

HOW TO MAKE THE EUROPEAN YOUTH PROGRAMMES MORE INCLUSIVE

REPORT BY SALTO INCLUSION & DIVERSITY- JULY 2019

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I. INTRODUCTION TO THE REPORT

This report has been done by SALTO Inclusion & Diversity (SALTO I&D), in cooperation with the Strategic Partnership on Inclusion by 17 NA's within the E+ programme. For this, Gabi Steinprinz has been involved as an external consultant. This report holds the conclusions of ideas and comments, proposals, good and bad practices regarding inclusion in European Youth Programmes. The aim of this report is to collect the needs of the field of inclusion and identify the strongest needs, to make necessary changes in order to support stakeholders and create good conditions within Erasmus+ Youth and European Solidarity Corps, to be as inclusive as the programmes claim to be.

This report combines results from the collected proposals from the field from expert meetings and a survey done among different stakeholders in the field of inclusion within the European Youth programmes, Erasmus+ Youth (E+) and European Solidarity Corps (ESC). This report also contains the overview of the main concrete proposals and recommendations, to support the development of the new EU Youth programmes in order to be more inclusive in practice.

The results of this report will be mainly used in the vision paper of SALTO Inclusion & Diversity and for the consultation phase with the European Commission.

II. COLLECTING PROPOSALS

SALTO Inclusion & Diversity approached the consultant to make a survey and a report about the potential of making the new EU programmes more inclusive. She collected information from

- ⊕ all the proposals and ideas in the mentioned documents;
- ⊕ all the proposals from expert seminar in Mainz (being rapporteur);
- ⊕ collecting own ideas by reading all the reports from the Partnership on Inclusion (17 NA's) and relevant policy documents;
- ⊕ the document: Inclusive Mobility Alliance – recommendations to make Erasmus+ 2021-2027 more inclusive.

EXPERT SEMINAR IN MAINZ:

The first filter to identify the strongest needs, has been the expert meeting in Mainz, April 2019, where 23 experienced practitioner from the field and NA inclusion officers gathered to discuss and finetune existing proposals. These proposals have been collected in various meetings of NA's, involved in the Inclusion Partnership project, in trainings and in daily work with organisations that work on or with inclusion. These have been summarized in two papers: '**ID Beyond 2020**' by SALTO I&D and '**Position paper, More inclusive European support programmes from 2021**' by the German NA. In the expert meeting new proposals have been added.

In the preparatory meeting of this expert meeting in Mainz, the proposals have been categorized and structured to 3 main areas:

⊕ PROGRAMME DESIGN- STRUCTURE OF THE PROGRAMME

- Activity formats (other activity formats, cross-sectoral cooperation and finances);
- Administration (Application, reporting, programme guide, accompanying documents, external assessors, administrative elements);
- Recognition of Impact, & Follow up (including Post-placement support).

⊕ SUPPORTIVE APPROACH

- Outreach and promotion;
- Training and capacity building opportunities;
- Support in application process.

⊕ STRATEGIC APPROACH – How to position the programme.

In order to structure and prioritise the enormous amount of proposals, the consultant has gathered the main existing proposals and additional proposals within this structure. This structure and proposals have been presented to the participants of the meeting. They worked on these proposals during 3 days to make them more specific and to prioritize them. The complete overview of these final prioritized proposals from the expert meeting in Mainz can be found under ANNEX A3.

The main outcomes and messages of the expert meeting were:

INCLUSION & DIVERSITY

"Nothing about us without us". There is a need to include these target groups more in the development of the programme. There is also a need to clarify what we mean by inclusion and being inclusive.

There was a strong discussion on the topic of diversity and inclusion. At this moment, in the EU youth programmes, the focus is more on inclusion; in the application form, in the funding, in the guide. Inclusion is sometimes communicated as something difficult, challenging or even as a 'burden'. Inclusion sometimes feels like exclusion. Many stakeholders (and target groups themselves) think that more emphasis should be on diversity, bringing together people from different backgrounds, including people with fewer opportunities. There should be more emphasis is on the positive (learning) outcomes of diversity projects for all young people involved, as learning from somebody who is different (and maybe not so different) from oneself, can be strong and impressive. Focus on diversity should not mean, that support for participation of young people who need extra support, should be cancelled. Actually, the main focus should be on supporting inclusive diversity.

Cooperation for several sectors, institutes, organisations seems to be very effective for inclusion and diversity. Many associations/ institutes/schools/centres/ specialized associations or supporters/ etc. are more often not aware of the possibilities that the EU youth programmes bring, and even if they would, they are not prepared or equipped to organize educational programmes or manage an event like a youth exchange or a volunteering activity. In the end, they often don't want to be involved in international mobilities. But combining the expertise of 2 or more organisations could make good youth mobilities including young people with fewer opportunities. It could create diversity in the participants group and also in the leader/ supporters group, where they can learn with and from each other.

INVOLVING COMMUNITIES AND MUNICIPALITIES

There is a big potential in involving municipalities and communities in international youth mobilities. If they could better see how the EU youth programmes impact the development and how they could contribute to the wellbeing of those communities and municipalities, they could take a leading role in bringing organisations together and support young people together in their development. There are nice examples of active and supportive local governments, who take on a coordinating role and create cooperation, inclusion and diversity within their municipality or region. Some municipalities or regions create international coordinators positions, others create community development facilitators. There are many ways to create opportunities for all their young people. If communities and municipalities would embrace international youth mobilities, inclusion and diversity would be more present in lives of young people.

There was a lot of emphasis on creating support in the direct environment of young people with fewer opportunities. Knowing about ESC or E+ does not make them 'Go Europe!'. The environment needs to be convinced and being ready to support the youngster. Creating this support in the environment (by working with them too) is time consuming and needs financial support, especially when it is about inclusion groups.

RECOGNITION OF (INCLUSIVE) YOUTH WORK:

In order to be effective and taken seriously, youth work has to be recognized in all possible ways. There is still a lot to gain there, especially when it comes to working with challenging groups/ young people. Youth mobilities, based on non-formal learning have mainly strong learnings and a broad variety of competence development as outcomes, as they invite young people in challenging and new environments, where they are allowed to discover new things about themselves and the world around them. At the same time, youth workers are no therapists, or specialists; they are generalists who know how to create good learning environments. Often that is what young people with fewer opportunities need more than only being safe and taken care of.

THE ONLINE SURVEY:

The content of the survey is based on the outcomes of the expert seminar in Mainz and had 284 respondents from all over Europe and reached a broad variety of stakeholders, of which 33 NA-staff members. The online survey was meant to clarify, which proposals are the most relevant and needed for the stakeholders in whole European field of youth work in Europe. The survey was done on 5 of the subarea's:

- ⊕ ACTIVITY FORMATS;
- ⊕ ADMINISTRATION;
- ⊕ RECOGNITION, IMPACT AND FOLLOW-UP ;
- ⊕ OUTREACH, VISIBILITY & PROMOTION ;
- ⊕ TRAINING & CAPACITY BUILDING .

The proposals for supportive approach support in application process, was included in administration. The strategic approach, was to general and therefore not included.

The structure of the questionnaire was built by:

- ⊕ Two general questions about function and target group, the respondent was working for/with;
- ⊕ Five specific area questions: Multiple choice questions, where people were asked to select 2 out of 6 proposals. Next to these proposals people could comment or explain their selections;
- ⊕ One open question about additional proposals, in case the proposals did not cover all areas;
- ⊕ One open question about creative solutions that stakeholders found already by themselves, and could be made structural;
- ⊕ One open question about how SALTO Inclusion & Diversity could make relevant (further) contributions to support inclusion and diversity.

The report has collected the outcomes of this survey in two separate parts:

- ⊕ The outcomes of the answers from NA staff specifically, as NA's are the direct target group of SALTO Inclusion & Diversity (see ANNEX A1);
- ⊕ The overall outcomes and overview of all the answers from all respondents (see ANNEX A2).

III. CONCLUSIONS

ACTIVITY FORMATS

Stakeholders see a big need in giving good (financial) support for the sending organisations, mentors, coaches, etc. What is clear is, that respondents from all backgrounds feel that support for inclusion projects should be recognized and the extra work, effort and attention that inclusion participants or groups need, should be also financially recognized. Respondents make strong links between recognition of (youth) work, time investment of supporters and quality of support (and with that, quality of projects). Inclusion takes time and supporting organisations to be more inclusive means they should be supported in having long(er) preparation time and follow-up time. It is not only the youth field itself, that states this, but statistics clearly show, that also NA staff believes that more financial and organisational support for organisations to cover the (extra) costs they make, would increase the quality and quantity of inclusion (in) projects.

There is a strong need to clarify and broaden special needs costs and there is also a need for flexibility in applying for those costs, also during and after the project in order to give young people with fewer opportunities equal rights as all other young people. This way they can step in any time in a project.

One strong proposal, that appeared more transversal, was the flexible framework agreement format: to give experienced and organisations with proven quality, the possibility to do one large general application for a certain period (3-5 years) and have flexible funding requests for activities, they see as useful and

necessary. This means creating trust towards these organisations. This format is representing the possibilities for flexible formats.

