



**Youth**Partnership

# ***QUESTIONNAIRE***

## ***“INFORMATION”***

### ***LATVIA***



**Youth**Partnership  
Council of Europe  
European Commission



Education and Culture DG



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# **1 Information services**

## **1.1 Legal framework of the youth information service**

In year 2006 working group on Youth information system developed Methodological framework for Latvian Youth information system principles based on ERYCA Indicators for a national youth information policy. According to Methodological framework for Latvian Youth information system youth information portal jaunatneslietas.lv was developed. In year 2008 work on Methodological framework for development of youth information points in youth centres started.

Youth Law defines that municipalities may establish an institutional system in order to ensure youth work by determining the responsible institution or appointing a specialist on youth affairs. One of functions of specialist on youth affairs according to professional standard is the dissemination of youth information and coordination of information flow between relevant stakeholders and young people.

## **1.2 Youth information points at national and regional level**

At the moment youth information delivery structures are fragmented and not all services are accessible in one place. Main hub for youth information is web based youth information portal jaunatneslietas.lv, which serves as structure that gathers all information on youth affairs and youth related issues and disseminates it online and via 68 youth affairs coordinators, 26 Eurodesk regional coordinators and 81 youth centre directly to young people. Youth information target groups are not only young people, but as well youth organizations and persons involved in youth work.

It is foreseen to strengthen cooperation and exchange between different institutions that disseminate information, as example career guidance centres, employment agencies, lifelong learning centres and other structures that are functioning as information providers.

There are specially adopted youth information points, as example youth health and education centres, where youth friendly health services are provided and main idea is to promote healthy life's style and health among young people.

## **1.3 Please list the specialized areas covered by youth information in your country.**

There are 3 major directions for information according to youth policy system, designed for young people, youth organizations and youth workers:

Youth policy, including information on youth policy coordination (about responsible institutions, legislation, legal and policy framework, etc.), regional and local youth policy (about youth centres, youth affairs coordinators, events on local level, etc.) and international youth policy (about European Union, Council of Europe, bilateral and multilateral cooperation, Youth in action, etc.).

Youth participation and useful utilization of leisure time, including information on youth participation (about possibilities, councils, youth organizations, national level events, training possibilities, funding, etc.), youth voluntary work (about possibilities, organizations and training, etc.), youth participation in sport and culture life (about sports organizations, sports events, open sports fields, culture, culture education, etc.) and children and youth camps (about camps, legislation, funding, etc.)

Youth social and economical growth and support to youth competitiveness and inclusion in society, including horizontal information on available information and resource services on youth health (about healthy life style, drug prevention, youth health and education centres, information campaigns, health services, etc.), youth education and mobility (about formal, non formal, hobby and lifelong learning, possibilities, mobility programmes, intercultural learning, funds, etc.), youth employment (about career guidance, employment opportunities, subsidised employment, training, non formal education and requalification for unemployed, EURES, etc.), youth justice and violence against youth (about available services, crisis centres, psychological support, helpline, youth crime, probation, etc.) and on youth social safeguarding (about social services, social support system, available services, social inclusion, etc.).

#### **1.4 Youth portals: (Number on national and regional level; contents of information delivered; URL's)**

There is one national youth information portal – [www.jaunatneslietas.lv](http://www.jaunatneslietas.lv) (youth affairs) that is a unified information system to provide young people with quality, timely, comprehensive, holistic, and their interests and needs relevant information to support young people's initiatives and to provide them with the necessary tools to problem-solving.

The portal contains every day updated information on current events in youth policy, youth policy matters, different projects, youth organization and youth affairs coordinator data base, possibilities to say opinions and recommendations to involved

persons in youth policy implementation, as well there is ensured possibility to feedback between portal users and policy makers.

Portal [www.jaunatneslietas.lv](http://www.jaunatneslietas.lv) serves for youngsters as guide where on one spot wide range information is available regarding youth policy, besides there are gathered information and links for young people to access necessary and interested information such as employment, education, participation, culture, sport, etc. Additionally there is created youth organization data base with communication possibilities and different innovations for ensuring easy usage; now there is registered 75 youth organization.

