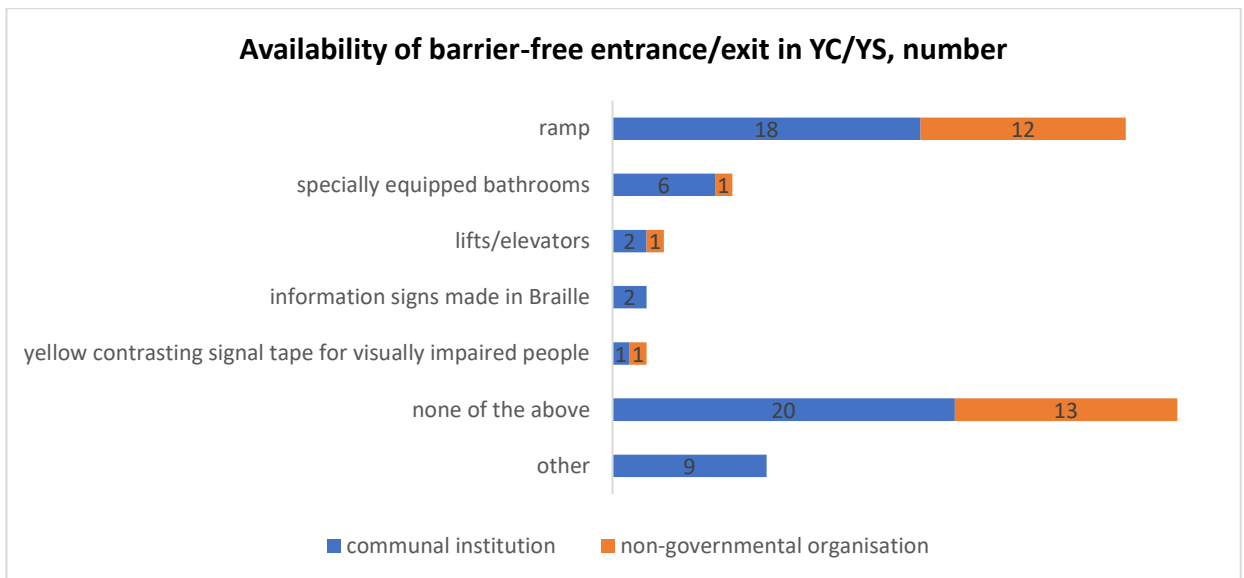


Chart 35. Distribution of answers to the question “Does your YC/YS have barrier-free entrance/exit (wide doors, no thresholds and height differences)?”, number

Availability of civil defence protective structures

57% of participants (36 out of 64 responses), of which 40% (25) CI, 17% (11) NGO, noted the presence of protective structures near YC/YS (2022 – 43%, of which 31% CI, 12% NGO).

17% of participants (11 out of 64 responses), of which 11% (7) CI, 6% (4) NGO, – availability of protective structures in the premises (2022 – 27%, of which 12% CI, 15% NGO).

16% of participants (10 out of 64 responses), of which 11% (7) CI, 5% (3) NGO, noted that there are no protective structures (2022 – 26%, of which 16% CI, 2% SI, 8% NGO).

10% of the participants (7 out of 64 responses), of which 7% (5) CI, 3% (2) NGO, indicated other (in 2022 – 4%, of which 2% CI, 2% NGO).

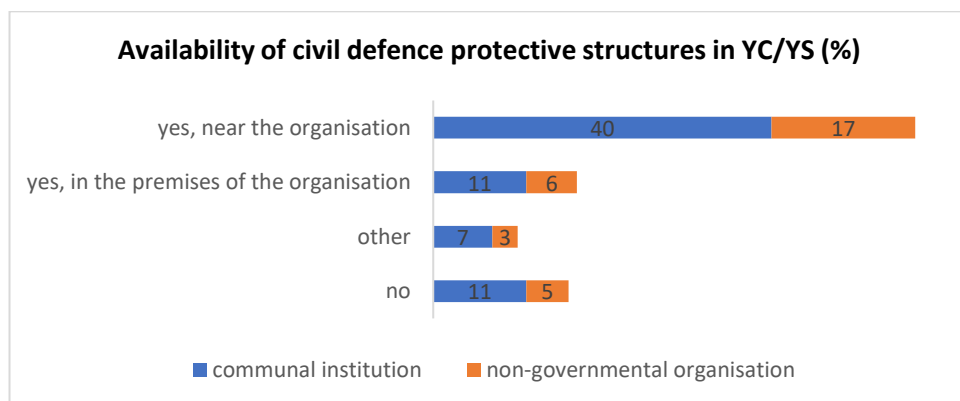


Chart 36. Distribution of responses to the question “In the event of an emergency situation and receiving an air rapid alarm, are there civil defence protective structures”, %