Being more flexible with age range or age limits is also important. NA staff rather would change age range should go up to 35, youth field rather would like to see lower age for volunteers to 16. Others say it could stay more or less like it is, the age range should be flexible if it can be explained. The whole field thinks that people who 'lost years' with illness, addictions, difficult learning, jail, etc. should get an opportunity after having completed 30 years.

ADMINISTRATION

All in all, it is clear that both Programme Guide and application forms should be more accessible; simpler language, less questions and less demand for impact and DEOR should be allowed in order to create the conditions for young people to be more involved with the ADMINISTRATIVE side of a EU youth project. Basically, the application and administration should be more inclusive, more simple, more understandable or it should have different variations, including ones for specific inclusion groups. Also flexibility should appear in different dimensions; financially, application deadlines, alternative application forms, etc. Communication should be more diverse and could be gathered on an Inclusive Mobility Platform.

Applications should have less questions and documentation should be more specific. A Programme guide for each sector, with short information (max. 30 pages) is strongly recommended. There is a clear sign of the impact of the administration. Practitioners feel that the administrative burden is effecting (the quality of) their work and that they lose time to administration, that they would rather invest in their target groups. The challenges that the complexity brings, including the IT-part, are excluding groups. The information has to be stored on too many different information systems (Youthpass, participant's report, content report, VALOR, and sometimes some national system) and feels like a waste of time. The constant technical issues with the mobility tool is demotivating and makes especially inclusion groups and new-comers drop out during the process. They are out before they are even in!

There is also a need for sharing practices, and getting guidelines how to reach young people with fewer opportunities and work with them safely and effectively.

The survey shows strong recommendations to support more diverse exceptional costs, on lobbying for allowing there grants, allowance, social benefits, etc. on national level to go on, when young people are taking part in international mobilities abroad. The fear of losing financial security after being abroad, is jeopardizing inclusion.

RECOGNITION, IMPACT AND FOLLOW-UP

Stakeholders clearly see a need for recognition of their work, including financial recognition. Real inclusion needs time investment and professional support. If EU wants quality of projects, than the time investment should be acknowledged and rewarded. Practitioners feel, it is not. NA Staff members underline this too and would like to see more recognition and appreciation for the work that has to be done for working with

young people with fewer opportunities. Working with community and family needs time investment and therefore costs money for the organisations. NA staff think it is fair to cover (part of) those indirect costs.

Organisations, especially new comers, need support to be as inclusive as possible. This support could be done in different ways, on practical and strategic level. Examples mentioned were application coach, writing café's, training ambassadors etc. along the whole process. Having ambassadors or multipliers could be effective and relevant for supporting organisations that work on inclusion with it's challenges.

It is also clear that making the impact of inclusion and inclusive projects more visible, would bring more recognition. Again the promotion of 'success stories' is mentioned as something that would support inclusion. Also the possibility of building up young people's involvement in international projects (in several small steps) and possibilities of follow up are seen as useful and effective.

OUTREACH, VISIBILITY & PROMOTION

The number of responses in this areas was the largest, especially when it comes to new proposals. Practitioners see a clear role and way how NA's and SALTO's could reach more new comers, more young people, but also reach out to existing organisation who manage to reach difficult to reach young people. NA should be more close and visible in the field. Also NA staff thinks there is a great need to reach out, especially to the groups that are not reached at all. For those groups NA's need to get out of their office and go into the field more, including connecting to unorganised youth groups.

Peer-to-peer support has been mentioned many times, as an effective way for young people to inform and involve other young people. Having Inclusion 'Champions' or 'Ambassadors' (young people with fewer opportunities who have participated in one of the EU youth programmes) would be a visible and recognizing sign towards potential participants of the programmes.

An interesting angle was the idea that the NA's could target municipalities, as a 'holistic' inclusion approach, where they coordinate international projects and promote inclusion. They could easily bring different organisations together that work with young people (schools, care centres, youth centres, organisations working with specific groups, refugee centres, etc. and support the cooperation.

According to practitioners, supporting the creation of networks of organisations working with or on inclusion strongly, or creating 'specific network' for organisations working with specific target groups would add to the quality and could also work as catalysator or reference point for new comers.

TRAINING & CAPACITY BUILDING

There is a clear need for training on all levels, from youth workers, organisations, trainers, NA Staff, inclusion and communication officers of E+, project assessors, to EC Staff on how to be more inclusive and how to deal with inclusion. Trainings should be both on the topic of inclusion, or on how to make inclusive projects. Jobshadowing with group-specific organisations could create opportunities for more inclusion and to better support for young people with fewer opportunities.

Creating training or information 'hubs' close to the NGO's who do international mobilities, would lower the threshold and give more potential to make projects more inclusive. This could be easily reached if trainings would be more focused on Inclusion (Hosting and sending organisations, new comers, etc.). NA officers specifically, feel a strong need to actively contribute to lower the threshold for youth workers and youth organisations that work with specific target groups or work actively on inclusion. This support should be tailor-made and also possible on national level. For target groups that are reached, specific trainings are needed.

Not only training, but also more possibilities for exchange of good practices is needed. Inclusion workers expressed their need to meet with their peers and exchange their practices, not only in longer international meetings, but also in short regional or national meetings, because of lack of their time or the limited time they can invest in these mobilities, according to their work place.

Municipalities have often no (clear) idea about the EU programmes and policies and how these could impact their communities. That is including the impact of international projects in their communities, specifically on the impact of inclusion. Investing in the potential of municipalities as 'coordinators' of inclusion work, is considered to have a large potential.

IV. SUPPORT ON INCLUSION & DIVERSITY NEEDED

In the survey a separate question was asked about the support (of NA's and SALTO I&D), that people needed. Many comments and proposals have been made in a broad range of topics. Some were more conceptual, others were more concrete proposals. Many respondents expressed that they are satisfied about the work and role of SALTO I&D and think there is a lot of information and publications available, although not always easy to find. The main proposals are related to challenges, and improvement or extension of the support by NA's and SALTO I&D.

GENERAL APPROACH TO INCLUSION AND ACCESSIBILITY:

Practitioners hope, that SALTO I&D keeps on being an active actor in lobbying inclusion, when the new program starts to get all tools (like PASS/portal) more inclusive already from the beginning of the programme. At the same time, change of the whole communication strategy has been proposed, as inclusion is currently presented as something special. But inclusion should be integral and natural part of every youth mobility, project and training and everybody should pay attention to holistic approach of inclusiveness. Others commented that inclusion should be promoted in a way, that young people with fewer opportunity can take part in any project, not only 'inclusion' projects, meeting only similar 'inclusion' youngsters. SALTO I&D could promote better inclusion as part of or within diversity.

"As we are a disability organization, we do not need information about inclusion, we would ask SALTO to promote inclusion work among youth organizations, so that participants with fewer opportunities, disabilities in our case, would not be limited to volunteer work or youth exchanges only with other disability organization but any young people."

Someone suggested to provide a guideline on how to create application forms for youth exchanges and training courses that assess in a non-discriminatory way whether the applicant is a person with fewer opportunities and how these can be handled during the project. In relation to this, a considerable number of respondents have expressed their frustration about the 'abuse' of projects pretending to be inclusive projects. Being inclusive is often a used features in order to score more 'points' on the assessment.

SALTO I&D could encourage more involvement of policy-makers, to build more bridges between the programmes and beneficiaries. EU youth programmes are inclusive enough, but because of the missing cooperation of international or national background with people in the field, the programmes do not have the impact they could and should have. Erasmus+ and SALTO I&D could take more advantage of the field, by using down to top method in order to go to the people with fewer opportunities and create material for them (videos, use language for blind people, sign language, etc...) and together with them.

SUPPORTING YOUNG PEOPLE BEFORE, DURING AND AFTER THE MOBILITY:

SALTO I&D should develop specific material to support individual and groups of young people with fewer opportunities before, during and after their mobility. As a starter, the development of a project ideas guidebook to start conversations with young people about what is possible could be useful. There could be 'warming-up' guidelines to address young people in the age of 14-18 to develop their own projects in European programmes, with simple vocabulary and step by step explanations.

To prepare young people during the preparation of a mobility, in groups and on individual level, several concrete proposals have been made to develop:

- a simulation travel exercise that they can do to learn how to handle airports, train stations, and bus stations; a booklet of travel terms in different languages and in audio for those who can't read and with images of different kinds of signs and stations in different countries.
- a visual check list what not to forget to prepare or ask before ESC or YE, would support inclusion of all young people.
- a 'preparation to departure' toolbox : Simple, accessible, and translated in different languages.

There is need for support after the international mobility as it is considered the most difficult phase. How to keep their interest and connect the learning to day to day life, when youngsters come back from an experience, have learned new things? It would be useful to have something about supporting volunteers after their service to find out what they can do with this experience and avoid that they end up in a more challenging situation than it was before the voluntary service. It would be useful to develop something on future planning or employability.

To support youth workers in the involvement of young people with fewer opportunities, a 'how to' guide about involving young people in the development, running, and evaluation of projects would be useful. Other proposals were a Story telling book of best practices, and a booklet about different approaches.

