

## Seminar “The Quality of Youth Work Practice”

March 3rd–7th 2014, in Estonia

### Report



The seminar took place in the frame of implementation of the bilateral co-operation agreements between the governments of Lithuania, Latvia, Estonia and the government of Flanders. It was organized by Estonian Youth Work Centre which is a national center for youth work under the administrative authority of the Ministry of Education and Research.

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## Aim

The main **objective of the seminar** is to support/encourage participants to further develop and broaden their capacities regarding the topic of quality in the Youth Work.

## Key-Questions

**The theme and key-question of the seminar is:**

*What are the key-factors (related to prerequisites, processes and outcomes) that indicate quality of youth work and for which it would be helpful to have quality development methods, tools and indicators?*

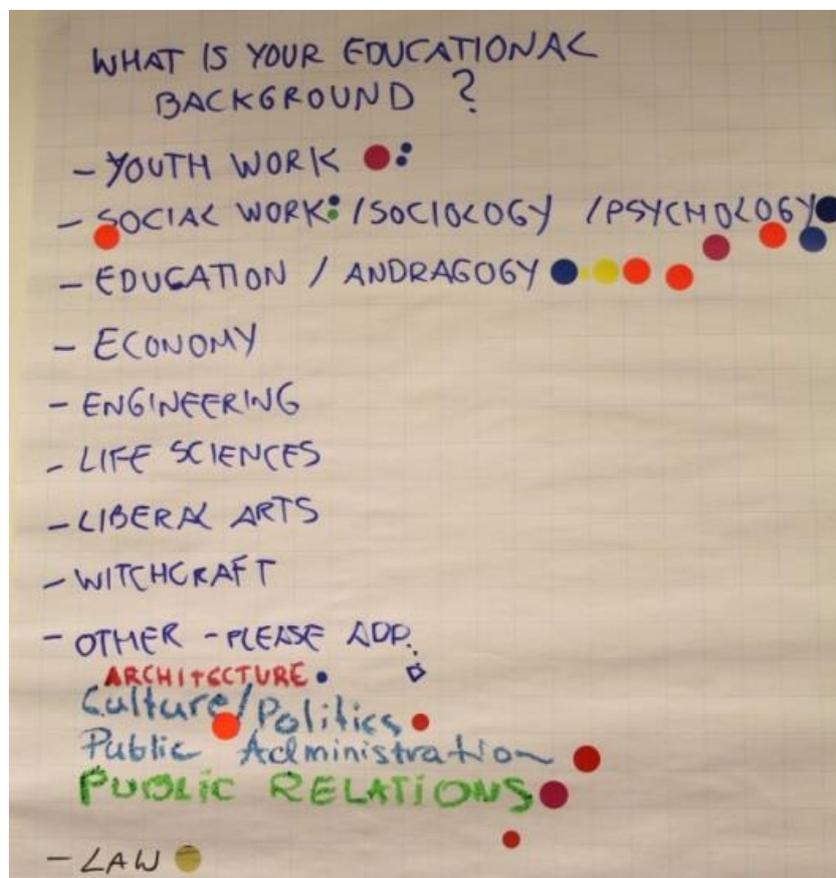
**Focus: Youth work taking place in (Open) Youth Centers and Youth Organizations.**

Each delegation prepared and presented a tool/method that is used to enhance quality of key-factors within youth work in relation to clear aims and/or indicators.

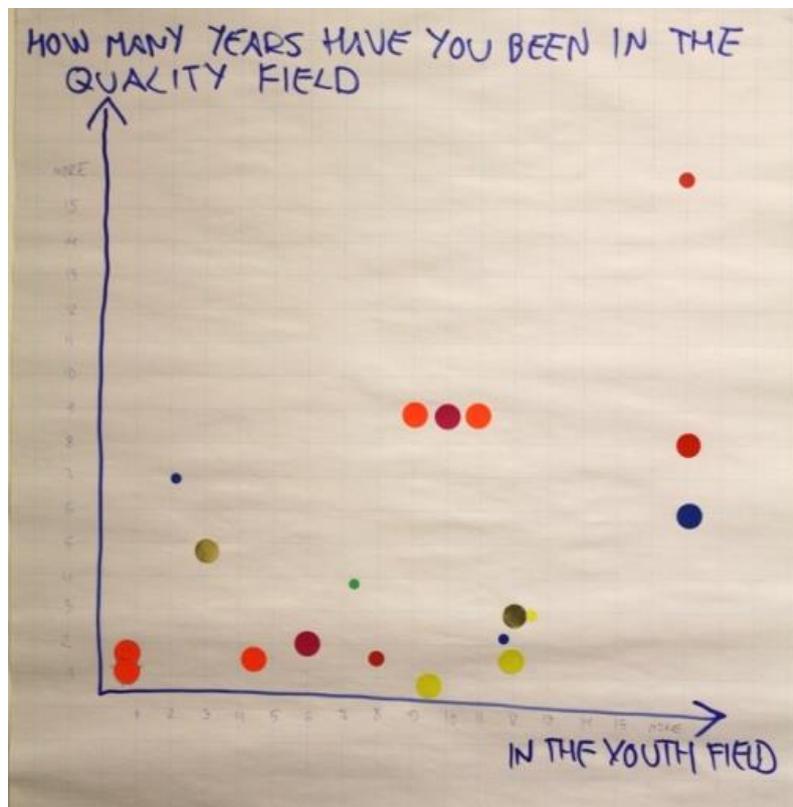
## Group Profile

The seminar brought together a diverse group of highly motivated colleagues from ministry, regional and local level, who had mainly open youth center and/or youth organization working background. The group was enriched by a both the wide variety of organization types and missions in the youth field that the participants represented.