Necessary support for youth centres and youth spaces

YC/YS of different forms of ownership need various support. According to multiple choice (a total of 278 answers), the following data were obtained:

37.7 % of participants (103 responses), of which 24.2% (66) CI, 13.5% (37) NGO (in 2022 – 11%, of which 4% CI, 7% NGO) noted the need to provide financial support according to different needs:

- for maintenance of employees - 15% (41 answers), of which 10.3% (28) CI, 4.7% (13) NGO;
- 12.4% of the participants (34 responses), of which 10.6% (29) are CI, 1.8% (5) NGO, – the need to increase the wages of employees (2022 – 10.5%, of them 8.5% CI, 2% NGO).
- for rent of premises – 5.2% (14 responses), of which 1.5% (4) CI, 3.7% (10) NGO;
- for payment of communal services – 5.1% (14 responses), of which 1.8% (5) CI, 3.3% (9) NGO.

12.9% of participants (36 responses), of which 7.9% (22) CI, 5% (14) NGO, – stimulation of exchange of experience between YC/YS (2022 – 15.5%, of them 10% CI, 0.5% SI, 5% NGO).

12.5% of participants (35 responses), of which 7.9% (22) CI, 4.6% (13) NGO, – improvement of technical equipment (2022 – 11%, of which 6% CI, 5% NGO).

12.2% of participants (34 responses), of which 9.3% (26) CI, 2.9% (8) NGOs, noted the need for a training system for employees (2022 – 12%, of them 7% CI, 5% NGO).

8.6% of participants (24 responses), of which 6.4% (18) CI, 2.2% (8) NGO, - the importance of conducting an information campaign about YC/YS (2022 - 7.5%, of which 5.5% CI, 2% NGO).

6.4% of participants (18 responses), of which 4.3% (12) CI, 2.1% (6) NGO, - the need for recommendations regarding the activities of YC/YS (2022 – 6%, of them 5% CI, 1% NGO).

5.7% of participants (16 responses), of which 3.9% (11) CI, 1.8% (5) NGO, - importance of co-ordination of institutions working with youth (2022 - 7%, with of them 5% CI, 2% NGO).

4% of participants (11 responses), of which 2.5% (7) CI, 1.5% (4) NGO, – the importance of improving the regulatory and legal framework (2022 – 7%, of which 4% CI, 3% NGO).

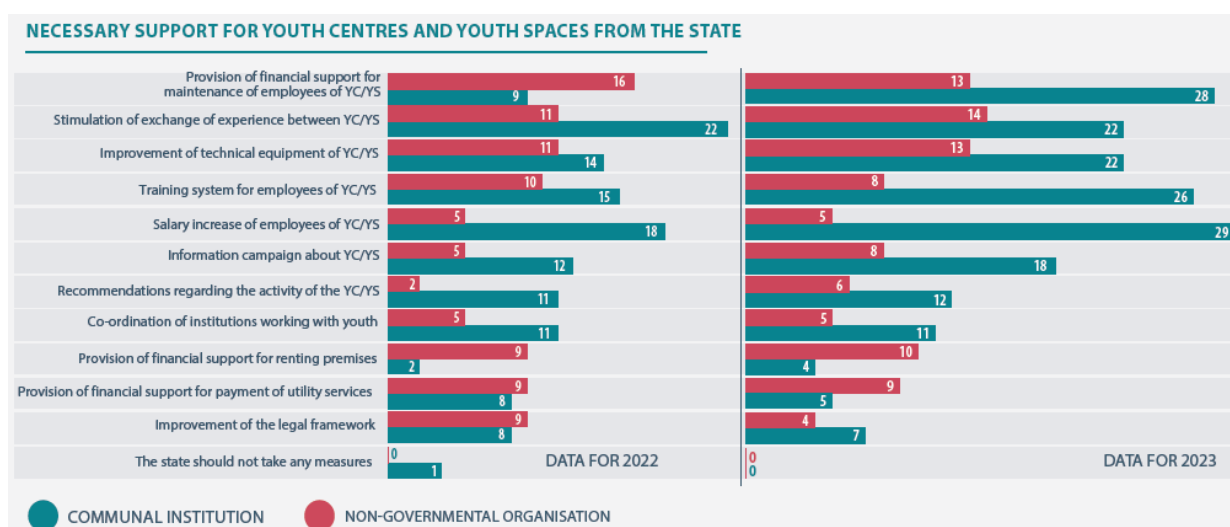


Chart 37. Distribution of answers to the question “What kind of support do you need from the state for the development of the activities of your youth centre/ youth space?”, number

Other requests from YC/YS

Requests from YC/YS, which are communal institutions:

- **in terms of technical support:** sound recording or video recording studio, equipment for creating and editing videos, sound materials, video surveillance, PlayStation, powerful laptops and their accessories, printers, kettle, coffee maker, audio and video equipment (microphones, speakers, webcams for high-quality video conferences, podcasts, video trainings), programmes for working with design, video editing, coding, web development and other areas of interest to young people, car;
- **regarding training and information:** conducting training for employees of YC of the central regions of Ukraine; prepared brochures, leaflets for young people about youth work for its popularization among urban youth.