TRAINING& CAPACITY BUILDING:

Although respondents are aware that there is a broad range of trainings available, the need for specific trainings has been clearly expressed. More trainings are needed for those who want to improve themselves on working on or with inclusion. More seminars, conferences or events are needed, where youth workers come to share their ideas and they can influence the future EU programmes with them. SALTO I&D could create or support more Inclusion-specific training courses, seminars, events where youth trainers and youth workers can exchange information (e.g. best practices) but also receive information on the latest relevant research, as well as benefit from input from experts. This could be a longer international training, but could also be done in 'simple' workshops by experts.

One suggestion is to create trainings for organisations working with specific target groups, but who have no idea about the management or organisation of international mobilities, so they are often not able to be a good partner in mobility projects. Topics in these trainings could be the 'usual' ones for new comers, but always from an 'inclusion' angle. Also mentioned, were webinars for professionals about the possibilities, international camps and meetings with informal learning contents for young people! There is also an idea about making a series on special topics (like inclusive entrepreneurship, participation, diversity) to dive into the topic with peers. This could be international, but some of the ideas could maybe also be in national training seminars.

Trainers also expressed their needs to share experiences on how to be more inclusive and learn about it. SALTO I&D could have their own Inclusion trainers pool of expert trainers within E+ and develop trainings on inclusion according to the need of the target groups. In general, it could be interesting to look at existing trainings, and give trainers and youth workers the opportunity to assess themselves on the topic of inclusion and train trainers and youth workers to be (more) inclusive in their trainings or projects, as it is questionable to which extent they are. A third proposal would be that SALTO I&D could cooperate with SALTO T&C and NA's to have a meeting with all trainer teams who have mainstream trainings (could be volunteering – cycle, ToT, SALTO network trainings, like Apetiser, etc.), but maybe also trainings that are repeated many times by some NA(s) to analyse how they could be more inclusive.

METHODS- TOOLS:

The existing SALTO I&D tools are appreciated, considered valuable and complete. Some might need an update (content and layout). All need to be translated in more EU-languages to make them more accessible for the youth workers in the different countries. This is also about inclusion, since not all youth workers are fluent and proficient in English. SALTO Inclusion shares already a lot of useful information, but "inclusion" filter on EPRP would be appreciated, in order to be able to collect some good practise. More dissemination about the existing tools would be beneficial.

When it comes to the possible development of other inclusion methods, tools or publications, a broad range of things are mentioned, like Inclusive energizers, ways to support inclusion in training (f.e. ask about gender identity, or inclusion of physically impaired people), evaluation/impact info tools and how to work on specific target groups that live in social exclusion. Having a booklet that explains the know-how of participating in inclusion specific projects would be useful. Another specific topic to focus on would be the wider understanding amongst about the realities of institutional racism and how it affects the way in which organisations communicate with potential participants.

When it comes to how these tools and methods are presented, using the potential of the new technologies is a good way to support inclusion; all kind of applications of social media, contact networks, etc. will be necessary and could be supporting inclusion rather than written publications. SALTO I&D could focus on developing tutorials and free digital tools, webinars, and e-learning that support inclusion.

"I guess it would be great to know more how inclusion projects with people with different level of mental disabilities are/could be working - with available tools and inspirational stories of how to adapt NFL approach to people that have limited mental capacities (difficult/impossible to reflect, etc.)"

SUPPORT FOR PROFESSIONALS AND ORGANISATIONS ON NATIONAL LEVEL:

Respondents have quite some concrete ideas on how support on national level could be improved. The proposals were mainly in 2 area's:

EVENTS: NA's could organise national events linked to inclusion, like Inclusion Toolfairs or Multiplier events (possibly in the different cities of different countries at the same time). Also local events to support the creation of projects and National or European peer-learning events are potential ways to put inclusion under the magnifier. SALTO I&D could support NA's in this or coordinate the 'parallel' events.

INCLUSION TOOLBOX: Some proposals focused on more practical needs. There is a need for accessible inclusion material during projects. SALTO I&D could support NA's to create an 'Inclusion toolbox', that has wheelchair ramps, basic sign language posters (alphabet), inclusion tools and materials, specialised equipment and ways to make the spaces and projects inclusive and accessible. Why not create funding opportunities for some specialised equipment, or support each NA to have a national/regional bank or 'library' of things, where organisations could borrow for free some equipment like sound loupes, like a van that can accommodate people in wheelchairs? Besides materials and equipment, it would also be very useful if each NA had an affordable venue, that is wheelchair accessible and inclusive that could be used by beneficiaries. NA's could lobby for that and maybe make a financial deal, so they are affordable. In most potential venues, that are accessible for wheelchairs and maybe have special needs rooms with equipment, are not in the price range of the E+ budgets. As exceptional costs are for the people with fewer opportunities, those places are not affordable for regular organisations.

Besides all that, NA's could also create a library of human resources. Beneficiaries would appreciate to 'borrow or use' experts, coaches, project managers familiar with inclusion challenges etc. during projects and they feel it would add to the quality of their projects.

SUPPORT FOR PROFESSIONALS AND ORGANISATIONS ON EUROPEAN LEVEL:

About the support on European level support, we see several comments on sharing European research and reports, summaries of studies and community interventions. Also lessons-learned reports from successful and unsuccessful projects could be useful for current and future organisations or individuals practicing inclusion activities. It is recommended to do that in simple language and translated in multiple languages. In this way it becomes better known what different communities are doing in order to increase

inclusion. Providing consultation and guidance via video conferencing or webinars on how to make communities more inclusive would make a positive contribution.

There is a need for a profound overall guide for organisations working in inclusion projects on how to promote the inclusion and diversity strategy, approach, manage and support youth coming from disadvantaged backgrounds. Besides a written guide, also a communication platform was recommended, where anyone could easily reach an expert to get an answer to their questions about inclusion. One last specific suggestion was to support to develop a unified system for visas for people from non-EU countries.

CREATING AN INCLUSION NETWORK:

There is a strong need for a good network of professionals and NGO's that work on the topic of inclusion and/or work with young people with fewer opportunities. Many of them used the word 'community'. The Otlas partner finding is not updated and plenty of the organizations are not active. There is a lack of partners working with young people with fewer opportunities, a lack of places where to find these NGOs also working in this specific sector and the lack of assistance from European Commission and Erasmus+ in this search of reliable partners. For this reason, SALTO I&D could pro-actively expand the areas of work and involve more organisations from the child and youth care sector, who directly work with these most challenging target groups.

Respondents proposed to create online an community of inclusion workers or that the creation of a PLATFORM like SALTO would be valuable for finding participants, however it needs advertisement. Having a database of the organizations/institutions that are working with inclusion projects, in order to be able to contact them and build a partnership more various info about different inclusion groups (Roma's, deaf and blind people, homeless etc.) is needed. Also an updated list of organisations that work with young people with disabilities would be helpful.

"I work a lot with international communities in the digital space. For these kind of communications I am using mostly commercial platforms, as there are no suitable communication ways from the programme. I do not expect the programme to develop such platforms, I doubt it would create one the participants would actually stick too. I would however like if the communication efforts to reach new target groups would be better recognised"
"If they renew this platform and add organizations dealing with people with fewer opportunities this will be helpful"

IMPROVE VISIBILITY AND GOOD PRACTICES

If inclusion is an important topic, than all stakeholders have to send out that message in all possible ways. This means changing fundamentally all external communication of E+, by avoiding too 'sterile, perfect youngsters with a perfect smile'. Most young people with fewer opportunities and their youth workers don't feel connected to images of the EU youth programmes. It makes them feel uncomfortable or 'not good enough', because they don't have teeth, or their eyes look weird, or their skin is damaged. It is important to send out the message that the programme is FOR THEM TOO. The EU programmes need to support more role models also in their visual communication and let them shine.

More functional communication should happen on social networks, as that is the place to be. Very few young people with fewer opportunities know about the new ERASMUS+ and ESC programmes and what it

can bring to them. Real big campaigns, with an 'influencer's face' to reach different stakeholders, like politicians, decision makers, youngsters, social workers, youth workers could also work.

As in visual material, It would be good to have some extra support of experts (designers, PR, video production, communication) for inclusion projects, to create attractive quality promotion videos and other materials for our projects and make better real examples- pictures and videos. This should be low budget or supported (like as exceptional costs).

Last but not least, It would be great if SALTO I&D could design easy manuals for different stakeholders, not only young people or youth workers, but also for officials, decision makers, family members, teachers, etc. Inclusion should be a collaborative and holistic approach and young people with fewer opportunity need all the support possible.

V. OVERALL CONCLUSION:

This report is the result of years of dialogues, expert meetings, gathering information, sharing ideas and good practices in the field of youth work. The involvement and engagement of all stakeholders seems above average. People were more than willing to spend time to extensively contribute to the seminar, the report and survey. It was challenging to summarize the enormous amounts of ideas and proposals, that came from the field. It is clear that the need for action and support is high, but the activist spirit to fight for Inclusion is also visible. As long as people are willing to fight it is worth to fight for inclusion rights. Young people and their youth workers are the protagonists, but according to all stakeholders, both the NA's and SALTO I&D have a prominent role in bringing inclusion forward.