Educational background (random dot sizes and colors, each dot represents a participant; a participant could place more than one dot):



Years in the quality field vs years in Youth Work (linear axis both from 0 to 15 years; maximum: 16 or more)



Please see participants list and contacts attached to the report.

## Program

**Program:** the program started in the afternoon 3rd of March and departures were from the morning of 7th of March 2014.

This report gives a day by day overview of what happened during the seminar. Agenda is attached to the report as annex.

## Introduction

**Welcome. A Selection of some Current Facts and Trends of Youth Work in Estoniaby Edgar Schlümmer**, director of Estonian Youth Work Centre, with both an educational background and working experience in public administration, youth work and policy

Estonia has good coverage in terms of youth work structures and the number of youth workers incl part time and voluntary youth workers

- In Estonia a wide variety of structures have been developed during around last 20 years: Estonia has an established network of Open Youth Centers, there are youth organizations, hobby-schools, youth camps, career guidance centers, national umbrella organizations etc. There is more, than 830 organizations acting around Estonia.

- The proportion of youth work specialists (at least 5000) is around one third of formal education teachers.
- 42 % of youth (age 7-26) in Estonia have participated in youth work on annually basis. Our goal for 2020 is 60%
  - o Some shortcomings that limit the accessibility of youth work in rural areas include insufficiency of public transportation, dependence of young's choices of economic situation of families and municipality
- There is efficient education and training system for youth workers (diploma studies in 3 colleges of two universities Tallinn and Tartu, and ambition of international master degree, centrally coordinated and supported training system). Existing occupational standard.
- Estonia has wide experience of use EU structural funds in youth field

The youth work and youth policy in Estonia have gradually achieved recognition on national and EU levels as a significant field and contributor to a number of vital key areas, incl life skills and self-esteem development, employability, inclusion of youth at risk and fewer opportunities.

This can be noticed by a number of indicators, such as (but not limited to):

- Parliamentary hearings on Youth topics (including youth work as a priority topic) initiated by the Parliament
- Systematic effort to introduce a holistic approach to youth issues transcending any one ministry has led to a “horizontal” youth policy – integration of youth issues into policy making outside the youth field
- Youth work specialists and policy makers have been as valuable equal partners in dialogue and part of solutions for challenges facing young people and society in general. This includes seeing youth work, as non-formal learning, which gives skill sand competencies acquired by labor market and also potential of youth worker being essential trust link between hard to reach and risk group youth and various officials and service providers outside youth work, eg labor market, health, information and employability services, education
- Around four times larger allocation of Structural Funds to the Youth Field comparing to the last program period (from around 4,7 million euros to 18,8), and additionally EEA grants

Such developments have been possible thanks to the joint efforts of partners on municipal level, umbrella organizations and governmental organizations and focus on quality youth work , including measurement, training, knowledge based approach, involvement of young people in decision making etc.

## **Background of the Current Seminar**

Short introduction and common reflections were given by Jonas Agrdur, on:

- The seminar “Identification Youth Work and Youth Work Quality” (Latvia, 12.-17.04.2010) (please see attached annex).
- Council Resolution on Youth Work of Belgian EU Presidency 2010
- Council Conclusions on the contribution of quality youth work to the development, well-being and social inclusion of young people of Irish EU Presidency 2013

- the existence and work of the EU expert group on youth work quality

Please see slides from Jonas Agdur “Background to the seminar”

### **The conceptualization of Youth work based on report of the previous seminar (Latvia, May 2013)**

Youth work has been conceptualized in differently in participating countries ranging from prevention to helping to, however, it is possible to generalize.

Youth work is a complex set of activities and processes that is / should be networking inside the sector and with a large number of outside stakeholders in the community and on a larger scale. When talking about the quality youth work, it is important to take into consideration both the indicators of prerequisites and of results. In some cases (for example accessibility and activities) it is useful to reflect if a certain entity is useful to be conceptualized.

## **What Do We Mean by “Quality”, “Prerequisites”, ... Finding a Common Vocabulary**

The following key terms were addressed to ensure a better understanding in the group:

**Open Youth Work** can be organized and provided by municipalities. Membership is not implied – youth is a target group.

**Youth Organizations** might be working with youth directly or support systems for youth work. This is a membership based model.

A critique by Jonas Agdur: a bulk of “reflection” in the Youth field has been based on speculations around assumptions, it is vital for the field to move to a more fact-based reflection. One path to that could be the introduction of tools / methodologies that quality assurance minded people can select from to fit their contexts. Such tools can help to measure the quality of youth work in terms of:

- prerequisites<sup>1</sup>
- processes
- immediate outputs
- in depth, wider and/or long term effects / impacts

On all those levels indicators can be identified. The classification of an entity into those four categories is a conceptualization and can be a matter of discussion. For example a well-maintained process can be prerequisite for another process. It is sometimes hard to distinguish between outputs and effects for a similar reason.

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<sup>1</sup> Prerequisites (or pre-requirements) refer to a variety of resources that are necessary to carry out a process. In our context the term of indicators of prerequisites is treated as a number of measurable values that can indicate to which extent there are human, financial, institutional / organizational etc resources in the youth work field. In other words if you have those resources you are more likely to be good at providing good processes, results/ outputs; effects / impact.

