annual report
2017
This report provides a good overview of ERYICA’s activities in the course of last year. It also makes visible the work done by the members, the Governing Board and the Secretariat throughout the year. Part of our work is reflected in the visible results we can now proudly present also to the policy makers and stakeholders as well as to a broad range of partners. Year by year our annual reports build a more comprehensive view of the importance of youth information and counselling services in relation to the growth and wellbeing of young people.

ERYICA’s activities and services have kept their finger on the pulse yet again. We have been at the centre of relevant issues and phenomena concerning young people, youth work and youth policy. We can be proud of the many results of our work. One of the most significant is our publication Liaisons – Prevention of violent extremism through youth information. The work has been carried out during 2017 and in 2018 the publication is available in French and in English. My sincerest thanks go to all those who were involved in the making of it.

Young people’s right to receive information was raised as a crucial right of citizenship in several discussions and forums on both national levels and within European youth policy. We have been actively involved in these discussions and declarations. This work has been carried out in a good cooperation with our members, the Governing Board and the Secretariat. I would like to point out some particular highlights in our Annual report. The 28th General Assembly in Slovenia made the decision to set up two working groups. First of these was the working group for the strategy of ERYICA and the second one was set up in order to renew the very foundation of our agency and its ethical background of working: the European Youth Information Charter. As the President of ERYICA, I could not be prouder of the results these groups have achieved. Both of these processes were carried out in a transparent manner promoting the involvement of our members. Everyone had the opportunity to take part and become heard during the various stages of the work. The work that started in 2017 will be bearing fruit well into the future of our agency. This work will take us toward better services for our members and also toward high quality youth information and counselling services for young people.

During last year, we continued working on the DOYIT – Developing Online Youth Information Trainings project. This has been a very demanding task and a learning process for all of us. At the same time we have discussed the new practices and framework of our agency’s training system as a whole.

As we all know, communication is a powerful tool and for this reason the development of our communication system has been one of our main priorities. ERYICA has a new website that will better serve the providers of youth information and counselling services as well as our partners and stakeholders in giving information of our services and the support we can provide. It also offers us an important window on the world for which makes our work more visible and open to all.

ERYICA has been a reliable and competent actor and partner at various levels. Good cooperation with European Youth Card Association (EYCA) and Eurodesk, among others, has been very important for us. For myself, as the President of ERYICA, it has been a pleasure to be able to participate and follow our activities.

I would like to offer my thanks to our members and once more welcome the new members who joined us in 2017. My sincerest thanks also go to our partners and stakeholders for active cooperation. As the President of ERYICA and on behalf of the Governing Board, I would like to thank the Secretariat for your excellent and motivated work and support!

We have successfully achieved the goals set for 2017. The year has been uplifting and our projects ambitious in many ways.

Jaana Fedotoff
ERYICA President
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### 2017 at a Glance

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<tr>
<td>Members</td>
<td>65</td>
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<tr>
<td>Affiliated organisations</td>
<td>14</td>
</tr>
<tr>
<td>Co-operating organisations</td>
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<tr>
<td>Training courses</td>
<td>188</td>
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<td>ERYICA fans</td>
<td>3056</td>
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<tr>
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<td>104,755</td>
</tr>
<tr>
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<td>1,077</td>
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<tr>
<td>Outreach</td>
<td>217,400</td>
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<tr>
<td>Instagram followers</td>
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</tr>
<tr>
<td>Outreach</td>
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</tr>
</tbody>
</table>

ERYICA has started using Instagram more actively during 2017.
What is Youth Information?

Enabling greater access to independence. Youth information and counselling seeks to inform and accompany young people on the delicate path to adulthood: a transitory and challenging period. In this relatively short time, young people are expected to make a myriad of important decisions that will no doubt be highly influential in their future. These first-time decisions need to be based on unbiased, complete and comprehensive information. Often faced with dilemmas, young people turn to various sources of information, a very important one of these being youth information and counselling services.

Generalist youth information and counselling work covers all topics that interest young people, and can include a whole spectrum of activities. The term “youth information and counselling” can encompass a wide range of services and activities, such as informing, counselling, supporting, coaching, training, peer-to-peer, networking, or referral to specialised services. The services can be set in different frameworks and provided by many different actors through various media. The essential aim of youth information and counselling is to engage and empower young people by guiding them in their autonomous decision-making. It builds on the fact that it is not possible to make a sound decision without knowing one’s options and alternatives. Youth information aims to guarantee the right of young people to full and reliable information.

Youth Information aims (among other objectives) to:
- Provide reliable, unbiased, accurate and youth-friendly information;
- Facilitate access to different sources and channels of information;
- Give an overview of options available on topics relevant to young people;
- Help young people to navigate the information overload of modern day society;
- Ensure that young people know their rights, services available and how to access them;
- Support young people in evaluating the available information and its quality;
- Guide young people to find the best options available to them and make their own decisions;
- Offer different channels of communication and dialogue to directly support young people in their search for information and knowledge; and
- Educate in media and information literacy.

Finding your place in society. The aim of youth information and counselling is not only to meet the needs of the general public – its principal objective – but also to anticipate their needs and prepare preventative measures accordingly. Some of these needs will relate to key issues in society, notably, physical and mental health, high-risk behaviour, interpersonal relationships, discrimination, citizenship, active participation in society and access to social rights. Only by being adequately informed about one’s rights and duties is it possible to find a place in society and be a well-informed citizen.