The programmes should practice what they preach. It is highly positive that inclusion is mentioned and prioritized in both programmes, but now it is time to further develop and create the conditions to make the programme really inclusive and honestly invite all young people to be part of this European community. We invite EU youth programme developers to take this report as a support of concrete ideas and proposals for a more inclusive Europe.

We thanks all those, who contributed with their ideas, time, energy, hearts, passion, feedback and dedication to support the development of a more inclusive Europe.

ANNEX A1

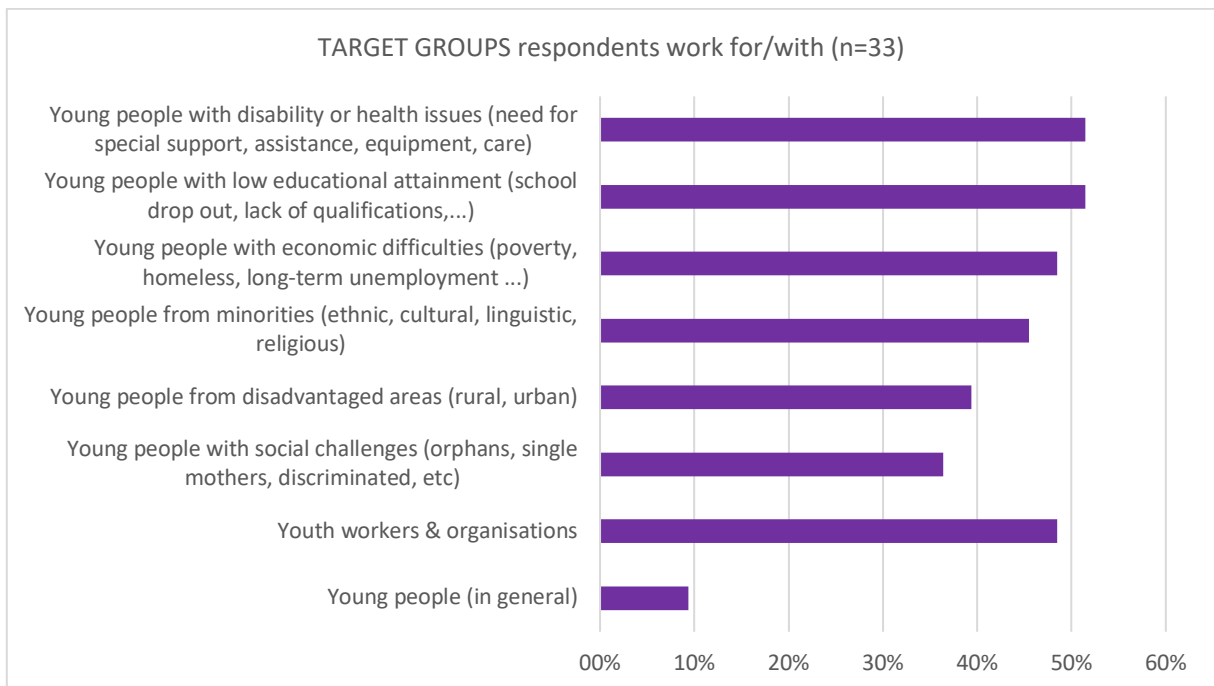
OUTCOMES OF THE SURVEY: NA-STAFF RESPONDENTS

The survey was done online and had **33 NA Staff (Erasmus+ and/or European Solidarity Corps) respondents**. When reading the outcomes, take into consideration, that respondents might not only have shared their individual opinions, but might well have represented their whole NA-team in this survey.

In the survey there were many options to explain or comment on the proposals, and they have been invited to share good practices, and add ideas or proposals. It was clear that from NA staff relatively few comments, proposals or ideas have been shared, whereas from the field itself, there was an enormous amount of additional information, ideas and comments. The reason might be found in limited time available, or maybe they have a more clear idea about the proposals.

TARGET GROUP, RESPONDENTS WORK WITH:

In order to identify the target group of the respondents, the first question focussed on identifying:

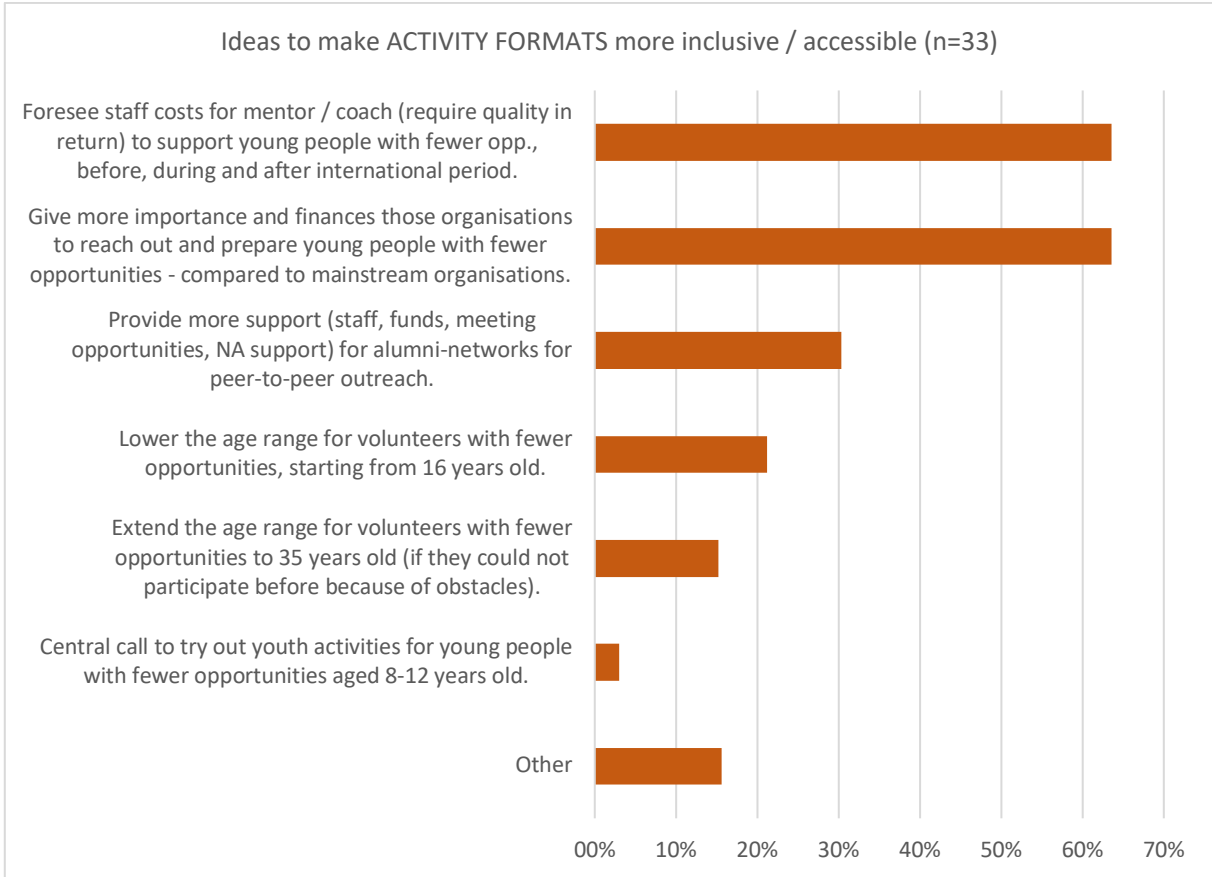


This question was meant more in general to see if all target (inclusion) groups have been reached in this survey. It seems interesting that many of the respondents from NA Staff selected a few options of these specific target groups. It is not clear, if this means they consider the groups they selected as the ones they reach (and the others not), or if they consider that these groups are the ones they – as individuals or as a collective team- are in more need of support.

Some selected 'Other', and specified it with youth workers and organisations (that work on inclusion) and young people in general, including young people with fewer opportunity.

ACTIVITY FORMATS:

How to make the ACTIVITY FORMATS (project types, actions, financial support) more inclusive / accessible for your target groups? Select max. 2 of these options or add your proposal:



ADDITIONAL COMMENTS: .

One comment explained that money should follow the participant. If an application is approved, young people with fewer opportunities cannot participate anymore, as they did not apply for additional costs. To give all young people the same possibility, applicants should be able to ask for exceptional costs any time.