In case of a lack of resources for self-assessment and/or superficial approach a natural path to take can be to focus solely on the measurement of outputs. However, if one strives to lay path to quality improvement, better recognition of youth work, youth participation and non-formal learning in the youth field and so on, it is essential to include (and later work on) indicators beyond easy to measure outputs such as number of students, boys and girls per day.

During the seminar the mixed groups came up with lists of example indicators under the above mentioned four categories.

**Please see attached list of key-factors on all the indicators created by the group and common list formulated and presented by Jonas Agdur.**

However, quality assurance is not merely “taking a picture” of the current situation, it is rather a process. **The circle / wheel of quality (also known as the PDCA-cycle)** refers to a fundamental concept in quality management stating that quality is subject to continual improvement that incorporates the steps of planning, doing, checking and acting upon the results.

## **What Methods, Toos and Indicator are in Place?**

### **A Field Trip to a Tallinn Open Youth Centre and Estonian Presentation on Quality Tools/Practices**

#### **Youth Centres' Assessment, JOKOV/ LOCIR model**

Presentation by Ilona-Evelyn Rannala (Tallinn City government, Sports and Youth Department)

City of Tallinn have been active in leading discussions of youth work quality since 2004. There was developed and piloted youth centres' self-assessment and external assessment model in 2008-2009 in the 2 biggest cities of Estonia - Tartu and Tallinn. Tallinn recently renewed the model and repeated the assessments. The model concentrates on 5 areas (JAKOV/ LOCIR): Leadership, Oppeness, Cooperation, Inclusion and Resources. In total there is 12 indicators.

Piloting along with first years of feedback has been promising in terms of initiating a dialogue around the topic of quality and peer-to-peer learning. From 2012-2013 ten youth work centers of Tallinn assessed themselves and the top three positive findings were:

- youth work is well documented
- youth workers are doing a good job
- target groups have been clearly defined

Top three shortcomings were:

- lack of cooperation in many senses (between various stakeholders, incl youth, parents and youth workers)
- insufficient working plans

- interests of young people are still not being followed enough

Those two processes described above have led to a number of important proceedings:

- the reflection on the role of a youth centre in town (as opposed to a youth centre in rural area)
- A new version of “JAKOV” is currently in development.



## Local Government Youth Work Quality Assessment Model

Presentation by Kaisa Orunuk (Estonian Youth Work Centre - EYWC)

**Estonian Youth Work Centre** is a national centre for youth work under the administrative authority of the Ministry of Education and Research and its main objective is to develop and organise youth work in the framework of the national youth policy.

**Youth Work definition according to Youth Work Act:** Youth work is the creation of conditions to promote the diverse development of young persons which enable them to be active outside their families, formal education acquired within the adult education system, and work on the basis of their free will.

Kaisa presented Youth Work Quality Assessment Tool developed by EYWC in 2010. This tool is developed for Local Governments (LG). Since 2010 the assessment was implemented in 73 local governments out of 226 (voluntary attendance). Assessment process is not aimed to control LGs nor force them to compete with each other. Instead it aims at supporting, mentoring and advising LGs.

Please see more information about the LG model from the slides by Kaisa Orunuk.

Translation of the LG model and the examples of the questionnaires for Youth, Youth Workers and Youth Organisation in English were provided to participants by e-mail.

#### **Additional resources:**

- Handbook for internal assessment for [Youth Organisations](#) (click to open link), 2008 – provides a selection of models and methods.
- Occupational Standards for Youth Worker (ENG): [http://www.entk.ee/sites/default/files/Professional%20Standard%20of%20Youth%20Worker%20ENG\\_low.pdf](http://www.entk.ee/sites/default/files/Professional%20Standard%20of%20Youth%20Worker%20ENG_low.pdf) (click to open link)
- Youth Monitoring System: <http://noorteseire.ee/en/indicators> (click to open link)
- Estonia has developed various initiatives to cater to the recognition and transfer of competences gained from Youth Work. Estonian Youth Work Centre has opened a website [www.stardiplats.ee](http://www.stardiplats.ee) (in Estonian) for helping youth and youth workers to recognize experience from non-formal and informal learning as experience valuable for employability and applying for further studies.

## **Latvian Presentation on Quality Tools/Practices**

There are General criteria for the quality assessment of youth work in local municipalities, 105 criteria in 10 blocks. It can be used for municipal youth centres as well for assessing youth NGOs work. It consists of general information (km<sup>2</sup>, inhabitants ...) and some quality measures, like:

- Seminars
- forums
- activities 4 unemployed
- social help
- free time activities
- youth worker
- youth organization
- volunteer work
- responsible institution

On the state level there are several documents:

Youth law

Youth Policy Guidelines for 2009. - 2018.

On the municipal level:

Some awards for Youth Workers

1 Rising Star in Youth Work

2 Most experienced Youth Worker

3 Life time contribution

The award was a recognition of the Ministry of Education and science

Presentation by Ruta – Riga City Government

Different situations in Riga and the rest of Latvia

In Riga there is no separate document about quality of youth work, but there is Riga youth work development programme 2014 - 2018 that states most important

The story is a little different: 600.000 inhabitants + people who work there. It was important to focus on Youth Work. To create opportunities to do some other things than being on the street.

Problem of most of the youth centers: they don't do 'real' youth work and they are just an infrastructure where children and youngsters can stay after school.