Creating an information culture. Today, young people are inundated with information and exposed to a wide variety of different media. This access to information is unprecedented, and having access to such a variety of media sources brings with it a previously unseen tendency for people to want to create their own media content, often in a personal and uncontrolled manner. In order to be a conscious citizen, it is important that one looks at this content critically, evaluating the quality, reliability, strategy and interest of those producing the information. In this context, youth information and counselling services take on a new aim; to educate young people on media and information literacy.

What is ERYICA?

The European Youth Information and Counselling Agency (ERYICA) is an independent, international, non-governmental and non-profit association composed of national and regional youth information coordination bodies and networks. It works to intensify European and international cooperation in the field of youth information work and services. ERYICA makes youth information work visible at local, national and international levels, and provides its members with opportunities for professional development, exchange and innovation.

In 2017, our network consisted of 25 Members, 6 Affiliated organisations and 4 Co-operating organisations in 27 countries.

ERYICA was established on 17 April 1986 in Madrid, Spain, and is currently registered in the Grand-Duchy of Luxembourg, in accordance with the 1928 Luxembourg

Our vision
ERYICA believes in a society where all young people have access to youth friendly, reliable and comprehensive information, which promotes their autonomy, well-being and active citizenship in a global and digitalised world.

Our mission
To inspire, support and develop youth information and counselling in Europe and beyond.
The European Youth Information Charter establishes the minimum standards for youth information and counselling services according to nine principles:

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

The first Charter was approved in 1993, making it the first quality assurance tool in youth information and counselling. Its most recent, second update was approved by the ERYICA General Assembly in 2018.
A Strategic Plan is the course of action that guides the achievements of an organisation’s strategy and mission. The 26th General Assembly of ERYICA approved a Strategic Plan for the period 2015-2017 with the objective of:

• Easing the definition of each annual Work Programme and ensuring that it follows the strategy;
• Facilitating the design, implementation, and monitoring of activities and projects; and
• Simplifying the preparation of measurable and comparable Activity Reports.

Therefore, ERYICA’s Strategic Plan does not only identify the priorities of the Agency, but it also guides the initiatives described in each annual Work Programme, which constitute the basis of the Activity Reports during this period.

The present Activity Report is organised according to the Plan’s Strategic Directions, and presents the activities and projects developed in 2017 in line with this structure.

Quality youth information and counselling support services can only be achieved and ensured via trained professionals. The increasing emphasis on quality and quality assurance processes in formal and non-formal education at different policy-making levels inspires ERYICA’s commitment to strengthening and promoting the provision of quality youth information and counselling in Europe and beyond.

Strategic Plan 2015-2017

Strategic Direction 1: Quality and Training

Strategic Directions

quality & training

participation & empowerment

research & innovation

policy & international relations

Quality youth information and counselling support services can only be achieved and ensured via trained professionals. The increasing emphasis on quality and quality assurance processes in formal and non-formal education at different policy-making levels inspires ERYICA’s commitment to strengthening and promoting the provision of quality youth information and counselling in Europe and beyond.
Organisation of training activities and courses

Similarly to previous years, 14 ERYICA training courses were organised in 2017, in 7 countries. 188 participants received ERYICA certificates, having completed one of the following courses:

YIntro
- Sauga Avatud Noortekeskus, Estonia, 28-29 March and 18-19 April 2017
- Tartu Lille Maja, Estonia, 11-12 April and 2-3 May 2017
- Põltsamaa noorte- ja elukestva õppe keskus, Estonia, 9-10 May and 30-31 May 2017
- Tallinna Keskkonna Noortekeskus, Estonia, 16-17 May and 6-7 June 2017
- Narva, Estonia, 22-23 May and 13-14 June 2017
- Topusko, Croatia, 18-21 September 2017
- Barcelona, Spain, 24 October - 28 November 2017
- Prague, Czech Republic, 9-12 November 2017
- Isalmi, Finland, 20-22 November and 7 December 2017

Advanced YIntro
- Luxembourg City, Luxembourg, 13-18 November 2017
- Advanced YIntro Training of Trainers, East Sarajevo, Bosnia and Herzegovina, 25-30 September 2017

Further fields of activities under this Strategic Direction included:
- Development of innovative training methods and topics, and staff mobility activities;
- Development and update of training materials and courses;
- Support to the network of ERYICA trainers through the use of specific communication tools and the dissemination of information;
- Promotion of the existing training materials throughout the network and in countries willing to establish youth information and counselling services;
- Development of contacts with the formal education sector and other youth-related sectors in view of setting up common activities and projects; and
- Participation in the training activities of our stakeholders and partners.

Projects

DOYIT: Development of Online Youth Information Trainings – Erasmus+

Duration: October 2016 – October 2018

Coordination: ERYICA

Partners:
Austrian Youth Information Centres (AT), Zajednica ICM (HR), Egomind (EE), Koordinaatti (FI), Humak (FI), Youth Work Ireland (IE), Creativitas (LT), ERYICA (LU), IPDJ (PT), Catalan Youth Agency (ES)

The overarching goal of this project is to exploit innovations in training methodologies and tools, especially eLearning methods and virtual cooperation, in order to increase the access of youth information workers and youth workers from the network to ERYICA trainings. The ultimate goal will be to strengthen and promote the provision of quality youth information and counselling in Europe through better-trained professionals.