Requests from YC/YS created on the basis of non-governmental organisations:

- **regarding the legal framework:** protection of volunteers and their support. *“All the volunteers of our city are a valuable human resource who want to work and realize themselves in this field in the future, but this is not appreciated or supported. Conditionally abroad, when a volunteer who, for example, is HR and goes to work in this direction, his experience is accepted. In our country, this experience is not taken into account and is despised”* [QQ].
- **regarding technical support:** modern laptop, projector, action camera.

Current needs of YC/YS for their activities

61 respondents answered the open question “What are the current needs of your YC/YS for activities for young people?”. The analysis of the answers showed that 13 times the participants of the research mentioned the needs related to the premises (arrangement, repair, equipment, arrangement for inclusiveness and accessibility, expansion of space); 15 times - the needs are related to financing of personnel, activities, provision of material and technical base of YC/YS. There is also a request for specialists, experts in various events that are interesting to young people.

“They (young people) should always be told that there is a youth centre, there is a choice between a gas station and a youth centre in the evening” [QIDI].

“We jump from project to project, and there are costs for activities, I can write them down, but not for administrative costs, we don’t have administrative staff, who would sit, who would systematically work. When there is one person who is responsible for it, then it happens systematically, and so everything is cool. But if we implement one project, then we have a second one, already on different topic, so we turned to the other side. And all on a volunteer basis, because our souls are basically just hurting, because we were also young” [QIDI].

“I am convinced that it is necessary to study constantly, because new tools are constantly coming out...” [QIDI].

“What we would need support for, honestly, is technical equipment: mobile speakers, projectors, laptops. This is something that does not last 10 years, because it is constantly used - the projector, the column, computers and laptops. And all the work at the moment has been transferred to an electronic format as much as possible and needs technical support” [QIDI].

“That’s why exchanges - yes, forums, meetings where there are people who shape state policy - yes. This is a dialogue between the government and the youth. In general, it is very important when there is a dialogue” [QIDI].

“Information campaign about the youth centre... it would be great if they were. If such an offer came, we would definitely not refuse, and we never refused... when I went to work at the youth centre, I didn't even know that we had such a person and what he did. ...I should have known about him, but I didn't know about him. And we spent several years raising awareness so that at least our city would know about us - who we are and what we do” [QIDI].

RECOMMENDATIONS

The recommendations are based on the analysis of documents and the opinions of the heads of the YC/YS who participated in the research.

Personnel resources

Expanding the competencies of YC/YS employees in the field of project management, communication, creativity, digital technologies, foreign languages (for the possibility of researching the experience of YC/YS of other countries and implementing it in one's own work).

Creation of non-formal education programmes for employees of YC/YS regarding skills formation and readiness to work with various categories/groups of young people, in particular with young people with disabilities, Roma youth, IDPs.

Promoting the development of non-formal education programmes for the formation of skills in researching the problems and needs of young people and taking into account the results in the activities of the YC/YS.

Facilitating the development of non-formal education programmes aimed at improving the qualifications of YC/YS employees based on the standards and approaches of the Council of Europe in the field of youth policy and youth work.

Facilitating the implementation of professional mobility programmes for the exchange of experience of YC/YS in Ukraine and youth centres with the Council of Europe quality label.

Development of psychological support: development of skills of YC/YS employees regarding the possibility of providing psychological first aid (in particular, through the programme "Trauma Informed Youth"), identification and redirection to qualified specialists, informational support (in particular, to establish a referral system), creation of financial opportunities (in particular, through the introduction of a rate for a specialist).

Financial and technical resources

The activity of YC/YS depends on resource capabilities: insufficient supply of one type of resource leads to work slowdowns, a decrease in the quality of services, and a lack of development. The problem of financial support of YC/YS activity runs through all research topics. The most requested requests are the renewal of material and technical equipment and the involvement of qualified specialists to conduct events that meet the needs of young people. Requests for material and technical equipment include laptops, projectors, mobile speakers, photo and video equipment, special programmes for work with design, video editing, coding, web development and other fields. Therefore, it is expedient to promote programmes of technical support of YC/YS of different forms of ownership at different levels.

The issue of financial support for employees (managers), especially local YC/YS, where YC/YS depend on one to three people, is also acute. Therefore, it is expedient to contribute to the creation of a system of personal incentives, to regulate the minimum number of youth employees of the YC/YS working at the local level.

Co-operation

In communities where there are no YC/YS, recommend the local authorities to create them with the allocation of at least two staff position.

To promote the encouragement of local authorities, especially at the community level, to actively support the implementation of youth policy through the support of YC/YS.