Awards that stresses important quality-elements:

- Youth Leader Incubator-award
- Golden Partner-award: organizations that are really active
- Innovation-award: youth clubs, hobby schools, youth NGO's > many players
- Basically they are organizing different and similar things
- New ideas

Some Problems:

- The only data available to base funding upon, is the amount of participants.
- Reality: money follows persons
- The data is needed also for lobbying with politicians
- Youth work is not a priority in Latvia

Grants & Financial support goes through the municipality. The organizations know the budget they have.

GENERAL

In Latvia the discussions about quality are just getting started.

There are different challenges depending on the region and city.

Why need a tool to assess Quality?

- To see the result of the work the Youth Workers do.
- Quality is now based on the competences and personality of the Youth Leaders.

The delegation is in the discussion to LISTEN and to take ideas home.

## Lithuanian Presentation on Quality Tools/Practices

- Integrated Youth policy in Lithuania relies on two pillars:
  - national youth policy, one key stake holders of which is Lithuanian Youth Council;
  - and regional youth policy.

Please see the slides of Lithuanian delegation for illustration of the models.

- All municipalities are covered by youth coordinators who are responsible for youth policy in the region. They are paid by the state, it is a state delegated function.
- Non-formal youth groups, NGOs working with young people and youth organizations cooperate with regional youth councils. There are 27 regional Youth Councils (the goal is 60). Youth issues are discussed employing consensus approach.
- Not everyone working with youth is called a youth worker. We want to evolve in a division between “people working with youth” and “youth workers”.
- Work with non-organized youth is done in a variety of fields: culture, sports, education, social affairs, some of it following the Open Youth Work methodology. There are also various organizations working with youth and youth organizations.
- Open youth work is targeted to the age group between 14-29 years, including youth with fewer opportunities and low motivation. For example a young person who has been sentenced to jail for offence could instead be given an opportunity to go to a youth centre for rehabilitation: "proving he can conduct". The youth worker is supposed to be able to see their potential and involve them. Youth workers have to have a degree in a relevant field, but that is often not sufficient. There are two kinds of entities offering open youth work:
  - Open spaces are set in cultural, educational, sport or social establishments, not legally described as youth centre.
  - Open youth centers are usually owned by the local municipality. They are offering social, pedagogical and psychological services in cooperation with NGOs, local or religious communities.
- Most of the work is done on voluntary bases. For one year there has been a policy of having at least one for pay youth worker, even if they work part time. This ensures all kinds of administrative work (including maintenance and finances) is not to be done solely by one person.
- Quality framework of open youth work centers covers a number of spheres; indicators are set for both quantitative and qualitative data, for prerequisites, processes and impact. For more details, the please see the slides.
- Youth organizations' quality assessment from 2010 designed by Lithuanian Youth Council (won a public tender). The need for a universally usable methodology arose from the notion that youth organizations had different ways of dealing with quality issues. A Manual (in Lithuanian) can be downloaded free of charge online.
  - The current methodology is meant mostly for national and regional organizations, not so suitable for smaller and specific organizations.
  - Participants in the quality process should be: leaders, managers, board members, volunteers etc. The methodology implies at least 2 days discussion, evaluation etc.

- It should be used periodically each 9-12 months
- Assessment spheres:
  - Structure: how members and governing bodies are defined and how are they recognized (awareness and validation)
  - Resources: financial and human resources management - and how sustainable are they
  - Activities: plans (eg yearly plan), communication, activities plan etc
  - External relationships and communication
- Some strengths of this methodology:
  - Evaluation of workers / members by themselves
  - Needs are based on evidence
  - It helps to optimize activities
  - Evaluation in Youth department contests
  - Continuity
  - We can really find a common language: understand and talk about if we have a shared vision
  - It is manual-based and thus handy to use
- Some shortcomings of this methodology:
  - You can become dependable on an off-the-book methodology and do not look beyond its framework
  - Not all organizations are interested in it because they see it has been pushed forward by outside
  - Organizations are eager to go for a seminar and that costs
  - Non-disclosure - they like to keep it inside the core group, sometimes even not inform their volunteers or workers
  - Easiness of getting funding through a make-up report that presents a good picture

## **Flemish Presentation on Quality Tools/Practices**

Riet gave introduction to Flemish youth policy and legislation related to the topic.

Youth is defined as anyone under 30 years. Youth is a horizontal topic and there are 3 acts that are of key importance for the youth field:

- Act of supporting and stimulating local and provincial youth policy
- Acts on Youth Accommodation Centers and on Camping equipment lending service
- Act on the Flemish Youth and Children's rights policy

The latter devises grants to be given through a complex system:

- Structural multi-year grants
- Policy memorandum (4-years)
- Envelope financing: you get an amount of money and with that amount you have to reach goals agreed upon but the government is not keeping a detailed check on exact costs. A flexible system but you still have to report back both on quality and quantity

- Earmarked resources - money based on the number of youngsters

We have a conviction that youth work is of high quality but we do not have overall tools to measure that.

Griet introduced JONG – the Umbrella organization of the city of Ghent, working with young people with fewer opportunities, and the tool for youth work documentation in place. This concentrates in 6 aspect:

1. Target Group
2. Role of Youth Work
3. Other Moments of Interactions
4. Nees and Signals
5. Volunteers
6. General Conclusions

The tool is based on MS Excel worksheets, the tool is copywrited.