The 2-year initiative is adapting 4 training courses (YoMIM, Digital YIntro, Jimmy, ALTYO) to an webinar platform, thereby increasing their outreach and decreasing the cost of training for youth information workers. The project aims to familiarise youth information workers, youth workers and trainers with new training and learning methodologies, using an online setting. It also aims to define quality assessment tools and evaluation methods for online courses in the youth work sector, and use the ERYICA Quality Management Catalogue to further increase the quality of youth information and counselling services.

2017 has been a busy year for the project, including the adaptation, piloting and revision of the YoMIM and the Digital YIntro training courses, as well as the development of an eLeaning Kit and a Quality tool. After two training of trainers courses and the implementation of the feedback, the project will continue with the translations of these two courses into 5 more languages (French, German, Spanish, Portuguese and Croatian), as well as the adaptation of the Jimmy and ALTYO training courses in 2018.
Despite the importance of youth information in supporting young people to achieve their full potential, it is still difficult for many youth information and youth work providers to effectively promote and reach the vast majority of young people that do not take advantage of these services. This project aimed at broadening the understanding of practices and policies in youth work and youth information internationally, and at enhancing the modernisation and effectiveness of the promotion of youth work and youth information services. The project activities included:

1. An online survey to identify the exact needs of youth workers and youth information workers to improve the way they communicate with young people.
2. A three-day training event in Brussels based on the results of the survey and the needs identified (5-7 April 2017). The training aimed to address the needs of youth work and youth information structures in optimising the promotion of their services among young people, and in establishing efficient marketing and communication mechanisms to make their services attractive to them.
3. An e-publication comprised of the most significant challenges of the sector in terms of reaching out to more young people, which were identified through the survey, outcomes of the training event, and good practices to tackle these challenges from the 3 networks.

In the framework of the Partnership between ERYICA and the Council of Europe in 2017, ERYICA continued developing the reference manual for youth (information) workers and educators on the prevention of violent extremism through youth information. A consultation event with youth (information) workers took place in April 2017 to assess the pertinence of Liaisons and the activities it contains. The manual aims at supporting youth (information) workers from the network in understanding youth violent extremism, youth radicalisation processes and causes, the preventative role of youth information and counselling, and the resources and tools available for them. In the second half of 2017, ERYICA disseminated Liaisons at events such as a reflection day on the violent extremism of young people online, organised by the Bureau International Jeunesse (BIJ) in Brussels in September 2017, at the Working Group meeting of the French-speaking members of ERYICA in October 2017, and also ran a training session at the conference Youth Work Against Violent Extremism, which took place in Malta in November 2017. Further details can be found under Strategic Direction 4 – Council of Europe.
Advanced YIntro Training Courses – Erasmus+

Duration: May 2017 – January 2018

Coordination: ERYICA

Partners: OSRS (BiH), Koordinaatti (FI), Mladininfo (FYROM), ACJ (ES), IAJ (ES), Youth Work Ireland (IE), CIJ (LU), Jauniems (LT), Forum for Ungdomsinformasjons-kontor (NO), MISSS (SI), EDIT Centar (SRB).

The Advanced YIntro course targets experienced youth information workers who aim to further develop their skills and competences, as well as to broaden their expertise on a more abstract level of youth information. The project included two activities, an International Advanced YIntro training of trainers, and then a training course. The first course, hosted by OSRS in Sarajevo, Bosnia and Herzegovina, offered a solution for increasing the number of Advanced YIntro trainers and therefore the dissemination of the course as well. A participant of this course had the opportunity to put his new trainer skills into practice during the training course in Luxembourg, hosted by CIJ and ERYICA.

The effects of social and economic change on young people have a clear impact on the work of youth information and counselling professionals. In addition, the introduction of innovative digital tools popular among young people is changing the nature and channels used to provide youth information and counselling services. Thus, youth information workers need to be aware of and familiar with new trends and technologies that influence and shape the sector.

Strategic Direction 2: Research and Innovation
Support the development of innovative services and the use of new digital tools in order to meet the needs of young people.

The main activities in this area are linked to the Developing Online Youth Information Trainings (DOYIT) project, which will increase the outreach of the ERYICA training system by developing eLearning solutions for 4 ERYICA training courses. Read more in Strategic Direction 1, Projects.

Further activities under this Strategic Direction included:

- Organisation of an Open Dialogue Day on Mobility with researchers and stakeholders in the field in connection with the MOVE project;
- Identification of researchers on youth policy through dialogue with research institutes and higher education institutions;
- Dissemination of research results and publications among the members throughout the network’s channels; and
- Participation in research projects and project proposals dealing with youth policy and addressing the Strategic Directions and Thematic Priorities of ERYICA, especially under Horizon 2020.

Collaboration with the Pool of European Youth Researchers (EU-CoE Youth Partnership)

ERYICA is a member of the European Platform on Learning Mobility (EPLM), which aims to create a participatory space for exchange and cooperation between practitioners, researchers and policy makers. Read more under Strategic Direction 4.

The organisation has also collaborated with Manfred Zentner, member of the Pool of European Youth Researchers, in the drafting of the theoretical part of the Liaisons manual.

Mapping mobility – pathways, institutions and structural effects of youth mobility in Europe (MOVE) – Horizon 2020

The aim of the MOVE project is to provide a research-informed contribution towards an improvement of the conditions of the mobility of young people in Europe and a reduction of the negative impacts of mobility through the identification of good practice, thus fostering sustainable development and well-being.