To promote the construction of dialogue platforms between authorities, youth councils and YC/YS, the development of co-operation, especially in the direction of understanding young people of the community (research of the number, categories/groups, communities of young people and their needs) and the formation of youth policy taking into account their requests and needs.

Facilitate the establishment of information support and exchange programmes (study visits, forums, meetings, etc.) to find new organisations for co-operation and exchange information about programmes, opportunities for young people.

Conduct information campaigns regarding the National Quality Label of youth centres and quality criteria, taking into account their resource capabilities.

Annexes

Annex 1. Questionnaire for managers of youth centres and youth spaces of Ukraine

1. Your surname and name.
2. Name of your YC/YS.
3. Your YC/YS is:
 - a state institution;
 - a communal institution / organised on the basis of a communal institution;
 - a non-governmental organisation / organised on the basis of a non-governmental organisation;
 - other.
4. Was your YC/YS relocated after the Russian Federation's full-scale invasion of Ukraine on 24 February 2022?
 - Yes;
 - No;
 - Other.
5. Where does your YC/YS operate in Ukraine now? (region).
6. Where does your YC/YS operate in Ukraine now? (community).
7. What services does your YC/YS currently provide / what forms of work does it introduce? and for people of what age? (choose the appropriate age categories in each line).

	0 - 9 years old	10-13 years old	14-18 years old	19- 24 years old	25-35 years old	36 years and older	the service is not provided
Affirmation of Ukrainian national and civil identity							
Activities of non-formal education for personality development							
Cultural events							
Promotion of a healthy lifestyle among young people							
Sports activities							
Employment, youth entrepreneurship							
Involvement in volunteering							
Youth exchange programmes							

International youth co-operation based on the principle of “peer-to-peer”							
Co-operation with international organisations (in particular with the Council of Europe and the European Commission)							
Education on human rights and democratic citizenship							
Provision of humanitarian aid							
Provision of legal support							
Provision of professional psychological support / referral programme							
Training for those working with young people							
Support of youth initiatives							

8. Please indicate the services provided / forms of work introduced by your YC/YS, which were not mentioned in the previous question, and the age category of persons for whom they are provided/introduced.

9. Does your YC/YS provide humanitarian support now? (choose only one answer option).

- yes, provides;
- no, but provided before;
- no, never provided.

10. Does psychologist work in the YC/YS ? (choose only one answer option).

- yes, on a permanent basis as a staff member;
- yes, at the expense of grant funds;
- yes, on a volunteer basis;
- redirection system in YC/YS ;
- the YC/YS do not provide psychological support.

11. Have you had any problems involving a psychologist in activities in the YC/YS? (choose only one answer option).

- Yes;
- No;
- other

12. If there were any problems, what were they?

13. In what areas/ topics does your YC/YS work? (select all that apply).

- social cohesion;
 - integration of IDPs;
 - human rights;
 - youth participation;
 - media literacy;
 - sexual education;
 - mental health;
 - intercultural dialogue;
 - project management;
 - ecology;
 - affirmation of Ukrainian national and civil identity;
 - development and strengthening of recognition of youth work;
 - other
14. What areas of work of the YC/YS are defined as programmatic and in which relevant document of the YC/YS are they reflected?
15. Does your YC/YS inform the youth? If so, on what topic and in what way?
16. What categories of persons does your YC/YS work with? (select all that apply).
- children of preschool age;
 - pupils of primary school age;
 - teenagers (10-13 years old);
 - young people studying in institutions of general secondary education (14 years and older);
 - young people studying in vocational and technical education institutions;
 - young people studying in institutions of higher education;
 - young people who work;
 - unemployed young people;
 - professional communities working with young people;
 - internally displaced persons;
 - repatriates (those who have returned to their place of permanent residence);
 - veterans;
 - affected population;
 - persons with disabilities;
 - young fathers/mothers;
 - representatives of national minorities;
 - representatives of religious communities;
 - other
17. What current needs of young people does your YC/YS satisfy?
18. What organisations does your YC/YS co-operate with? (select all that apply).
- NGOs, in particular youth and charitable organisations;
 - centres of extracurricular education, culture, sports;
 - law enforcement agencies, in particular the police, juvenile police, city guard;
 - state structures (executive power bodies and local self-government bodies, in particular, structural subdivisions within which youth policy is implemented);
 - educational institutions (general secondary, vocational and higher education);
 - religious organisations;
 - employment centres and social services;
 - youth centres / youth spaces;
 - youth councils;
 - international organisations;
 - business structures;