The tool of quality assurance that has been used in JONG for past 8 years. The youth workers are told that it is important to fill in forms to see the fruits of their work and it is important that youth workers carry out the mission and vision of the VZW JONG. They are supposed to fill in every day a “qualitative registration form” that describes the daily youth work in detail and calls upon the reflection of youth work both in present and in comparison to previous periods. Actually it turns out they fill it in once a week or not even once a month. Every 3 months forms are analyzed thus enabling managers to monitor and act upon the results.

Please see more from the slides attached by Flemish delegation.

To get input from youth a yearly satisfaction survey is conducted via the site Oscaronline.be. This also helps along the recognition of non-formal learning.

## **KEKS organisation and its activities**

Jonas Agdur gave a brief presentation about KEKS and its main activities. KEKS is a Network for municipalities and others who run open youth work, currently consist of 40 member municipalities. The organisation is dedicated to developing quality and competence in youth work. A digital logbook for documentation of youth work was presented.

Please see more from the slides and leaf-let by Jonas Agdur.

Attendees of the seminar are welcom to have a look at the logbook online: [www.loggboken.org](http://www.loggboken.org)

user: **kekskeks**

password: **tallin**

## **Conclusion from the Presentations in Relation to the List of Key-Factors**

### **National groups thinking about indicators of Quality**

Conclusions from the presentations in relation to the list of key-factors.

- what have we learned?
- what do we want to implement “at home”?
- what do we all miss? (And how and where could we find it?)

Short presentations from each country.

### **Results of the Flemish Discussion**

- (Common) Vocabulary needs to be deFINEd
- Monitoring (tools and process)
- Co-operation and responsibility of Ministry and organizations
- Focus on the Proces of working on quality is as important as achieving quantitative results
- Not 1 system (obliged + top down) for all, but adjusted and measured per organization
- Share Good Practices (inter)nationally
- Government is not only a funding but also a critical friend

### **Results of the Estonian Discussion**

Estonian Association of Open Youth Work Centres (EAOYWC):

- For change management it is curcial to identify starting point (for example to EAOYWC it might be Youht Centres/ Local Government, EAOYWC organisation, Estonian partners)
- Identification of targeted level: for EAOYWC – better quality and unified level fo a singel youth centre; transparent and visible ward organisation; for a Single Youth Centre – assuarance of quality work
- Every step of the process must be quality
- Concentration on each step of the process, not only final result
- For each step there should be an indicator/ measure defined to identify change in time and an opportunity to stop the process in every step if a falure is noticed
- The result of the quality process analysis is an input tu a new cycle /process

YFU Estonia

- Start from the litte steps
- Map all activities that we assess already
- Map pain ponts that need to be improved
- Map actions that can be done with small effort

### **Results of the Latvian Discussion**

- There should be some association for youth centres established as to promote and lobby youth workers interests;
- There is a monitoring system in Latvia, but nobody knows what happens with the results, they should be published and categorized;
- Creating online map with all the youth work specialist contacts and their strong sides is needed
- Focus on the process, not only on the quantitative results
- To organize experience exchange among youth workers in Latvia
- We can start with the statistics week (idea came from Estonia, Tallinn), collecting different data for 1 week in all youth centres

## **Results of the Lithuanian Discussion**

- Youth work is well done but quality regulations implementation is still weak.
- We should change the system so that it would measure prerequisites first, processes next and so on. We need a possible pilot project at a voluntary youth center – that could test it for a year. It could be an Excel-based tool, that should be attractive and the youth center should see benefits from it that weight up the work load implied
- It would be handy to publish a small manual for everyday use for youth workers, so you can do questionnaires and focus group discussions
- Youth centers should create their own quality systems but something that is a current obstacle is that there is no established network yet between them.
- The examples of other countries inspire us

## **Evaluation of the Seminar**

Clearer understanding of the concept of quality (generally and in their own country and others) and how it relates to different aspects of operations (prerequisites, processes and outcomes) and to the use of indicators. Overview of tools/methods that are in practice in quality development and to enhance the recognition of youth work.

## **General Conclusion**

- The need to exchange stays present.
- The next step is 'going deeper' in some models.
- This seminar was a teaser.
- Make further contacts to dig in.

## ANNEX 1 - PROGRAM

Time	Day 1 3 <sup>rd</sup> of March	Day 2 4 <sup>th</sup> of March	Day 3 5 <sup>th</sup> of March	Day 4 6 <sup>th</sup> of March	Day 5 7 <sup>th</sup> of March
8:30 – 9.30	Arrivals:    14.00 Coffee/ lunch served at the hotel 	Breakfast	Breakfast	Breakfast	Breakfast
9:30 – 12:00		Program and practicalities for the seminar	Reflections on yesterday ----- What methods, tools and indicators are in place?	Presentation 4 from Lithuanian delegation Questions and discussions  ----- Conclusions from the presentations - what could we learn from each other?  - what do we need to develop?	10.00 Bus from Kloogaranna Youth Camp to Estonian Youth Work Centre (EYWC)  11.00-12.15 Visit and meeting with EYWC  Departures
		Background of seminar  What do we mean by “quality”, “ prerequisites”, ... - finding a common vocabulary 	Study visit to Open Youth Work Centre of Tallinn City  Presentation 1 from Estonian delegation. Questions and discussion 		
12:00 - 13:00		Lunch	Lunch	Lunch	
13:00 – 14:30		Group discussions on key-factors that indicate quality of youth work? (Related to prerequisites, processes and outcomes)  Group presentations, discussions and formulating a common list of key-factors 	Presentation 2 from Latvian delegation.  Questions and discussion 	What needs to be done to have methods, tools and indicators related to the key-factors?  Formulating recommendations. 	