The main research question was: How can the mobility of young people be ‘good’ both for socio-economic development and for individual development of young people, and what are the factors that foster/hinder such beneficial mobility? Six types of mobility were addressed in this research: higher education, voluntary work, employment, vocational training, pupil’s exchange and entrepreneurship.

Projects

In February 2017, ERYICA organised an Open Dialogue day on youth mobility and youth transitions, inviting stakeholders working at European level to discuss the results of the MOVE project so far. A second workshop was organised in Stockholm in November 2017, to disseminate the research results in areas of Europe where the research was not carried out. Participants from Sweden, Finland, Norway, Lithuania, Latvia and Estonia attended this event. The event was combined with the first meeting of the ERYICA Nordic-Baltic Working Group.

Duration: May 2015 - April 2018

Coordination: University of Luxembourg

Partners: ERYICA, Universität Hildesheim (DE), Deutsches Jugendinstitut, Academia (DE), De Studi-Economice Din Bucuresti (RO), University of Miskolc (HU), Hogskulen i Sogn og Fjordane (NO), Ilustre Colegio Nacional de Doctores y Licenciados en Ciencias Politicas y Sociologia (ES), European Research and Project Office (DE).
The overarching aim of this project is to increase the quality and outreach of youth information at local level by creating and applying user-friendly methods built on evidence-based youth information needs and involving peer-to-peer youth information educators.

The first part of the project involved carrying out a survey in 20 countries, and in 18 different languages, aiming to identify the information needs of young people. This survey was addressed to both users and non-users of youth information services, and it gathered a total of 3,476 responses between December 2017 and February 2018. Researchers from the Information Studies Department of Åbo Akademi in Finland, in collaboration with ERYICA, analysed how young people’s needs and attitudes have evolved in the past few years.

As well as the survey, the research also includes some future foresight methodologies, which are being used to predict the situation for youth information in 2030. The results of these methodologies will be used for the following future publications:

- Future Youth Information and Counselling Service: Service Quality and Improvement;
- Executive Summary: Future Youth Information Toolbox Foresight Activities Looking into Youth Information Work in 2030; and
- A future foresight in youth information work manual.

The results of the research will be used to develop 3 tools for youth information throughout the course of 2018. These will be piloted across the partner countries before becoming available more widely.

Youth.Info: Future Youth Information Toolbox – Erasmus+ KA2

Duration: September 2017 – April 2019

Coordination: Creativitas (LT)

Partners: ERYICA, EPTO - European Peer Training Organisation (BE), Bundesnetzwerk Österreichische Jugendservice Verein (AT), Jugend- und Familienstiftung des Landes (JUP) Berlin (DE), Latvian Youth Council (LT), Youth Work Ireland (IE), and Åbo Akademi (FI).
Engaging youth in decision-making is essential to their overall development and ensures stable value-based and democratic societies. The concepts of ‘participation’ and ‘empowerment’ in the youth information and counselling context imply giving young people more control over their personal development and decisions. The raising use of innovative digital tools among young people opens up interesting opportunities for increasing their participation in decision-making processes.
Activities

Contribution to the activities related to the EUth consortium

See EUth in Projects.

Development of a training kit / course on eParticipation in connection with the EUth project

See EUth in Projects.

Collection of projects and training materials on participation and empowerment from the network

In 2017, the collection and sharing of projects and good practices in the network took place via the collection of work plans and reports on activities, as well as the updated Members’ Survey. The results and trends they show were presented at the General Assembly. The other major means of collecting and sharing is through the Good Practice booklet series, which is edited biannually. The next edition will therefore be published in 2018, including projects and activities from the years 2017-2018.

Participation in the No Hate Speech Movement meetings and support of the campaign launched by the Council of Europe

ERYICA is a partner and a proud supporter of the No Hate Speech Movement. The Agency was represented in the follow-up group of the Movement in the course of 2017. News and developments were regularly published on our website, social media groups and newsletters, while direct communication to Members encouraged their participation in different actions. (Read more under Strategic Direction 4 – Council of Europe).

Promotion of the Kit on Access to Rights

Both in the framework of the cooperation between the Council of Europe and ERYICA and at other events, numerous occasions provided space for the promotion of the kit on young people’s access to rights. Read more under Strategic Direction 4 – Council of Europe.

Involvement of youth ambassadors in the activities of the Agency

ERYICA’s Youth Ambassadors have been offered further opportunities to engage in the activities of the organisation. These include participation in professional development processes in order to ensure that the outcomes of our work meet the needs of young people (e.g. within projects, such as the MOVE Open Dialogue Day in Brussels on 9 February 2017), as well as opportunities for participation in events as Youth Ambassadors of ERYICA, and the EU Youth Conference organised by the Maltese Presidency of the Council of the European Union in Qawra on 20-23 March 2017. In 2017, Youth Ambassadors participated in the Youth for Tomorrow’s Europe conference in Malta on 14-17 May and were invited to the Working Group on the revision of the European Youth Information Charter and the MOVE pre-conference. These latter events took place in 2018, but arrangements were made in the course of 2017.

During the year, ERYICA started developing a framework to involve Youth Ambassadors in the activities of our network in a more structured way.

Projects

Tools and Tips for Digital and Mobile Youth Participation in and across Europe (EUth) – Horizon 2020

Duration: March 2015 – February 2018

Coordination: Nexus - Institute for Cooperation Management and Interdisciplinary Research

Partners: 11 partners from 8 European countries including IJAB.