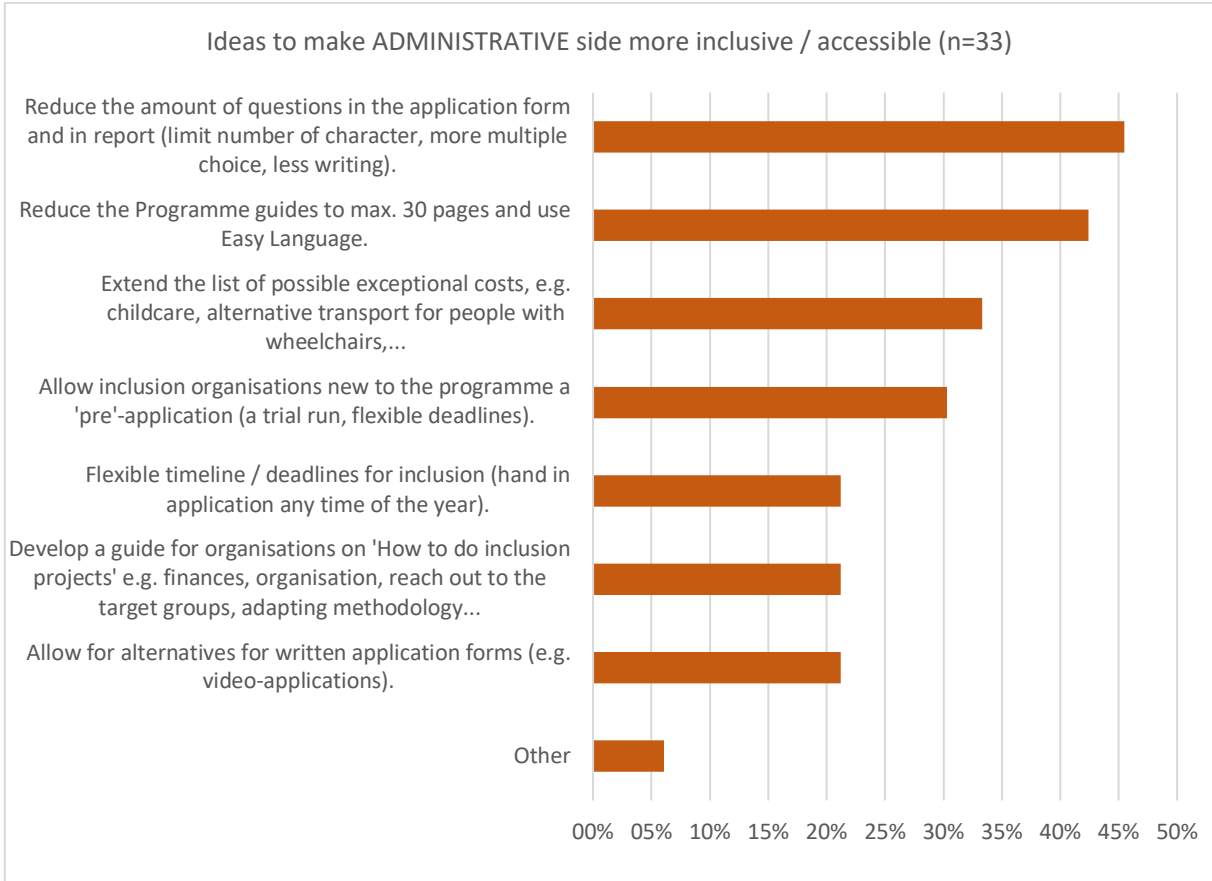
NA staff was less positive about lowering the age of volunteers that the youth field. One of the reasons was how lowering of the age range could be a big challenge for hosting organisations. This means that the volunteers are minors and therefore need more support, protection etc.

OTHER PROPOSALS IN THIS AREAS:

Other proposals were about involving Regional consultants of Erasmus+, about foreseeing costs for accompanying person (translations to/from English) and support expensive domestic travels, in order to include those who live in rural/ isolated areas.

ADMINISTRATION:

How to make the ADMINISTRATIVE side of a EU youth project more inclusive / accessible? (application, assessment, reporting, budget, documents). Select max. 2 of these options or add your proposal:



ADDITIONAL COMMENTS:

One respondent made a comment on the importance of ensuring that NA staff are not bogged down in technical and programme admin and that they are resourced to provide project support.

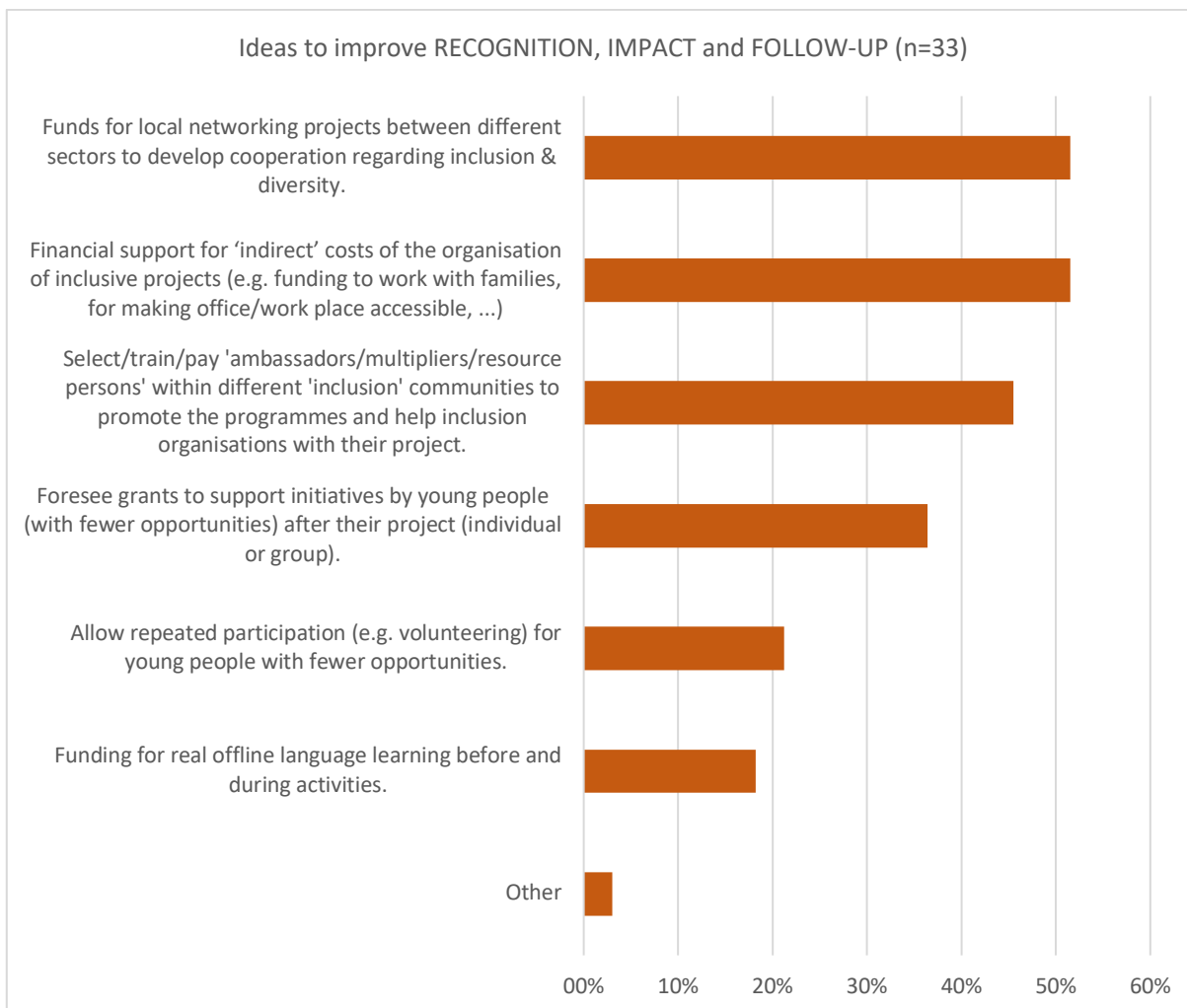
OTHER PROPOSALS IN THIS AREAS:

Different activity types should have their individual applications where the questions are designed to ask relevant questions regarding that activity type. Many times the argument is that inclusion groups cannot take part in the planning of youth exchanges is because of their profile. This is not true, any young person can participate on the level that is possible for them, many times they realise they can more than they thought. However, they need someone to help them to go through the process. A grant that would allow groups to engage in the planning work could help them to participate more actively. Moreover, youth exchanges currently are either youth led projects with young people's strong involvement and clearly sketchier project plan, when the majority is 'trainings' for young people planned and led by adults. The application should not be simpler just for inclusion groups.

Other ideas were longer-term framework agreements over several years with (very short) yearly budgetary requests and complete flexibility to use funds for any kind of eligible activities and more coaching support for newcomers on how to design and put project ideas on to paper.

