



YouthPartnership

QUESTIONNAIRE

“INFORMATION”

UNITED KINGDOM



YouthPartnership
Council of Europe
European Commission



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1. Information services

In England, the government set up the Connexions service to provide 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 website (www.niyouthinfo.org)

Young Scot is the National Youth Information Agency and has a strong track record in working with partners e.g. health agencies to provide accurate youth-friendly information via their website and publications (see below). They involve vulnerable and at risk young people in developing information and where possible include information for targeted groups e.g. young homeless people within the general provision. As part of the Youth Work Strategy Year of Action they recently launched their youth opportunities search engine Young Scot WOW (What's on where?). Improvements to their information delivery capacity are planned as part of their Young Scot Active proposal which includes 'A nation of informed young people' as one of its six key outcomes

Information is recognised as vital for young people and organisations such as Young Scot provide health promotion information and signposting to NHS services. The internet, mobile phone texting and social networking sites are all being developed to reflect the way young people are comfortable communicating. Key issues are around mental health and wellbeing (depression, anxiety, body image issues, gender and identity), sexual health (STIs, safe sex, family planning, healthy relationships), diet, exercise, smoking cessation, weight management, alcohol misuse, drugs, acne.

1.1 Legal framework of the youth information service

None

1.2 Youth information points at national and regional level

The 14-19 Prospectus is available in all 14-19 partnership areas and provides impartial information on the courses available to 14-19 year olds in the local area. This includes information on GCSE's and A-levels, the Diploma, Apprenticeships and the Foundation

Learning Tier. These options can then be discussed with teachers, careers advisers or Connexions PAs.

In relation to Scotland please see information above re Young Scot including health Young people (aged 12-19), particularly those in need of more choices and more chance are a priority group for Skills Development Scotland (SDS). SDS will deliver, with partners, career information, advice and guidance services which will develop career agility and career self-management skills in people. In this way, they can use their career management skills time and again throughout their working lives, seeking opportunities to develop their career and engaging more easily in lifelong learning. Developing career management skills for young people will be essential for the successful implementation of 16+ Learning Choices.

1.3 Please list the specialized 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 Youth portals:

Eight.

<http://www.youthinformation.com>;

<http://www.connexionsdirect.gov.uk>;

<http://www.need2know.co.uk> ;

<http://www.youngscot.org/> ,

<http://www.cliconline.co.uk/>

<http://www.niyouthinfo.org/>;

<http://www.thesite.org> .

<http://www.direct.gov.uk/en/YoungPeople/index.htm>

<http://www.youngscotwow.org/>

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: <http://www.youthinformation.com/localprojects>

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 www.vinspired.com (volunteering). Direct.gov.uk includes a young people's portal that includes information on the following, Crime Justice and the law; Education and learning, employment, environment and greener living, government, citizens and rights, health and wellbeing, home and community, money, tax and benefits, motoring, travel and transport.

2 Access for young people

2.1 Number of young people using the information services

Performance information for the Connexions Direct website shows an average number of weekly visits to during Jan - Mar 09 of 135,145, the average monthly visits were 579,639 and the average length of stay per visit is around 11 minutes.

In terms of Young Scot: - Young Scot website - 5,569,000 page views in the year (average 464,000 per month)

- Young Scot WoW (What's on Where) - 119,000 page views in the year (average 9,900 per month)

Unfortunately these figures cannot be broken down in to specific demographics as the represent individual hits on the website.

2.2 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

3.1 Please list the places where you can get training and knowledge on youth information

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 What are the quality standards applied in youth information in your country

No information available

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

No information available

Young Scot quality check all the information portals that they signpost to young people, checking that the information is up-to-date, relevant and appropriate.