Overview

EUth has built a digital European youth participation platform, “OPIN”, which has been tested and put to use in various European administrations and youth organisations, to help them set up eParticipation processes. EUth aims to increase the trust of European youth in European and political institutions by making European youth participation more attractive for all involved actors, and thus make it happen more frequently.

ERYICA played a key role in the dissemination of the platform and in the organisation of an open call for 10 European municipalities and youth organisations to implement independent participation strategies in the testing phase of the platform. Following the open call, managed by ERYICA, 10 projects were selected for funding in January 2017, including ERYICA members the Youth Board of Cyprus and Agenzia Zghażagħ.

ERYICA attended the training for the open call projects and then supported them throughout 2017. The final meeting with the projects took place prior to the EUth Open Summit in December 2017, an event which brought together over one hundred stakeholders from all over Europe to look to the future of eParticipation.

The final OPIN tool is an all-in-one digital and mobile participation toolbox. It includes:

• Features for digital and mobile participation;
• Easy to embed participation processes on websites;
• Intelligant community management;
• Integration of offline events; and
• Multimedia information about your project.

The features of OPIN include:

• Collaborative text work;
• Collecting ideas; and
• Mobile polling.

ERYICA has created a new training course on eParticipation from this content. It was first piloted with the open call projects and an application for funding will be submitted so that the course could be run for the first time in early 2019.

The features of OPIN include:

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• Collecting ideas; and
• Mobile polling.

The final OPIN tool is an all-in-one digital and mobile participation toolbox. It includes:

• Features for digital and mobile participation;
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• Features for digital and mobile participation;
• Easy to embed participation processes on websites;
• Intelligant community management;
• Integration of offline events; and
• Multimedia information about your project.
The evolution of European policy-making strategies towards a more international scope, calls for exploring new collaboration arenas at the international level. ERYICA aims to reinforce and deepen its relationships and co-operation with a selected group of international institutions and partner organisations, while of course staying open to collaboration with other stakeholders. These relationships shall be based on the endorsement of common policy goals and priority areas.
Council of Europe

Grant Agreement 2017

The objectives of the Grant Agreement for 2017 can be summed up as the following:

a. Create synergies and collaboration links with other sectors and stakeholders that play a role in analysing, preventing and countering youth violent extremism;

b. Analyse and better understand the sources and motives conditioning youth violent extremism in Europe and the preventive role that youth information and counselling can play;

c. Finalise the reference manual aiming to provide a positive impact on young people.

d. Translate the toolkit into English; and

e. Disseminate and promote the toolkit at relevant events taking place throughout Europe.

The realisation of these aims has been enhanced through 12 meetings in 2017.

CDEJ Meetings:
27-29 March, Budapest, Hungary & 16-18 October 2017, Strasbourg, France

The electronic publication was published on 15 December 2017, while the printed version was ready at the end of December 2017. The English version will be finalised in the first quarter of 2018.

ERYICA is observer of the CDEJ (European Steering Committee for Youth), a statutory body of the Council of Europe that is co-managing the youth activities and budget of the Department of Youth and Sport together, on an equal basis, with the Advisory Council on Youth. Meetings of the CDEJ have been seized as an opportunity to discuss youth information and counselling in Europe. The two meetings of 2017 took place in Budapest on 27-29 March 2017 and in Strasbourg on 16-18 October 2017. The second part is a practical toolbox, and includes a range of over 50 activities, divided into the following chapters:

- Self-confidence, self-esteem, knowing yourself (identity, talents, projects and dreams)
- Diversity and living together (Understanding others, stereotypes, prejudices, discrimination, interculturality)
- Communication (expressing ideas, debating, conflict management)
- Media and information literacy (critical thinking, media, propaganda, conspiracy theories)

The activities in the toolbox have been selected due to their relevance and capacity to have a positive impact on young people. The reader will find learning objectives, practical information (target group, material, group size), a detailed description of how to carry out the activity, as well as advice, in each activity.

Meeting of the JCC: Strasbourg, France, 18 October 2017

Since 1997, ERYICA activities with the Council of Europe have been developing within the framework of the Partnership Agreement that is maintained through the work of the Joint Coordinating Committee (JCC). One JCC meeting took place in 2017, after the CDEJ meeting in Strasbourg. The meeting defined the activities of the cooperation for 2018, which are centred around the organisation of a seminar on youth information and counselling in Ukraine and support of the development of youth information services in the country in collaboration with the National Association of Youth Centres and the Ministry of Youth and Sports. The dissemination of Liaisons and other publications realised in the framework of the Partnership Agreement between the Council of Europe and ERYICA also remains a priority in 2018.

No Hate Speech Movement (NHSM)

ERYICA is a recognised partner organisation of the No Hate Speech Movement. The Agency has an observer seat in the follow-up group of the Campaign. The group functioned as the Steering Group of the Movement, while the meetings also provide an opportunity to showcase the engagement of ERYICA in the NHSM, report on our related activities and engage in further cooperation. One follow-up group meeting took place in Strasbourg on 18-19 September 2017.

The two institutions celebrated 20 years of cooperation in 2017, which was recognised and appreciated by Director of Democratic Citizenship and Participation at the Council of Europe and the President of ERYICA.

Dissemination Activities of CoE initiatives and Publications

The promotion of the Youth Information Starters Kit, the Compendium of National Youth Information and Counselling Structures, as well as the Kit on Young People’s Access to Rights, realised in cooperation with the Council of Europe and ERYICA, has continued. The activity has expanded with the promotion and dissemination of the Liaisons toolkit.