RECOGNITION, IMPACT AND FOLLOW-UP

How can we improve the EU youth programmes concerning RECOGNITION, IMPACT and FOLLOW-UP?
 Select max. 2 options that you find most useful or add your proposal:



ADDITIONAL COMMENTS:

One critical comment was made on impact:

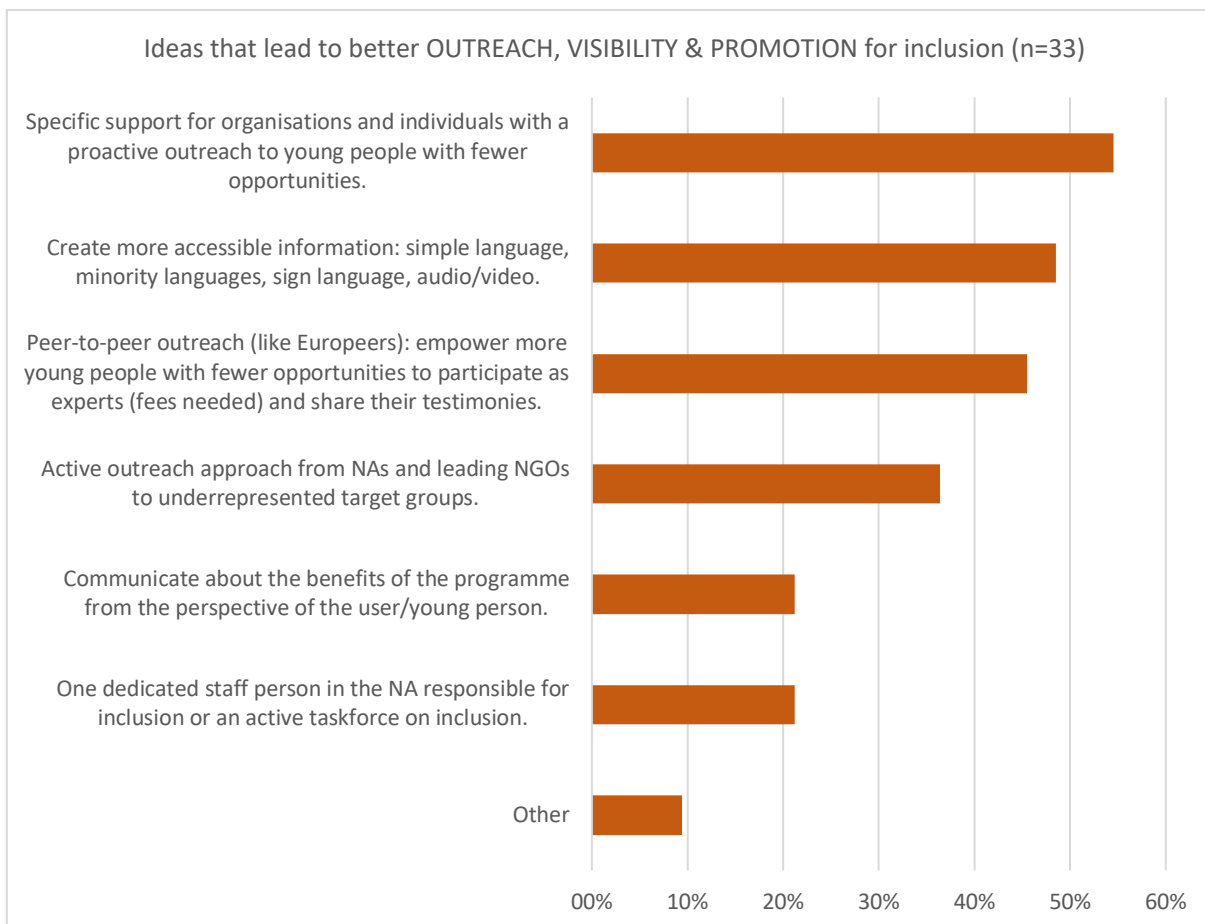
"Don't ask what is the European level impact of a youth exchange because it doesn't have any."

OTHER PROPOSALS IN THIS AREAS:

Only one other proposal was mentioned: Offline linguistic Learning for all volunteers, before and during.

OUTREACH, VISIBILITY & PROMOTION

Which ideas would lead to better OUTREACH, VISIBILITY & PROMOTION for inclusion? Select max. 2 options or add your proposals:



ADDITIONAL COMMENTS:

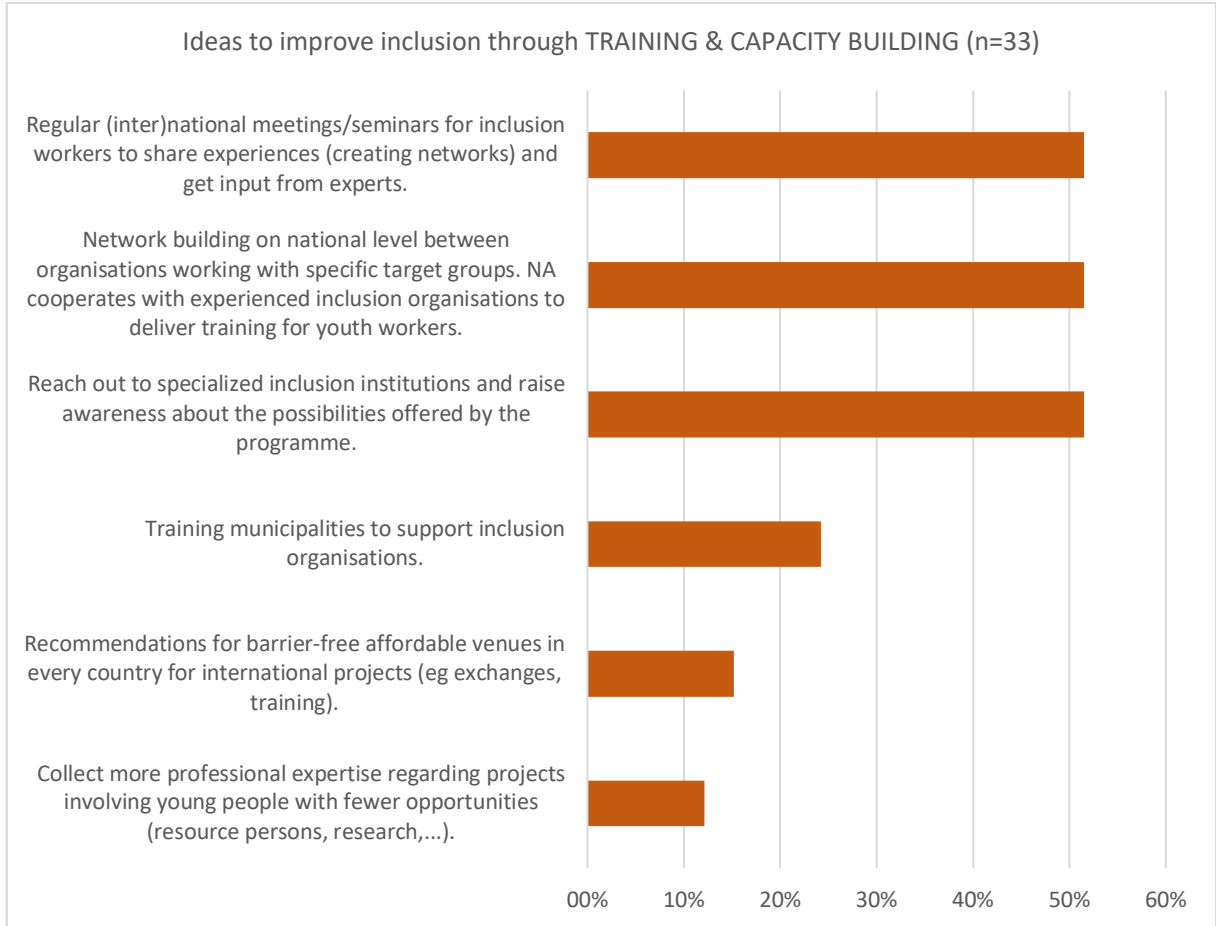
European level statistics of most excluded groups could steer NAs to work with the right target groups and empower the organisations working with them.

OTHER PROPOSALS IN THIS AREAS:

Possibilities for NA's to apply for additional operating costs for inclusion purposes in workplan.

TRAINING & CAPACITY BUILDING

How can we improve inclusion in the future EU youth programmes through TRAINING & CAPACITY BUILDING? Select max. 2 options or add your proposal:



ADDITIONAL COMMENTS:

With SALTO's help TCA/NET could be used for creating smaller tailor-made projects to bring together organisations that work with specific target groups. Trainings for only 10-15 people who really share the same needs could be organised in order to support the development for those organisations.

PROPOSALS AND COMMENTS FROM NA STAFF IN ONLINE SURVEY:

THE PERCEPTION OF 'INCLUSION':

There are quite some comments on how inclusion is presented and interpreted. Many of them say that inclusion should be integral and natural part of every project and training, and not a separate label. The successful projects are the ones, where they manage to effectively bring together people into a diverse group and let participants share their resources about inclusion topics. It would also be appreciated if youth with fewer opportunities could be (more) involved in mainstream projects that are not aimed on the issue of inclusion/integration/human rights etc. itself but on mainstream topics as for example economy, sports and health, nature, ecology, participation etc. To finalize, one critical comment was made about If Erasmus+ is promoting Inclusion, all the NA's should be in accessible building and areas.

ENABLING SOCIAL INCLUSION:

Making small steps into the world of mobilities is considered positive. Youth initiatives should come back as a low threshold activity it makes it easier for certain target groups to participate. Coaching, regional councillors in municipalities and bringing actors together are seen as useful tools to enable

“ Systematic use of voluntary service as one tool when working with unemployed young people”

INCLUSION & DIVERSITY

NA staff would like to see improvements in language(s): Simplification and plain English in all documents and application forms, but also to add some of the information in minority languages like Arabic, Somali, Russian, Mandarin, etc. Getting away from traditional ways of communication would be useful for inclusion, like video activities as a tool in international projects have been a great success to involve youngsters with different background.

