

QUESTIONNAIRE

“INFORMATION”

UNITED KINGDOM



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1 Information services

In England, the government set up the Connexions service to provide a comprehensive information, advice and support service for young people aged 13 to 19. There are no equivalent services in Scotland, Wales or Northern Ireland, which have retained careers services. The [Connexions Direct](#) website provides information and advice for young people. Scotland, Wales and Northern Ireland also have youth information services: [Young Scot](#) (for young people 12-26); [CLIC](#) national information and advice service for young people in Wales (11-25) and [Northern Ireland Youth Information](#).

1.1 Legal framework of the youth information service

None

1.2 Youth information points

1.2.1 Number of youth information points at national level

None

1.2.2 Number of youth information points at regional level

None

1.3 Please list the areas covered by youth information in your country

The NYA's [youthinformation.com](#) website is a national resource, for use across the UK. It should be noted that the legal aspects of the site refer to English law. It is organised under ten subject headings: education; employment and training; environment; Europe; family and relationships; health; housing; justice and equality; money; and sport, leisure and travel.

1.4 Number of information points that facilitate individual career guidance

No information available

1.5 Are information services for young people free of charge?

Yes

1.6 Youth portals

1.6.1 Number of national youth portals

Seven. <http://www.youthinformation.com>; <http://www.connexionsdirect.gov.uk>;
<http://www.need2know.co.uk>; [Young Scot](#); [CLIC](#); [Northern Ireland Youth Information](#);
<http://www.thesite.org>.

1.6.2 Number of regional youth portals

The government requires each local authority to provide information services for young people. There is no index yet of all of the services available but some are accessible at: www.youthinformation.com/localprojects

1.7 What are the contents of the information delivered (education, employment, health, etc.)?

Generic sites (e.g. Youth Information, Young Scot, Need to Know) cover a wide range of issues affecting young people, including education, employment, health, rights, relationships, money etc. There are also some specialist sites focusing on particular issues, such as [Talk to Frank](#) (drugs information), or [vinspired](#) (volunteering).

2 Access for young people

This section is about the information services' acceptance in the target group.

2.1 Number of young people using the information services (i.e. number of contacts with young people)

No information available

2.2 Number of young people visiting the national and regional youth portals

No information available

2.3 Is there any mobile information service?

Many local authorities provide mobile youth information services, but there is no national service or requirement in England. A network of mobile information services, including access to 82 'digilabs' across the country, is being developed in Wales. Young Scot is developing a mobile cyber café - a van kitted out with laptops and broadband access that travels around Scotland to turn any venue into an instant internet café and information centre.

3 Ensuring quality of information

This section focuses on education and training for youth information services, quality assurance mechanisms.

3.1 Please list the universities that offer courses on the delivery of youth information (if any)

None offering degree level courses in youth information. Youth information may be covered in degree level courses in youth work (offered in around 40 universities).

3.2 Number of training centres specialised in youth information

None

3.3 Number of information points that are following quality standards (e.g. ISO, EIRYCA Charter, national standards

No information available

4 Participating by young people in information

This section focuses on the involvement of young people in information creation and dissemination by the above mentioned information services.

4.1 Number of publications by young people provided by the information services

The National Youth Agency's produces RUCKUS, an online magazine for young people that operates in partnership with youthinformation.com. Young people are involved in the production of features and articles. Currently there are three young people working as regular writers.

4.2 List of the existing mechanisms to involve young people in information making

It is recognised that information is often most effectively developed by young people for other young people. There are numerous local projects involving young people in information making (through handbooks, leaflets, magazines, videos etc) and websites developed by young people for young people. In Scotland, [Young Scot](#) engages and supports young people in creating information materials and is a partner in [Dialogue Youth](#) (together with the Convention of Scottish Local Authorities) through which young people research and report on issues which matter to them. In Wales, [Canllaw Online](#) encourages young people to develop their own information materials.

4.3 List the existing mechanisms to involve young people in dissemination of information

Many information services involve young people in disseminating information to other young people. This is done through printed materials and websites, and through peer education approaches, through which young people educate or train other young people on specific issues, such as health or crime.