ERYICA also provided dissemination for CoE publications, recommendations and policy documents. In 2017, this included the Action Plan on Protecting Refugees and Migrant Children, the MOOC entitled Essentials of Youth Policy and numerous initiatives of the No Hate Speech Movement, among others.

Activities
Meeting Quality Labels:
International information resources for the development of youth centres – Chernigov, Ukraine, 30-31 May 2017

The CoE requested ERYICA to propose an expert in international information resources for the development of youth centres in Ukraine and the Caucasus area. Kerstin Giebel (IJAB) represented ERYICA as a network expert at this event that gathered several interested organisations active in the youth sector. The meeting also played a role in defining the directions of the cooperation between ERYICA and the CoE for 2018.

European Union
Cooperation with the European Union can be seen in the following projects and events:

Participation in the EU Youth Conferences as Observer
• EU Youth Conference of the Maltese Presidency: Qawra, 20-23 March 2017
• EU Youth Conference of the Estonian Presidency: Tallinn, 23-26 October 2017

Further collaboration with the EU included:
• Erasmus+ and Horizon 2020 projects
• Operating Grants 2017 and 2018
• Structured Dialogue
• European Youth Week – Brussels, 2-5 May 2017
• European Parliament CULT Committee and Youth Intergroup
• Meeting European Commissioner Marianne Thyssen – Luxembourg, 6 October 2017

INGOs registry Council of Europe
ERYICA has successfully completed the application procedure for acquiring participatory status in the Council of Europe Conference of INGOs. The Conference represents civil society at the Council of Europe and works to promote participatory democracy. In addition to holding two annual sessions a year, it organises events linked to the priorities of the CoE.

The status is expected to give ERYICA a broader recognition, not only vis-à-vis the Youth Department where we are already quite involved, but at the CoE level as a whole. It also provides opportunity to meet INGOs in other sectors that work with the CoE, therefore increasing our capacity for cross-sectorial cooperation.

Partnership between the EU and the Council of Europe in the Field of Youth

European Platform on Learning Mobility
 Steering Group meetings and conference
ERYICA is a member of the European Platform on Learning Mobility (EPLM), which aims to create a participatory space for exchange and cooperation between practitioners, researchers and policy makers. The Agency also participates in its Steering Group meetings, where it is represented by the Director.

Two Steering Group meetings took place in 2017:
• Bordeaux, France, 17-18 May
• Budapest, Hungary, 6-7 July

Youth Partnership
Consultative meeting and InfoSession – Brussels, 11-12 December 2017

Stakeholders
3 networks collaboration
In the spirit of the Memorandum of Understanding signed in 2016, the three networks continued the promotion of their common position paper entitled Engage, Inform, Empower – Recommendations from the main European youth information and mobility networks on the new EU Youth Strategy. The document puts forward the recommendations of the three networks in their field of expertise.

The three networks also completed a joint project, entitled Reach More Young People, with support from the Erasmus+ Programme. Read more under Strategic Direction 1, Projects.

European Union
Cooperation with the European Union can be seen in the following projects and events:

• Eurodesk Summit 2017 – Essen, Germany, 15-19 March 2017;
• European Youth Week seminar – Brussels, 2 May 2017;
• Eurodesk Multipliers meeting – Brussels, 15 June 2017; and

Further collaboration with the EU included:
• Erasmus+ and Horizon 2020 projects
• Operating Grants 2017 and 2018
• Structured Dialogue
• European Youth Week – Brussels, 2-5 May 2017
• European Parliament CULT Committee and Youth Intergroup
• Meeting European Commissioner Marianne Thyssen – Luxembourg, 6 October 2017

The Governing Boards of the three networks had a joint meeting in Brussels on 28 June 2017, where the discussions included potential future cooperation areas. The event aimed to strengthen the active cooperation of the three networks further.

Eurodesk
• Eurodesk Summit 2017 – Essen, Germany, 15-19 March 2017;
• European Youth Week seminar – Brussels, 2 May 2017;
• Eurodesk Multipliers meeting – Brussels, 15 June 2017; and
International Organisations and Capacity Building

Collaboration with organisations such as:

- North-South Centre
- The Commonwealth
- African Union
- OIJ (Organización Iberoamericana de Juventud)
- UNESCO
- UNICEF
- Union for the Mediterranean

Establishment of contacts with other stakeholders at European and international level, such as:

- European Peer Training Organisation (EPTO);
- International Observatory for Juvenile Justice (IOJJ); and
- Universities and networks of universities.

European Youth Card Association (EYCA)

- EYCA New Year’s reception – Brussels, 16 January 2017;
- EYCA Seminar on prevention of youth violent extremism through the youth card – Nicosia, Cyprus, 30-31 January 2017;
- EYCA General Assembly and 30th Anniversary – Belgrade, Serbia, 1-3 June 2017; and
- EYCA high-level event: Empowering Europe’s Youth to Shape the EU Youth Strategy – Brussels, 6 November 2017.