PROPOSALS/ RECOMMENDATIONS FOR SALTO I&D:

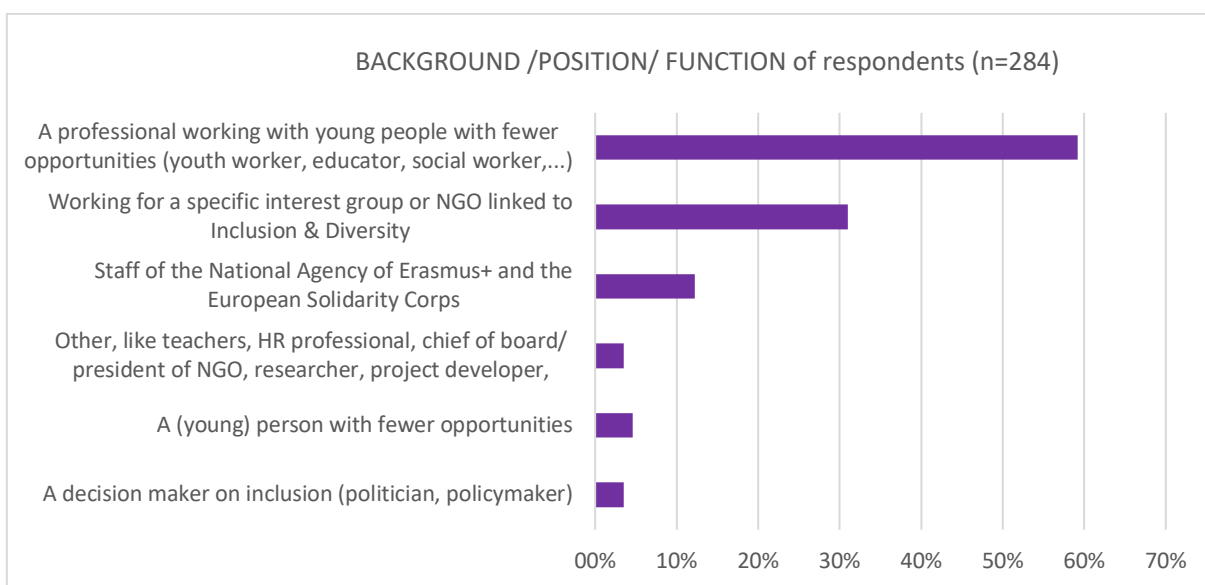
- ⊕ lobby at NA's for Staff to be able to have time to attend the trainings on the topic of inclusion;
- ⊕ more various info about different inclusion groups (Roma, deaf and blind people, homeless etc);
- ⊕ an updated list of organisations that work with young people with disabilities;
- ⊕ different inclusive non-formal methods;
- ⊕ SALTO I&D shares already a lot of useful information. We would appreciate an "inclusion" filter on EPRP to be able to collect some good practise;
- ⊕ integrated tool in the Application portal that guides applicants step by step through the Project lifecycle (tick-off boxes, links, etc.) Info on how to mainstream inclusion in the Application;
- ⊕ interactive platform for organizations working in the field of inclusion;
- ⊕ SALTO I&D continues to be an active actor in lobbying inclusion when the new program starts to get all tools (like PASS/portal) more inclusive from the beginning of the program;
- ⊕ Greater knowledge base, studies and easy and short to understand communication about the status and strategies, tools etc. for more inclusion in European projects.

ANNEX A2

OVERVIEW: OUTCOMES OF ALL RESPONDENTS:

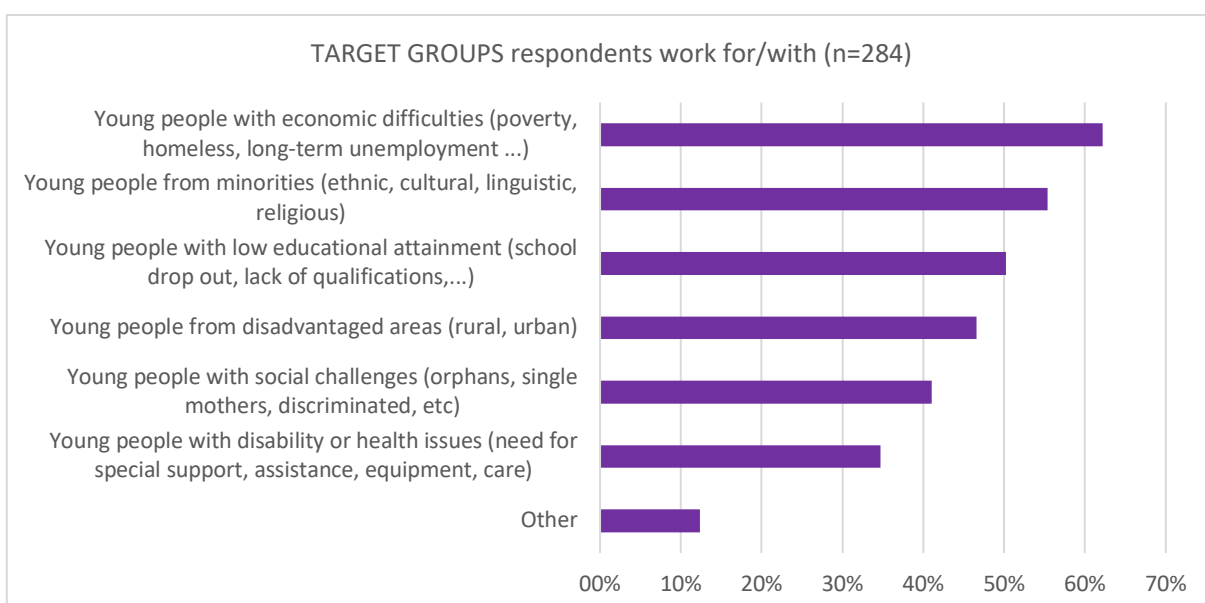
BACKGROUND OF RESPONDENTS:

The survey was done online and survey had **284 respondents** from all over Europe and represented a large variety of stakeholders, including **33 NA-Staff members**. These number will be used in the statistics, which show the division of choices, but also compare the percentages of the answers of NA staff with the youth field. To know the composition of the respondents, the first question was about their position, function and/or background . The total is over 115%, as some ticked more than one box.



TARGET GROUP, RESPONDENTS WORK WITH:

To see if the survey reached a diverse group of stakeholders, and if all main target groups are represented, the second question was about target groups:

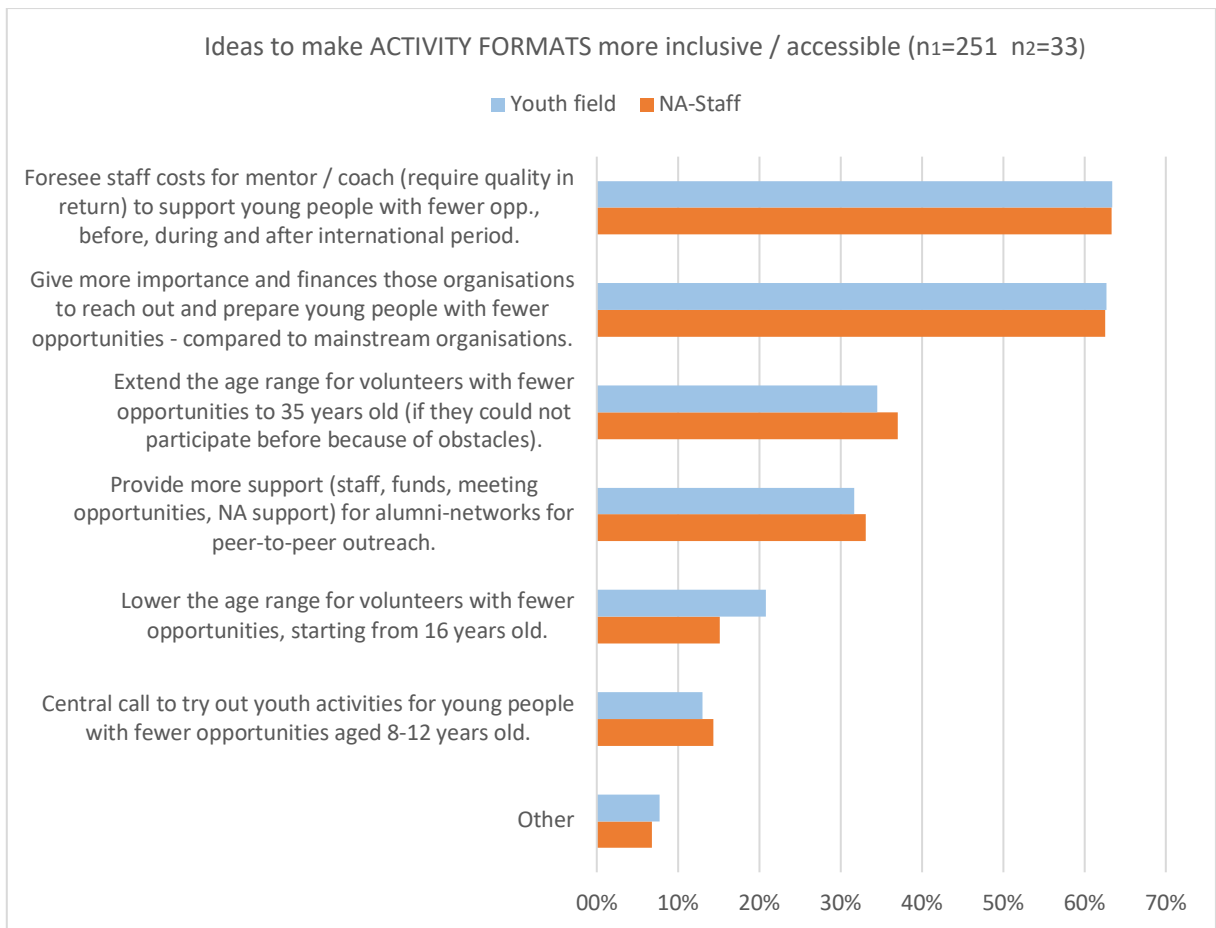


The group 'Other' is a combination of people that work with specific group, that was not represented by one of the other groups, and people, who wanted to specify their target group, like young people from social care, offenders, drug or alcohol abusers, LGBTIQ, NEETS. Other people mentioned that they work with several or mixed inclusion groups, or that they work with all young people, including young people with fewer opportunities.