One of the main innovations and achievements in the information field is the within the portal [www.jaunatneslietas.lv](http://www.jaunatneslietas.lv) created local youth policy interactive map, where anybody can find youth initiative centres, local youth affair coordinators, child and youth centres, leisure time centres and youth health and education centres in Latvia. Especially successful is the convenient operational menu mechanism with which one can find in the map the closest leisure time utilisation possibilities as well as youth affairs coordinators and directly communicate with them.

Portal provides links to all other relevant youth information portals where field specific information is provided.

Additionally municipal youth portals are promoted as good practice, so that municipalities when creating their portal creates specific youth chapter that is easy to recognize. Recommendation says that youth chapter should be created as part of municipal web page – [www.municipality.lv/youth](http://www.municipality.lv/youth) ([www.pasvaldiba.lv/jaunatne](http://www.pasvaldiba.lv/jaunatne)).

There are several regional youth portals widely recognized – [www.jauns.lv](http://www.jauns.lv), [www.heyhey.lv](http://www.heyhey.lv), [www.rigarulle.lv](http://www.rigarulle.lv).

## **2 Access for young people**

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

Available data on usage of information services by young people:

Youth information portal – [www.jaunatneslietas.lv](http://www.jaunatneslietas.lv) – during year 2008 was visited by 331 473 persons. In January 2009 portal at an average had around 1000 visitors per day. 1244 persons had used possibility to feedback about portal or request further information sending direct question to administrator of portal. According to survey “Youth attitude towards participation in youth organizations” (2008) around 10% of

young people receive information about different projects, possibilities and youth policy through portal jaunatneslietas.lv.

Erodesk coordinators in 2008 made 420 direct consultations.

Youth health and education centre Cesis during the school season 2007/2008 made 459 information and education lessons for 9180 young people and held 585 individual consultations.

## **2.2 Is there any mobile information service?**

There is no specific youth mobile information service, but there is a two mobile drug prevention centres, mobile information bus on EU issues and mobile library in Latvia.

## **3 Ensuring quality of information**

### **3.1 Please list the places (training centres, universities, etc.) where you can get training and knowledge on youth information**

Issues on youth information and communication with young people are included in training programme for youth affairs specialists under Cabinets of Ministers bylaw on youth affairs specialist training.

There is no other specific youth information training programme.

### **3.2 What are the quality standards applied in youth information in your country**

All information services for young people are established according to ERYCA, CoE and EU best practice. There is no ISO standard being applied for youth information services yet. Methodological framework mentioned in point 1.1. is applied to all relevant youth information services. In year 2008 E-accessibility monitoring was done for youth portal jaunatneslietas.lv according to WCAG 2.0 standart and other main E-accessibility standarts for language, design, HTML and Css codes, most of obstacles and faults are eliminated accordingly.

### **3.3 What existing monitoring systems are there on quality of information dissemination?**

“Overall indicators for evaluation of local youth work” with an aim to facilitate youth policy implementation, which is harmonized with state youth policy and based on good practise from other municipalities, European Union and Council of Europe Member states. Those indicators are permissive to municipalities. Indicators in

general includes qualitative and statistical indicators – questions on local youth policy regarding institutional system for youth work, local youth policy planning documents, municipal budget for youth work, youth information, youth participation and leisure time activities, support for voluntary work and nonformal education, youth social protection, safety, public order, youth employment, and promotion of healthy lifestyle. Part of youth information includes 12 questions on how municipality is ensuring accessibility of youth information and supports youth information services.

#### **4 Participation of young people in information:**

Young people and youth organizations can participate by providing information and opinions for dissemination around young people, via participatory institutions, developing different youth related magazines and newspapers, as example “Neformalis” or “Jaunante”. In framework of youth information system young people and youth organizations can participate by providing articles, news and reviews on events for youth portal jaunatneslietas.lv, as example there has been published 1134 new (articles) on jaunatneslietas.lv in sections – News, Competitions and training, Youth organization news, “Food for thought” and Calls for project partners.

In several municipalities young people participate in creating content for municipal portal youth chapters (see question 1.4.).