european **youth information** and counselling agency

Access to Services and Service Design

Socio-Economic/access to services

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SYMPOSIUM: Navigating Transitions

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ABOUT ERYICA

ERYICA is an **international non-governmental, non-profit** association based in Luxembourg

Members: national and regional networks of youth information service providers

Network: 40 members in 26 European countries

Established on **17 April 1986** in Madrid, Spain

https://www.eryica.org/

Ensuring Quality in Youth Information and Counselling

Practical tips for implementing the European Youth Information Charter

Principles of qualitative youth information:

- Independent
- Accessible
- Inclusive
- Needs Based
- Empowering
- Participative
- Ethical
- Professional
- Proactive

https://www.eryica.org/charter

ARANES Azərbaycan CATALÀ ČEŠTINA СРПСКИ CYMRU DEUTSCH ΕΛΛΗΝΙΚΑ EESTI ENGLISH ESPAÑOL EUSKERA FRANÇAIS GAEILGE HRVATSKI ITALIANO LIETUVIŠKAS MAGYAR МАКЕДОНСКИ MALTI NEDERLANDS NORSK PORTUGUÊS SLOVENSKI SLOVENSKÝ SUOMALAINEN SVENSKA VALENCIÀ Українська

ACCESSIBLE

2.1 Youth information services guarantee **equality of access**.

2.2 Youth information centres and services are **easily accessible, attractive and visible** to young people.

2.3 Youth information is **understandable** for young people.

While talking about access to services, it is important not only to analyse how services function, but think one step further – to insure that they are *designed to be accessible, inclusive* and *needs based*.

Service design - innovative methodology that takes this into account.

The **aim** of this project is to rethink **how services are designed** and to **create tools and resources** to allow youth (information) workers to reach out to a maximum number of young people, especially those at risk of social exclusion.

The consortium of the project was working to re-think youth information provision through the application of service design methodology so that youth information services are **easily accessible, attractive** and **visible to young people**.

- **8 focus group interviews;**
- **4 countries;**
- total of **37 young people ;**
- aged between **15 and 29.**

Published February 2020
Available in 3 languages:

- **English**,
- **Italian**,
- **Spanish**.

Some of the key findings of the research

- Face-to-face contact is equally important;

- Important to ensure accessibility for young people with disabilities both in virtual and physical form;

- Instead of branches, temporary kiosks or info-mobile trucks in youth-frequented spots could be effective for rural areas or marginal regions;

- Queries via chat box and bots on the website/ mobile application for contacting youth workers.

Main Findings	Recommended Actions
Not enough alternative access points	− Responsive and interactive webpages for mobile devices − Search Engine Optimisation − Social Media YIC Networking strategy to ensure external communication and interaction with followers − Virtual discussion forums − Video calls
Physical contact	− Affiliation with schools and government agencies to distribute YIC materials − Youth Ambassadors from schools to serve as a touch point in suburban and rural areas (peer-to-peer youth information) − Decentralisation of information areas. Making relevant information available for youth according to the places they visit both physically and virtually

The toolkit is available in **English**, **French**, **German**, **Spanish** and **Finnish**

https://www.eryica.org/news/2021/12/13/wrapping-up-the-desyign-project

Thank you for your attention!

www.eryica.org

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