Collaboration with:

- 18th University on Youth and Development – Mollina, Spain, 18 September 2017
- Eurofound workshop: Access of young people to information and support services – Dublin, Ireland, 26 September 2017

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- UNICEF
- Union for the Mediterranean

Collaboration with:

- 18th University on Youth and Development – Mollina, Spain, 18 September 2017
- Eurofound workshop: Access of young people to information and support services – Dublin, Ireland, 26 September 2017
The 28th General Assembly (GA) was hosted by MISSS, Member Organisation of ERYICA. The event convened 32 participants from 16 countries. The agenda included the following main points:

- Adoption of the Report of the 27th General Assembly;
- Presentation and approval of the Report of Activities 2016;
- Approval of the closed financial accounts 2016 and the forward budget of 2018;
- Release of the Governing Board and Director for accounts, duties and responsibilities for the year 2016;
- Presentation of candidates and elections to the vacant seat of the Governing Board;
- Appointment of external and internal auditors;
- Editing and approval of the Work Programme 2017;
- Modification of the Standing Orders;
- Inspiring speech;
- Presentation of the outcomes of the Working Group on the communication strategy;
- Presentation of stakeholders;
- Presentation of ERYICA projects;
- Presentation of the activity report of the network 2017;
- Results of the Members’ Survey 2016; and
- Elevator pitch on Members’ projects and good practices from the network.

The General Assembly elected CIDJ, represented by Claire Conlon, to the vacant seat of the Governing Board.

Internal Matters

28th General Assembly
Ljubljana, Slovenia,
9-11 May 2017
The ERYICA Governing Board had 4 meetings in 2017, in the following venues and dates:

- **Meeting 62**: Oulu, Finland (14-15 February 2017); hosted by Koordinaatti
- **Meeting 63**: Ljubljana, Slovenia (8-9 & 11 May 2017); hosted by MISSS
- **Meeting 64**: Brussels, Belgium (26-28 June 2017); hosted by ERYICA
- **Meeting 65**: Tromsø, Norway (29-30 November 2017); hosted by Forum for Ungdomsinformasjonskontor

### ERYICA Working Groups
Several Working Groups have undertaken specific tasks to move the development of the network and the organisation forward. The creation of Working Groups is a great way of combining Members' expertise and ERYICA's European outreach for the development of youth information and counselling. In 2017, the following Working Groups were active:

- **Working Group on the ERYICA Strategy**
- **Working Group of French-speaking Members**
- **Iberian meeting and creation of an Iberian Working Group**
- **Working Group of Nordic-Baltic Members**
- **Working Group on the European Youth Information Charter**

### Staff
In 2017, the ERYICA Secretariat consisted of the following staff members:

- Eva Reina, Director
- Imre Simon, Members’ Services Manager
- Jessica Walker, Project Manager
- Aurélie Labreton, Accountant (part-time)

### Internships at ERYICA
Interns under the Erasmus Placement Programme continue forming an integral part of the ERYICA Team. Besides reinforcing ERYICA’s European identity and ensuring the involvement of young people in our everyday activities, the placement provides an opportunity for the trainees to get to know more about youth information and counselling services and at the same time gather work experience. Kyriaki Fotiadou from Greece and Inkeri Poskiparta from Finland supported the activities of the Secretariat in 2017.
Communication & Public Relations

Website
As part of the implementation of the communication strategy, ERYICA has published a new website. The new design and navigation is in line with new, user-friendly trends and the content is published in a structure that provides an easier overview for the visitor.

The new website is an important step in the rationalisation of ERYICA’s online presence, diminishing the number of relays and grouping services. In this process, the old interfaces of the Information Right Now! campaign and the YoMIM site and app have been closed down in early 2018.

SHeryica
By the end of 2017, SHeryica, the online platform for youth information workers, counted 647 registered members, which signifies a 7% increase from 2016. These youth information professionals came from 37 countries and 291 Youth Information Centres, a number identical to 2016. As the services of the platform were severely underused, SHeryica has been discontinued in early 2018.

Social Media
ERYICA’s social media interfaces continued attracting followers over the year 2017. The Facebook page accumulated 3,056 fans, a 10% increase within one year. Our posts were read 104,755 times, which is a 10% decrease on the year before. This is most probably to do with the unlinking of the Facebook and Twitter accounts in line with the new communication strategy, recognising that the two platforms need different content to best meet followers’ expectations.
ERYICA’s Twitter account had 1,077 followers on 31 December 2017, which corresponds to an intensive growth of 24% in a year. The outreach of our tweets amounts to 217,400 for the year 2017, making Twitter ERYICA’s most effective social media tool. This growing engagement of followers also translated into a high number of likes (881) and retweets (471).
ERYICA started using Instagram more actively during the last year and counts 117 followers at the moment. The use of LinkedIn will be further explored and exploited in the course of 2018.

Liaison desk in Brussels
Since November 2015, ERYICA has had a liaison desk at the premises of our Belgian Member Organisation, De Ambassade, in order to ensure more frequent representation in the European capital and to be closer to our stakeholders. The arrangement means access to meeting rooms, that all Member Organisations of ERYICA can benefit from, following prior consultation with the Secretariat. Among other meetings and events, in 2017 the Brussels representation hosted for example an Open Dialogue Day on the prevention of youth violent extremism in the framework of the cooperation between the Council of Europe and ERYICA, meetings of the French-speaking Working Group, a Governing Board meeting, and a 3 networks meetings of EYCA, Eurodesk and ERYICA.