15:00 – 17:00	Arrival of Lithuanian delegation 16.50 bus station	Group presentations continue... ----- Discussions in national groups on how their reality looks in relation to the list of key-factors.	Presentation 3 from Flemish delegation. Questions and discussion	Evaluation of seminar. How do we go on? Interest in and theme for future co-operation.	
17.15 - 18.45	Official opening – intro session – getting to know each other, expectations, desired outcomes	18.45 Meeting at the hotel lobby to walk to have the dinner at the café Kohalik	17.00 Dinner 18.00 Bus to Kloogaranna Youth Camp	17.00 Dinner	
19:00 – ....	Welcome dinner at Peppersack/ Estonian evening	Dinner/ Board game evening	Snacks/ Dare to ask?	Networking, sauna	

## **ANNEX 2 – Summary of Previous Seminar in Latvia**

### **International seminar**

"Identifying Youth Work and Youth Work Quality"

**under the agreement on cooperation between Flanders and the Baltic states**

**Latvia, 12th of April, 2010 - 17th of April, 2010.**

### **(Short summary of) REPORT**

**Aim of seminar:** to assess what approach the policy and the youth sector adopt towards youth work and come to common grounds on youth work from three perspectives: policy, practice and youth. (main emphasis during seminar was put on seeking the common grounds of youth work.)

#### **Key-questions:**

- **What is youth work?**
- What are the goals and characteristics of youth work?
- What are indicators to measure the quality of youth work?

#### **National situations**

An important difference in perception of youth work is based from practice perspective. While in Flanders practical aim of youth work is stated as empowering young people and primary providing a possibility to learn, but not stating learning outcomes, in Latvia and Lithuania practitioners perceive youth work as tutoring during the leisure time in order to equip the young person with skills that are not received through other channels. More different perception is developed in Estonia, where practitioner perceives youth work as a prevention. Theme of linking and creating network for youth work was one of strongest needs that was pinpointed all through seminar.

#### **Common definition of youth work:**

Youth work is a complex of actions for empowering and involving young people in the community through activities based on youth needs on voluntary basis, using networks. Provided and supported by competent persons.

#### **Aim of youth work:**

The aim of youth work is to make young people happy. Additionally - personal development of young people through involvement and empowerment.

What are the goals and characteristics of youth work?

Despite many differences between national and dimensional perspectives participants agreed on several main characteristics of youth work, which served as bases for youth work definition:

1) **complex of actions** – with that understanding, that youth work is a process of activities rather than one separated activity or event.

2) **empowering and involving young people in the community through activities based on youth needs** –On one hand, the crucial aspect of youth work is empowerment, but involvement in one aspect is prior to empowerment. Firstly, acknowledging youth participation and, secondly, actively involving them in public life is crucial in order to ensure empowerment. Youth work should empower young people, e.g. ensure process which enables young people as individuals or part of groups to fully access personal and collective power, authority and influence.

3) **Voluntary basis** – youth work policy should ensure access to youth work and youth work activities, but decision of participation must be done on voluntary bases in order to describe process as youth work.

4) **Using networks** - youth work as a process should not only be able to ensure involvement and empowerment of young people, but additionally ensure necessary networking to provide and respond to most needs of young people, therefore ensuring growth of young people and growth of life quality.

5) **Provided and supported by competent persons** –one of common conclusions was that one of crucial youth work characteristics is youth worker (competent person) who provides and supports youth work.

What are indicators to measure the quality of youth work?

To conclude, indicators can be divided in two main categories – prerequisites and result based quality criteria;

first ones should be organized in order to ensure qualitative system of youth work, while result based indicators measure work of the system itself.

Both categories can be used as fundament for further development of quality criteria system of youth work. Prerequisites mostly can be measured with policy planning instruments due to their quantitative nature, while result based indicators should be measured using youth research due to its qualitative nature and therefore contribute to strengthening tie between youth work policy, practice and youth research.

Prerequisites:

-infrastructure – place and space for organizing youth work and youth work activities.

- needs and reality assessment
- competence of youth workers or persons providing youth work
- financial support

Result based indicators:

- personal development – one of most crucial indicator of youth work quality is how the youth work contribute to young people individually.
- involvement in the community and inclusion
- accessibility – this indicator involves not only politically stated minimal standards, but as well practical quality based indication of actual accessibility by different criteria (physical, mental, practical, financial, racial, etc. accessibility).
- activities – activities themselves is one of major importance indicators, that indicates variety and number of activities, as well describes accessibility and directly correlates with other indicators.

What are systems to guarantee the quality?

It is clear that each state tries to provide different systems to guarantee the quality, but it is also clear, that most of the youth work practitioners are far from those “quality measurement and guarantee systems” and in many cases quality assessment is intuitive and based on local realities. While they themselves acknowledge existence of different umbrella institutions and/or national structures that tend to help increase quality, they refute (at least in answering questions) outside influence on quality assessment of youth work. Therefore rethinking the support system based on different principles might be much more efficient in order to guarantee youth work quality.

**General conclusions and recommendations**

One of clear the general recommendation after seminar is the necessity to continue the discussion on common grounds for youth work.