- cultural institutions, theatre studios, etc.;
 - does not co-operate with any organisation;
 - other.
19. What are the main challenges and needs in the work of your YC/YS with other organisations?
20. Do you know about the National Quality Label and quality criteria for youth centres? (choose only one answer option).
- yes, I know in detail;
 - yes, I know in general;
 - no, I don't know;
 - other.
21. In your opinion, what is important to consider when reviewing the National Quality Label for Youth Centres (<https://zakon.rada.gov.ua/laws/show/z1061-17#Text>)?
22. Would you like your YC/YS to receive the National Quality Mark? (choose only one answer option).
- Yes;
 - No;
 - Other.
23. If you would like your YC/YS to receive a National Quality Label, why do you think your YC/YS needs it?
24. Where do you get information about the needs and problems of young people with whom the YC/YS works? (select all that apply).
- from communicating with young people;
 - through feedback forms;
 - from those who work with youth (youth leaders, representatives of the authorities responsible for youth policy, youth councils, public associations working with youth);
 - from research/surveys, including own;
 - from the press, mass media, Internet, social networks;
 - other.
25. Does your YC/YS research the needs and problems of the youth it works with? (choose only one answer option).
- Yes;
 - No;
 - Other.
26. How often does your YC/YS research the needs and problems of young people? (select all that apply).
- we do not research;
 - research irregularly, as needed;
 - we examine regularly - every six months or more often;
 - we research regularly - about once a year;
 - we research less often than once a year;
 - other.
27. Do you have information on the number of young people in the territory where your YC/YS operates (in the community/district/region)? (choose only one answer option).
- yes, there is information about the exact number of young people;
 - yes, there is information about the approximate number of young people;
 - No;
 - Other.
28. If you have information on the number of young people, where do you get/collect this information?

29. How many young people are there in the territory where your YC/YS operates (in the community/district/region) as of 01 January 2023?

If you know the exact or approximate number of young people on another date, please indicate.

If you do not know the number of young people, please indicate that you do not have such information.

30. Do you track unique visitors to your YC/YS - those visitors who have visited your YC/YS one or more times? (choose only one answer option).

- yes, constantly;
- yes, from time to time, mainly participants of some projects;
- no, we do not track such information;
- other.

31. How many unique visitors to your YC/YS have you had since the beginning of 2023 (as of 01 August 2023)?

If you do not track the number of unique visitors to your YC/YS, please indicate that you do not have such information.

32. Does your YC/YS have pages on social networks? (select all that apply).

- Facebook;
- Instagram;
- TikTok;
- Telegram channel;
- No;
- Other.

33. Do you monitor the reach (audience) of pages in social networks (number of views, likes, reposts, comments) of your YC/YS? (choose only one answer option).

- yes, we constantly keep a statistical report;
- yes, constantly, but we do not keep a separate statistical report;
- yes, we review from time to time to understand the interest of users;
- no, we do not track such information;
- the YC/YS does not have a page in social networks;
- Other.

34. If you monitor the reach of your YC/YS pages in social networks, please share the statistics from the beginning of 2023 (as of 01 August 2023).

If you do not monitor the reach of pages in social networks, please indicate that you do not have such information.

35. Have the employees of your youth centre / youth space been trained in the state programme "Youth worker"? (choose only one answer option).

- Yes;
- No;
- Other.

36. During the last two years, did the employees of your YC/YS undergo training to improve the work of the YC/YS? (choose only one answer option).

- Yes;
- No;
- Other.

37. If the employees of your YC/YS have undergone such training, please indicate the name of the programme(s), the subject and the organisers of the training.

38. What additional competencies do the employees of your YC/YS need for their activities for young people?

39. What knowledge and skills does the YC/YS team lack for working with young people with disabilities?

40. Indicate the sources of funding of your YC/YS (select all that apply).

- state budget;
- local budget;
- funds from international, other organisations, grants;
- charitable contributions;
- dues;
- paid services;
- no funding;
- other.

41. If you have several sources of funding, which can be called the main one? (choose only one answer option).

- state budget;
- local budget;
- funds from international, other organisations, grants;
- charitable contributions;
- dues;
- paid services;
- no funding;
- other.

42. What does your YC/YS have available funding for? (select all that apply).

- for wages to employees;
- for the implementation of programme activities;
- for rent of premises;
- to pay for utility services;
- no funding;
- other.

43. For what period does your YC/YS have this funding? (choose only one answer option).

- less than one month;
- for one month;
- up to three months;
- until the end of the year;
- until the end of the year and more;
- I don't know;
- no funding;
- other.

44. Is the available funding sufficient for the full-fledged activity of the YC/YS? (choose only one answer option).

- quite enough;
- mostly enough;
- mostly lacking;
- not enough at all;
- difficult to answer;
- no funding available.

45. What exactly do you lack the available funding for?

46. How many permanent employees work in your YC/YS?

47. How many permanent employees work on a paid basis?

48. How many men and women work on a permanent basis in your YC/YS? Please write separately how many men and how many women.

49. How many employees of different ages work on a permanent basis in your YC/YS?
Please write separately how many employees work: 1) younger than 25 years old; 2) 25-35 years; 3) 36-49 years old; 4) older than 49 years.