European Youth Information Day
The 17th April traditionally gives space to the activities of the European Youth Information Day, promoting youth information and counselling across Europe. In 2017, ERYICA chose the subject of fake news and the reliability of information, and addressed it through a meme competition. Members, stakeholders and young people were invited to create and publish memes beginning with the phrase “Who told you…” and mark it with #checkyoursource. The winners of the competition were voted by the 28th General Assembly.
As well as this initiative, youth information centres traditionally organise activities with young people on this day and benefit from the promotion and visibility opportunity it represents.
As of 31 December 2017, ERYICA’s membership counted 25 Members, 6 Affiliated organisations and 4 Cooperating organisations in 27 countries.

**Membership**

**Austria (1)**
Bundesnetzwerk Österreichische Jugendinfo
Address: c/o Schraubenfabrik, Lillenbrunnugasse 18/2/41, A-1020 Vienna
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**Belgium (4)**
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Website: www.jugendinfo.be

De Ambrassade
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Website: www.ambrassade.be

CIDJ - Centre d’information et de documentation pour jeunes
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E-Mail: cidj@cidj.be
Website: www.cidj.be

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**Members**

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Phone: +372 735 0399
E-Mail: entk@entk.ee
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E-Mail: nutikoordinaatti@ouka.fi
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Phone: +33 144 491200
E-Mail: cidj@cidj.com
Website: www.cidj.com

Germany (1)
IJAB - Fachstelle für International Jugendarbeits der Bundesrepublik Deutschland e.V.
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E-Mail: sforntvibit.net
Website: www.unginfo.no

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IPDJ – Instituto Português do Desporto e da Juventude
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ACJ – Catalan Youth Agency
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IAJ - Andalusian Youth Institute
Address: Calle Maese Rodrigo 1, 41071, Sevilla
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Website: www.juntadeandalucia.es/institutodelajuventud/
Young Scot
Address: Rosebery House, 9 Haymarket Terrace EH12 6EZ Edinburgh (Scotland)
Phone: +44 131 313 2488
E-mail: info@young.scot
Website: www.youngscot.net

Affiliated Organisations

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Website: www.joventut.ad

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Youth Council of Republic of Srpska (YCRS)
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Liechtenstein (1)
aha - Tipps & Infos für junge Leute
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Phone: +90 312 417 11 24
E-mail: gsm@gsm.org.tr
Website: www.gsm.org.tr/en

Cooperating Organisations

Albania (1)
Youth Act Center
Address: Frang Bardhi Str., Tirana
Phone: +355 04 2430 333
Email: prog.manager@youthact.al
Website: www.youthact.al

F.Y.R. of Macedonia (1)
Association for Education MLADIINFO INTERNATIONAL
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Website: www.mladiinfo.eu

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E-mail: info@solnaungdomscafe.se
Website: www.unginfo.se
ERYICA at a Glance

**December 2017:** The Liaisons toolkit was published.

**May 2017:** Adoption of Council of Europe Recommendation CM/Rec(2017)4 on Youth Work.

**October 2016:** The development of eLearning courses begin in the framework of the DOYIT project.

**September 2016:** ERYICA signs a Memorandum of Understanding with EYCA and Eurodesk and publishes a common position paper.

**September 2016:** Adoption of Council of Europe Recommendation CM/Rec(2016)7 on young people’s access to rights.

**April 2016:** ERYICA launches SHERYICA, the Interactive Platform for Youth Information workers.

**June 2015:** Adoption of Council of Europe Recommendation CM/Rec(2015)8 on Youth Information.

**February 2015:** Launch of the “A Better Youth Information for New Times” project.

**December 2008:** Launch of ERYICA’s first project Meet the Street.

**April 2008:** ERYICA inaugurates the European Youth Information Day, on April 17th.

**November 2007:** ERYICA together with the Council of Europe organises a colloquy on the Future of Youth Information in Europe in Budapest, Hungary.

**July 2007:** ERYICA office moves to Luxembourg.

**April 2006:** ERYICA celebrates its 20th anniversary and organises a European seminar on Youth Participation together with Eurodesk and EYCA in Vienna.

**November 2005:** Policy statement on “Indicators for a National Youth Information Policy” is adopted in Ljubljana, Slovenia.

**September 2005:** ERYICA organises the European Seminar on “Quality Matters in Information for Young People” together with Eurodesk and EYCA in Paris.

**November 2004:** Updated version of the “European Youth Information Charter” is adopted in Bratislava.

**December 2001:** ERYICA releases the Minimum Basic Training Course (MBTC) module for its training of Youth Information workers.

**November 2000:** First ERYICA Governing Board is established.

**July 1999:** ERYICA publishes its first study on “Generalist Youth Information in Europe in 1997”.

**December 1998:** ERYICA launches the online version of Infomobil.

**April 1997:** Council of Europe signs a Partnership Agreement with ERYICA.

**April 1994:** ERYICA registers as a non-profit making association in Luxembourg.

**December 1993:** 4th ERYICA General Assembly in Bratislava, Slovakia adopts the European Youth Information Charter.

**May 1991:** ERYICA publishes the “European Directory of Youth Information Centres”: 471 centres in 18 countries.

**February 1990:** ERYICA publishes the “European Youth Information Charter.”

**May 1988:** ERYICA signs a Memorandum of Understanding with the Council of Europe.

**December 1986:** ERYICA registers as a non-profit making association in Luxembourg.

**April 1985:** ERYICA launches first “Guides for Young Visitors”, booklets containing practical information about European countries to promote youth mobility.

**February 1985:** European Colloquium (Marly-le-Roi, France) recommends the creation of a framework for European cooperation in the field of “generalist” Youth Information and counselling.