Though the common definition does include strong link to people supporting and facilitating the process, there is a strong idea, that youth work concept should include the concept of youth worker as one of most the important conditions for youth work to happen.

Besides mentioned ones, further analysis of youth work quality indicators should be made either as a political statement putting benchmark according to political or economical means or based on youth research. And, finally, much higher harmony between policy planning, practice and youth research should be gained in order to strengthen youth work field as such. One of the first activities should be re-evaluation of actually existing systems and their relevance to youth work practice and rethinking the concept of youth work quality systems in order to maximize their efficiency.

## **ANNEX 3 – LIST OF KEY FACTORS**

### **Youth work...**

- Prerequisites: Youth worker competence, founding, ...
- Work processes: Project managing process, ...
- Outcomes – results/outputs: Activities, Accessibility, ...
- Outcomes – effects: Non-formal learning, self esteem, ...

### **Pre-conditions:**

- Defined target group
- Safe and friendly atmosphere
- Young peoples knowledge (expectations) of what youth work is (offers)
- Young peoples knowledge of where youth work is taking place
- Clear role and task of youth workers
- Presence of youth workers
- Youth workers that:
  - u  Could coach
  - u  Understand young people and their living conditions
  - u  Know found raising
  - u  Know different methods
  - u  Know project managing
- Knowledge about youth needs
- Youth work strategy with priorities and a plan
- Political understanding, recognition and support
- Stable (and predictable) founding
- Infrastructure designed for youth
- Networks/co-operation

### **Work processes:**

- Youth participation in all steps of youth work process:
  - u  Decision making
  - u  Planning
  - u  Evaluation

- Networking in all steps of youth working process.
- Youth workers reflecting on why and what
- System and manual for all regular operations
- Planned learning processes
- Needs and experience based activities
- Implementing variety of methods
- Systematic knowledge management

**Results output:**

- Reached target group
- Inclusion (number of)
- Variety of services
- Amount of services/activities
- Achivments

**Effects/Impacts:**

- Increased participation
- Youth taking part in decision making on society level
- Youth use gained competences outside youth work setting
- Society changes image of youth
- Society changes image of youth work
- Youth work recognised as necessary insociety
- Mutual understanding (tolerance)
- Enlarged comfort zone
- Sence of belonging to a group
- Better self esteem/self confidence
- Long term effects
- Changes in society (less crime...)
- Personal growth (competences, attitudes, values)
- More active citizenship

## ANNEX 4 – EVALUATION OF THE SEMINAR

### Silent writing

#### What was good in this seminar including what did you gain?

- Good opportunity to meet many professionals on an international level, sharing international experiences (so different realities), different experiences; Different perspectives about youth work (policy) on international base opportunities and threats. International contacts to gain cooperation. To know other countries experience in quality and youth work.
- highly motivated and topic interested participants +++
- fresh healthy Estonian air!
- a lot of openness to talk about the reality of youth work in each country
- board games :) dynamics of the group
- some cultural input (Estonia, Tallinn-visit, Kloogaranna, Other Participants) +
- vision YW(Q) [that means vision about youth work and it's quality?] Inspiration and motivation to keep going on quality ☺
- thinking together about vocabulary was a good start – but it did not lead into much
- I was “moved” by the power of youth workers that are doing a great job for few €; [I arrived at the conclusion that] we (SOME) are so spoiled on Belgium!! – Hey! I don't have a open youth centre for my teenage mothers, so we are not that spoiled : ). I agree but I was thinking of the salaries of youth workers
- dynamic of the group, all sharing moments
- it's difficult to go deeper with the Q question / subject on such a short time and different background of participants – so everything was really great and I've got lots of thinking-material
- the Uku-optimism & positive approach -> should be AWARD-ed!

#### Wow did this seminar meet your expectations you wrote in the applications?

- I expected more specified knowledge that I had before – and I'm very much wiser than before – thanks for everybody
- Learn from other models was my expectation. Some things are useful for my job but not everything
- A good comprehension on which factors influence youth work practice quality
- Great on how different youth work levels (field workers, government, councils) were presented, not in a suit!
- - more methods I wanted to borrow “copy” to bring back home / work : )
- I do not remember what I wrote :P but it was very important to raise a question of youth work quality
- this size! [drawing with a human figure holding hands very wide]
- ok ☺
- I had a chance to study a bit deeper the youth work quality things
- To share experiences to hear new ideas, put into practice

- I had some higher expectations of discussion, shading instead of [arrow shows to the next point]
- I did not have many [expectations?] : ) but I was even better \$. Some promising contacts !!! 😊
- I had much higher expectations! I really was interested in detail analysis of quality increasing tools

### **What could have been done in this seminar in another way and how? and why so?**

- more energizers, because sometimes I felt too tired. more basic youth work energy 😊
- a bit more informal engagement time -> hole it was “going to the loo”
- have more time for analyzing the models on what we did the first day
- have more time for some “general conclusions”
- less inefficient time spending, more concrete analysis, shorter seminar
- more exchange on the basics – the tools itself and some heavy discussions (+1)
- less discussions on “quality” concept – more analyze of concrete tools, their components, SWOT of their application (I agree!! me too!!!!!!), more concrete analysis, more active methods
- just also having a bit of cultural exchange
- formation of small groups based on your position in organization / government: why – different views! Yeah!!! And I missed crazy basic youth work stuff, climbing trees, hide and seek! – to let loose the theory & word thinking