50. Do you involve volunteers in the YC/YS activities? (choose only one answer option).

- Yes;
- No;
- Other.

51. If you involve volunteers in YC/YS activities, in what way? (choose only one answer option).

- we do not involve volunteers;
- we attract regularly - there is a volunteer programme;
- we recruit regularly - there are permanent volunteers;
- we attract situationally - for the organisation of large events;
- we attract situationally - when experts are needed in a specific type of activity;
- other.

52. For what types of activities do you attract volunteers?

53. How many volunteers are active in your YC/YS?

54. If you have the feeling that there are not enough employees, who exactly are you missing? (select all that apply).

- technical staff: cleaner, storekeeper, etc.;
- system administrator;
- financial manager, accountant;
- administrative/management staff;
- marketer, PR manager, target analyst, etc.;
- support staff: office manager, assistant;
- co-ordinator of events, projects;
- psychologist;
- other.

55. Where does your YC/YS operate? (select all that apply).

- in own premises;
- in rented premises;
- in the premises of partner organisations;
- in the online space;
- other.

56. Does your YC/YS participate in the implementation of the National Strategy for Barrier-Free Environment? If yes, in what areas? (select all that apply).

- does not participate;
- public/social accessibility;
- educational accessibility;
- economic accessibility;
- civil accessibility;
- digital accessibility;
- physical accessibility;
- other.

57. Does your YC/YS have barrier-free entrance/exit (wide doors, no thresholds and height differences)? (select all that apply).

- ramp;
- lifts/elevators;
- specially equipped bathrooms;
- information signs made in Braille;

- yellow contrasting signal tape for visually impaired people;
- none of the above;
- other.

58. In the event of an emergency situation and receiving a signal of air rapid alarm, are there any civil defence protection structures? (choose only one answer option).

- yes, in the premises of the organisation;
- yes, near the organisation;
- no;
- other.

59. What are the current needs of your YC/YS for activities for young people?

60. What support do you need from the state for the development of the activities of your YC/YS? (select all that apply).

- improvement of technical equipment of YC/YS (specify which one exactly);
- salary increase of employees of YC/YS;
- provision of financial support for maintenance of employees of YC/YS;
- provision of financial support for renting premises;
- provision of financial support for payment of utility services;
- stimulation of exchange of experience between YC/YS;
- improvement of the legal framework (specify what exactly);
- training system for employees of YC/YS;
- information campaign about YC/YS;
- co-ordination of institutions working with youth;
- recommendations regarding the activity of the YC/YS;
- the state should not take any measures;
- other.

61. What was left out of the research, what is important to know?

To improve the analysis results, please provide your data:

62. Your gender (choose only one answer option).

- male;
- female;
- other.

63. Your age.

64. Your position.

65. If you are interested in participating in further discussions, please leave your contact information: e-mail and phone number (optional).

Annex 2. Questions for an in-depth interview

Introduction, acquaintance

Questions for discussion:

1. What has changed (over the last year)? Services provided by the YC/YS (discussion of the results of data analysis from the questionnaire):
 - youth exchange programmes, international youth co-operation (according to the principle of “peer-to-peer”), co-operation with international organisations (in particular, with the Council of Europe and the European Commission);
 - the provision of psychological support services and the availability of a referral system (how stable is it, how the need is determined, etc.).
2. Target audience of YC/YS:
 - How do you involve young people (different categories of young people) in the activities of YC/YS?
 - Age category 36 years and older - are they provided with services in YC/YS? If so, which ones?
 - Do you track unique visitors? If so, in what way? In general, do you keep statistics of visits? If so, in what way?
3. Volunteers. How do you attract volunteers to the activity? How does the YC/YS co-operate with the volunteer community?
4. Research of needs and problems of youth. Who is researching? What methods are used? How is it taken into account in the activity of YC/YS? How do you think the needs of different young people (for example, IDPs, youth with disabilities, boys and girls, etc.) differ and how do you take this into account in your work?
5. Competencies:
 - the need for training for employees of YC/YS (one of the biggest needs of YC/YS, according to the results of the data analysis from the questionnaire, is a training system for employees/employees of YC/YS);
 - basic knowledge for psychological support;
 - inclusiveness and barrier-free work.
6. Needed support for YC/YS:
 - the needs of YC/YS (discussion of the needs that received the most answers based on the results of the data analysis from the questionnaire, in particular, stimulation of the exchange of experience between YC/YS, information campaign about YC/YS);
 - outreach, detached, street youth work;
 - additional requests of YC/YS.

Annex 3. Questions for focus group discussion

Introduction, acquaintance

1. Areas of work of YC/YS.

What areas do you consider to be priorities for your YC/YS?

What directions do you think need to be developed?

What has changed (over the last year)?

Refer to the results of the research, ask to what extent they reflect the situation.

2. Competences.

Discuss the necessary competences of YC/YS employees based on the Portfolio.

What do you think is the greatest training need for employees of your YC/YS? (One of the greatest needs of the YC/YS, according to the results of the data analysis from the questionnaire, is a training system for employees of the YC/YS).

3. Quality label – in 2017 the National Quality Label and quality criteria for youth centres were approved.

The Ministry of Youth and Sports of Ukraine plans to revise the National Quality Label. The following criteria for evaluating the quality of **the regional youth centre's** activities were highlighted in the Order:

- compliance of the regional youth centre, as well as the network of its branches, with the quality criteria of the local youth centre;
- provision of the centre with educational and residential premises with working facilities suitable for holding interregional and international events with various groups of participants;
- promoting the development of youth exchanges, interregional and international co-operation in the youth field;
- availability of opportunities for educational and recreational tent camps for children and youth;
- support and implementation by the centre of values of the Council of Europe, promotion of the activities of the central body of executive power, which ensures the formation and implementation of state policy in the youth sector.

Criteria for evaluating the quality of **local** youth centre activities:

- focusing on work with young people, creating appropriate conditions for social activities of young people;
- availability of competent personnel;
- ensuring transparent management mechanisms and financial procedures;
- ensuring the participation of youth and youth organisations in the implementation of the centre's concepts and programmes;
- the use of quantitative and qualitative performance evaluation indicators during the planning of the centre's activities;
- taking into account the main directions of state policy in the youth field in the activities of the centre.

(Flexibility is allowed in the interpretation of these criteria, and the criteria themselves are guidelines for assessing the extent to which they are met).

Is everything taken into account in the proposed criteria?

Is something missing?

Is there something that need to be reformatted?

How do you assess the possibilities of your youth centre to receive the National Quality Label?

What do you think is important to consider when revising the National Quality Label for Youth Centres?

4. Needed support for YC/YS.

Needs of YC/YS (discussion of the needs that received the most responses based on the results of the data analysis from the questionnaire, in particular stimulation of exchange of experience between YC/YS, information campaign about YC/YS); can ask about outreach, detached and street youth work.

5. Additional requests of YC/YS.

Annex 4. Distribution of answers to the question “What services does your YC/YS currently provide / what forms of work does it introduce and for people of what age (select the appropriate age categories in each line)?”

(closed question, research of 2022 and 2023, number of YC/YS)

Services/activities	0 - 13 years old	0 - 9 years old	10-13 years old	14-18 years old		19-24 years old		25-35 years old		36 years and older	The service is not provided	The service is not provided
	2022, 49 YC	2023, 64 YC/YS		2022, 49 YC	2023, 64 YC/YS	2022, 49 MC	2023, 64 YC/YS	2022, 49 YC	2023, 64 YC/YS	2022, 49 YC	2022, 49 YC	2023, 64 YC/YS
National and patriotic education	19			37		26		19		10	10	
Affirmation of civic position	11			32		29		18		7	7	
Affirmation of Ukrainian national and civil identity		10	27		47		36		30			11
Activities of non-formal education for personality development	10	6	32	34	56	25	47	15	35	6	12	4
Cultural events	18	12	44	36	60	30	50	23	43	12	9	0
Promotion of a healthy lifestyle among young people	18	6	35	33	52	28	41	17	28	7	12	7
Sports activities	17	8	23	26	40	16	30	11	21	5	19	21
Employment, youth entrepreneurship	0	0	7	14	29	19	27	10	24	6	24	25
Volunteering	10	3	22	35	55	36	48	27	42	18	6	5
Youth exchange programmes	2	0	4	12	23	15	21	9	13	3	25	36

International youth co-operation based on the principle of “peer-to-peer”	1	0	6	10	23	9	18	7	13	3	29	37
Co-operation with international organisations (in particular with the Council of Europe and the European Commission)	2	1	6	7	26	14	24	7	18	6	29	31
Provision of humanitarian aid	16	11	15	17	25	22	22	18	21	14	19	31
Provision of legal support	2	3	4	6	13	14	10	9	9	7	32	44
Provision of professional psychological support / referral programme	9	8	24	18	32	17	26	17	22	11	23	25
Training for those working with young people	2	1	8	7	21	23	29	16	25	12	21	24
Education on human rights and democratic citizenship		0	14		38		29		22			21
Support of youth initiatives		3	22		53		49		41			4

Annex 5. List of youth centres and youth spaces, whose management participated in the research