### **What new need did you discover (including cooperation needs) ?**

- A general quality & quantity form to gather all material of all youth work organizations / providers for a general overview to inspire a quality-policy endlessly
- international training for youth workers on “how to indicate quality of my work” (thumbs up)
- indicators “qualitative aspect of youth work tools how to “measure / picture” this
- there should be more pressure / support from European Level to expand youth work in Baltic states:
  - more Euros
  - recognition
  - political support
- The need of deeper understanding of quality, process evaluation and more info on different tools
- association of Youth Centres in EU, association of Youth Centres in our country & international network
- It would be nice to have connections with organizations who have done the quality measure work (even partly)
- umbrella organization and 4 millions : D [euros?] form for quality measure
- Empowerment of youth work -> sey (id) [?]
- to have a coordination of youth centers (youth work) in my country
- including soe mentors in the process
- information about my organization in English!

### **Any other fresh ideas you would like to share?**

- Is there youth work in Hawaii? [?]
  - if yes -> please invite us to their seminars!
  - if no -> lucky the sun is always shining in our youth work-hearts
- Let's meet again with the same people after a year or two and realize what have changed in a while (++++)
- Create Facebook Group – please NO! too many different workgroups already ☹
- I would like to hear more about ELD (SWE?) -> Direct links etc
- Lithuanian Youth Organizations' Quality Model -> translated (ENG) criteria, indicators etc
- More about UNG documentation system (ENG) ☺

### **A selection of outcomes of the seminar that have been made explicit by the participants through either “silent writing” or oral statements throughout the seminar:**

- the seminar has served as an inspiring appetizer for a few participants who either had already applied or are now willing to apply for the KEKS-seminar on tools in May 2014, Sweden.
- the participants have requested the Lithuanian delegation to initiate a discussion concerning the topic of if and to which extent would it be possible to translate and publicize the methodological handbook for the youth associations.
- on the Logbokken.org platform Jonas has opened an availability to experience the tool in working. Eventually he will be adding a selection of relevant materials there, including descriptions of tools / methodologies.
- Jonas has gained input to take to the expert committee (advisory board?) on the European level

### **Ideas for future cooperation / next seminar in the framework of Baltic-Flemish cooperation:**

- The practice to the task of compiling a presentation as national delegation could be maintained as this is one prerequisite to effective time use on the spot. A sufficient time slot to fine-tune the national presentation during the seminar should be provided to ensure the participants will not be forced to use too much of the social / leisure time for that purpose.
- To gain a deeper understanding of the practices, the tools and their contexts represented by the participants, more time to go in depth could be allocated for activities directly catering to that need.
- To overcome the limitation the one presentation per country that allowed maximum two methodologies to be presented, a
- In addition like a “human library” or could be considered or an international “tool fair” could be organized
- To ensure a good blend of formal, non-formal and informal learning an amount of reserve time could be marked off the schedule for either spontaneous developments or a structured “Open Space”.
- To foster further both a deeper understanding and peer to peer support for the countries / regions that have either good practice to share or a challenge to overcome in the quality field, a number of interactive approaches could be incorporated into further such seminars, for example:

- covision / intervission; (a method of peer to peer case study)
- dare to ask (a method for generating ideas for solutions)
- modeling (a method of analyzing and generalizing practice)

## **ANNEX 5 - List of Slides Linked to the Seminar**

### **General**

Slides by Jonas Agdur "Backgroud to the seminar"

### **Estonia**

Slides by Kaisa Orunuk on Local Govenrment Youth Work Quality Assessment Model

### **Lithuania**

Slides by Lithuanian delegation on Youth Work/ Open Youth Work Towards Quality

### **Flanders**

Slides by Flemish delegation on Introduction to Flemish Youth Policy

### **KEKS**

Slides by Jonas Agdur on KEKS a Brief Presentation and Leaf-let about KEKS

## ANNEX 6 - Facilitators

**Facilitators** share the passion for introducing a quality oriented mindset to the youth field and have together many years of experience in the area:

**Jonas Agdur** started as a youth worker in 1980 after having studied Politics, Culture and Philosophy at the University of Stockholm. In 1987-1994 he was the head of different youth centers in Stockholm, in 1994-1998 he was a fieldworker and in 2000-2007 head of youth department in Mölndal. Since 2007 Jonas is executive chairman of the board of KEKS, which he founded, and is responsible for KEKS activities, among those the quality assessment system. KEKS is a municipality network for quality assessment and development of youth work. KEKS has 40 municipalities as members and more municipalities are planning to join. Jonas is also chairman of the “EU-commissions expert group on youth work quality systems in the EU membership states” and is also appointed by the Swedish government as a member of the advisory council of the Swedish NA.



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**Uku Visnapuu** (adult educator level III) was among the initiators of the Estonian School Students' Union and Estonian National Youth Council in late 1990s. He provides trainings on social skills, teamwork and leadership in the youth sector since. As a co-author and editor Uku has published a handbook for Self-assessment and quality management for youth organizations (2008) and a handbook for youth workers to help youth to recognize and present their non-formal and informal learning (2011). For his graduation theses he researched into the training needs of youth workers in Estonia (2010). He is currently in charge of the leadership training program with a focus on self-assessment for youth councils and youth organizations in Estonia. From 2010-2013 he served as a project proposal evaluator and trainer at the Open Estonia Foundation's Youth Foundation and trained youth workers in mentoring youth projects.



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## ANNEX 7 - LIST OF PARTICIPANTS

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