“Chodvizh”, Chornomorsk, Odesa region
“Liberty space”, Pechenizhyn, Ivano-Frankivsk region
“Selclub”, Honcharenko centre, Rohan, Kharkiv region
“YelizavetCity”, Elyzavetivka, Mariinskyi district, Donetsk region
“ArtProstir”, Zolotonosha, Cherkasy region
“Veselka/RainboW”, Udachne, Donetsk region
“Vilni (Free)”, Soniacne, Poltava region
“Vulyk (Beehive)”, Petrivka-Romanska, Poltava region
“MIZH INSHYM: PROSTIR (BY THE WAY: SPACE)”, Ivano-Frankivsk, Ivano-Frankivsk region
“Molod v Trendi (Youth in Trend)”, Medvyn, Kyiv region
“Pravelnyi Prostir “Vatra” (The right space “Bonfire)”, Kovel, Volyn region
“StriHA-Hub (Roof-Hub)” youth creative space of Imstychovo Bilkivska community, Zakarpattia region
“Toloka”, Illinivka, Donetsk region
Varash YC “Gurkit (Roar)”, Varash, Rivne region
NGO “bo.molodi”, Boyarka, Kyiv region
NGO “Klub Pivdena Zirka (Southern Star Club)”, Kostyantynivka, Donetsk region
NGO “Prostir Molodi (Space of Youth)”, Uzhhorod, Zakarpattia region
Donetsk regional children’s and youth centre, Vinnytsia, Vinnytsia region
Katyuzhanka youth hub “TVIY SHLIAKH (YOUR WAY)”, Katyuzhanka, Kyiv region
Communal facility “MTc”, Lviv, Lviv region
Communal facility “Nizhyn city youth centre”, Nizhyn, Chernihiv region
Communal facility “Rivne Regional Youth Plast Training Centre”, Rivne, Rivne region
Kyiv regional youth centre, Kyiv region
Kolomyia youth space, Kolomyia, Ivano-Frankivsk region
Communal institution “Youth centre “Smart”, Slobozhanske, Dnipropetrovsk region
Communal institution “Volyn Oblast Youth Centre”, Lutsk, Volyn region
Communal institution “Zaporizhia Regional Youth Centre”, Zaporizhzhia, Zaporizhzhia region
Communal institution “Youth centre “Prostir (Space)”, Chernechchyna, Sumy region
Communal institution “Youth centre “Romantyka”, Sumy, Sumy region
Communal institution “Chernivtsi Youth Centre “Resydentsiia Molodi (Youth Residence)”, Chernivtsi, Chernivtsi region
Communal institution “Regional Youth Centre”, Poltava, Poltava region
Communal institution “Odesa Municipal Centre », Odesa, Odesa region
Youth NGO “Instytut Informatsiinogo sypilstva (Institute of Information Society)”, Kryvyi Rih, Dnipropetrovsk region
MP “NOTA”, Rivne, Rivne region
MP “Same Chas”, Kamianka, Cherkasy region
MP FUNHUB, Baryshivka village, Kyiv region
City of Kolomyia, Kolomyia, Ivano-Frankivsk region
Youth space, Slavutych, Kyiv region
Youth space on the basis of the Andriyashivka village library, Anriyashivka, Sumy region
Youth space at the Trostyanets Public Library, Trostyanets, Sumy region
Youth space of Pantaivka village, Pantaivka, Kirovohrad region
Youth centre “#StudHub”, Kryvyi Rih, Dnipropetrovsk region
Youth centre “Motion space”, Merefa, Kharkiv region

Youth centre "Paragraph", Ivano-Frankivsk, Ivano-Frankivsk region
Youth centre "START", Uman, Cherkasy region
Youth centre "Art space Happy Hub", Kropyvnytskyi, Kirovohrad region
Youth centre "Harmonia (Harmony)", Synelnikove, Dnipropetrovsk region
Youth centre "Zustrich (Meeting)", Pereyaslav, Kyiv region
Youth centre "Impuls", Kyiv (Illinivka), Donetsk region
Youth centre "Ridne Misto (Hometown)", Berezhany, Ternopil region
Youth centre "Victoriia", Mariinka, Donetsk region.
Youth centre of Dnipro, Dnipro, Dnipropetrovsk region
Youth centre of Zhytomyr region "#kreativ_space", Zhytomyr, Zhytomyr region
Youth centre of Kirovohrad region, Kirovohrad, Kirovohrad region
Youth centre, Ternopil, Ternopil region
Youth centre, Tulchyn, Vinnytsia region
Novomoskovsk city cultural and educational children's and youth centre, Novomoskovsk, Dnipropetrovsk region
Educational and youth space "Krok (Step)", Slobozhanske, Kharkiv region
Pervomaysk youth centre "HUB [KOMORA (Storeroom)]", Pervomayskyi, Kharkiv region
Initiative platform "Teplytsia (Warmhouse)", Drohobych, Lviv region
Podilsk youth centre "LOFT", Podilsk, Odesa region
Siversk youth centre "Territory M", Siversk, Donetsk region
Sofiivka youth centre, Sofiivka, Dnipropetrovsk region
Ternopil Regional Plast Training Centre, Ternopil, Ternopil Region