The survey seems to have reached all target groups and they are represented quite equally.

ACTIVITY FORMATS:

How to make the ACTIVITY FORMATS (project types, actions, financial support) more inclusive / accessible for your target groups? Select max. 2 of these options or add your proposal:



ADDITIONAL COMMENTS:

Many comments were about examples of people who are out of the age range of 18-30, like

“Young People who dropped out of School often happens at age 15-16. If we could address this group more, it would be a great improvement for the inclusion we want” and “It is very very excluding for people with fewer opportunities when they are 31 years old and cannot participate in the ESC projects”

Some respondents mention that there are no equal opportunities for all young people, especially because of the high extra costs. Some comments are about exclusion because of these high costs (travels in touristic season, living costs in some cities). One person mentioned that it would be useful if sending organisation

would receive the budget for travel of participants in advance, so participants should not pay their travel in advance themselves. This excludes some young people with difficult economic background.

"if you want young people with fewer means to take part, the programme needs to cover all their costs and not expect partial co-funding."

Some talked more about the needed financial support for organisations:

"In a research project about ESC Volunteering Activities the most common request for change was having a project financing model that actually reflects the promise of inclusion that the programme makes. It is clear that there is a great need to be more honest about what it takes, and reflect that in the financing of the projects."

"The money dedicated to inclusion support and reinforced mentorship IS NOT ENOUGH. How could you say social inclusion is the priority of ESC, when the inclusion budget is LOWER than the precedent program ?? Believe me, it is insulting. For the projects designers, for the youth workers, and for the participants themselves. How are we suppose to explain that Europa is bringing people together, that it is an added value when there is directly lesser means for the youth we work with? "

Some comments were about the extra funding of inclusion projects, but linked to quality. How to make sure organizations don't use the project as a tool to get money, and how to make sure inclusion projects are really involving young people with fewer opportunities.

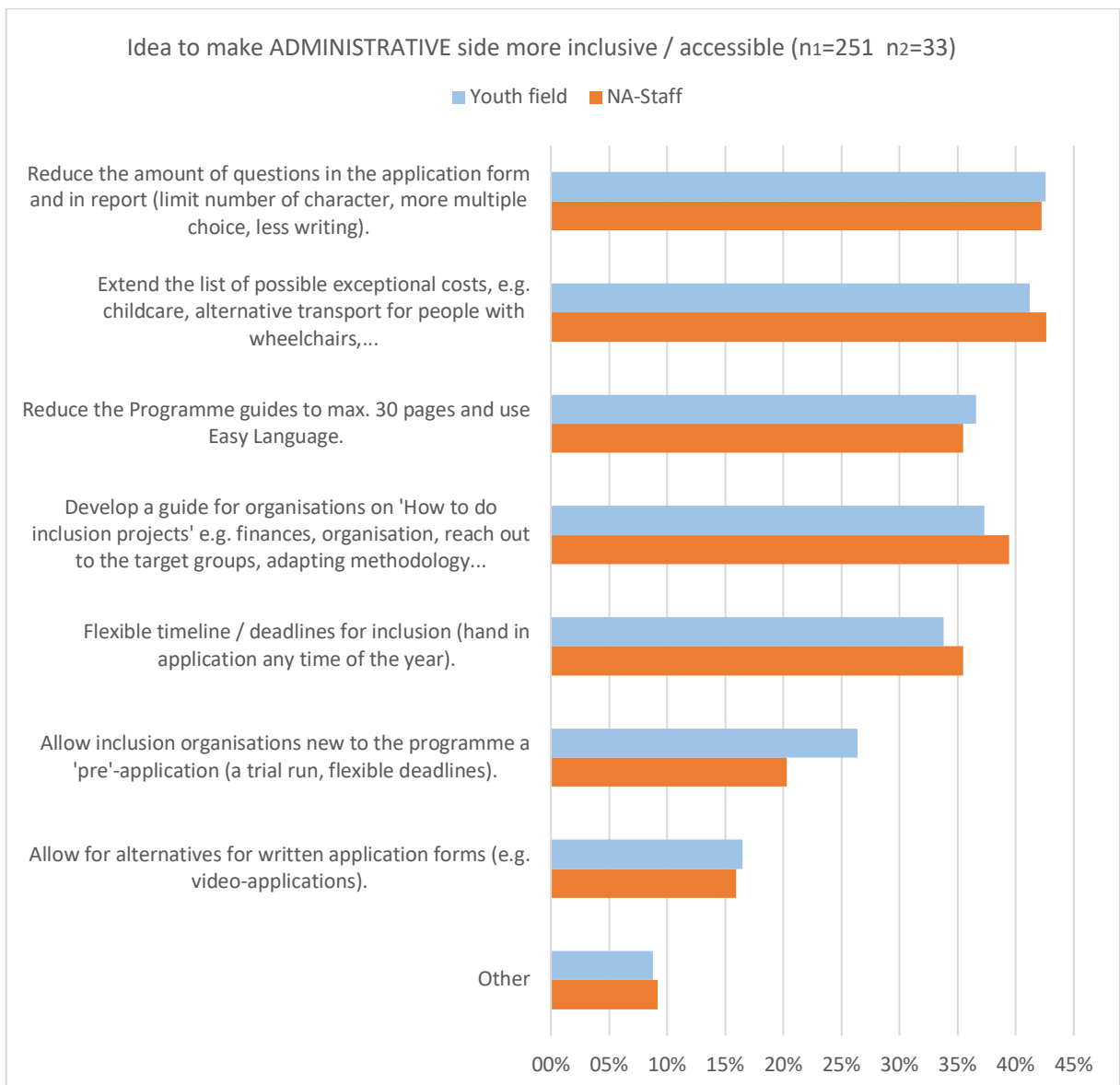
OTHER PROPOSALS IN THIS AREAS:

- bring back the separate budget for experts, trainers, facilitators in the Youth Projects especially for Youth Worker's Mobility programmes;
- co-financing means that some organisations ask for participation fee. That is excluding some young people. Make sure no participation fee is asked for, in order to include everybody and to avoid NGO's to work like 'travel agents';
- add programme lines that fully cover the occurring costs. Youth exchanges are still underfunded and mostly require partial travel cost substitution from the participants, hence excluding those we fewer means - specifically address groups you want to apply, relying on the established frameworks of youth work to spread the work has not only its limit due to their reach, it also is stifled by the competition between applicants;
- working with different companies to provide paid job opportunities to young people in countries where the unemployment rates are high;
- create a programme line for inclusion projects with open "additional costs" with the only criteria that the costs are supposed to cover "additional costs for inclusion of hard to reach youth". the projects should be evaluated by SALTO inclusion to see what costs have been successful to reach new target groups and cover gaps in participation;
- support organisations that are dedicated to youth-work with minors with annual amounts for staff salaries;
- Erasmus+ must require a set of standardized learning modules that must be included in all projects, with associated metrics, for large scale data / statistical analysis on project learning outcomes and best practices;

- offer a funding programme which has 2 step first organising local project then follow up it with an international project, providing more financial support to encourage disadvantaged young people who can take an action first in local level and then second action at international level;
- Professional trainers has to be obligatory. NA needs more trainers specialized with different topic. New project would put trainer fee and trainer would be direct from NA. It is the only way for developing sustainable inclusive projects.

ADMINISTRATION:

How to make the ADMINISTRATIVE side of a EU youth project more inclusive / accessible? (application, assessment, reporting, budget, documents) Select max. 2 of these options or add your proposal:



ADDITIONAL COMMENTS:

Many people mentioned the complex and time consuming administrative burden. Others say that the application form should stay as it is, but have also simple individual application forms or versions for specific target groups. Materials and communication systems of NA's and SALTO's are too complex. Simple and diverse communication is needed.

"I don't have the capacity to work on inclusion, when I'm buried in your needless bureaucracy!"

"Long, jargonistic forms requiring high literacy and IT skills just to get started. I don't think there is a need for more 'How to guides', unless they are really specific to a particular inclusion group."

Some people mention the problems with organisations applying for projects including young people with fewer opportunities, but then failing to recruit these young people. And there is no monitoring if these young people really have been included in the actual project.

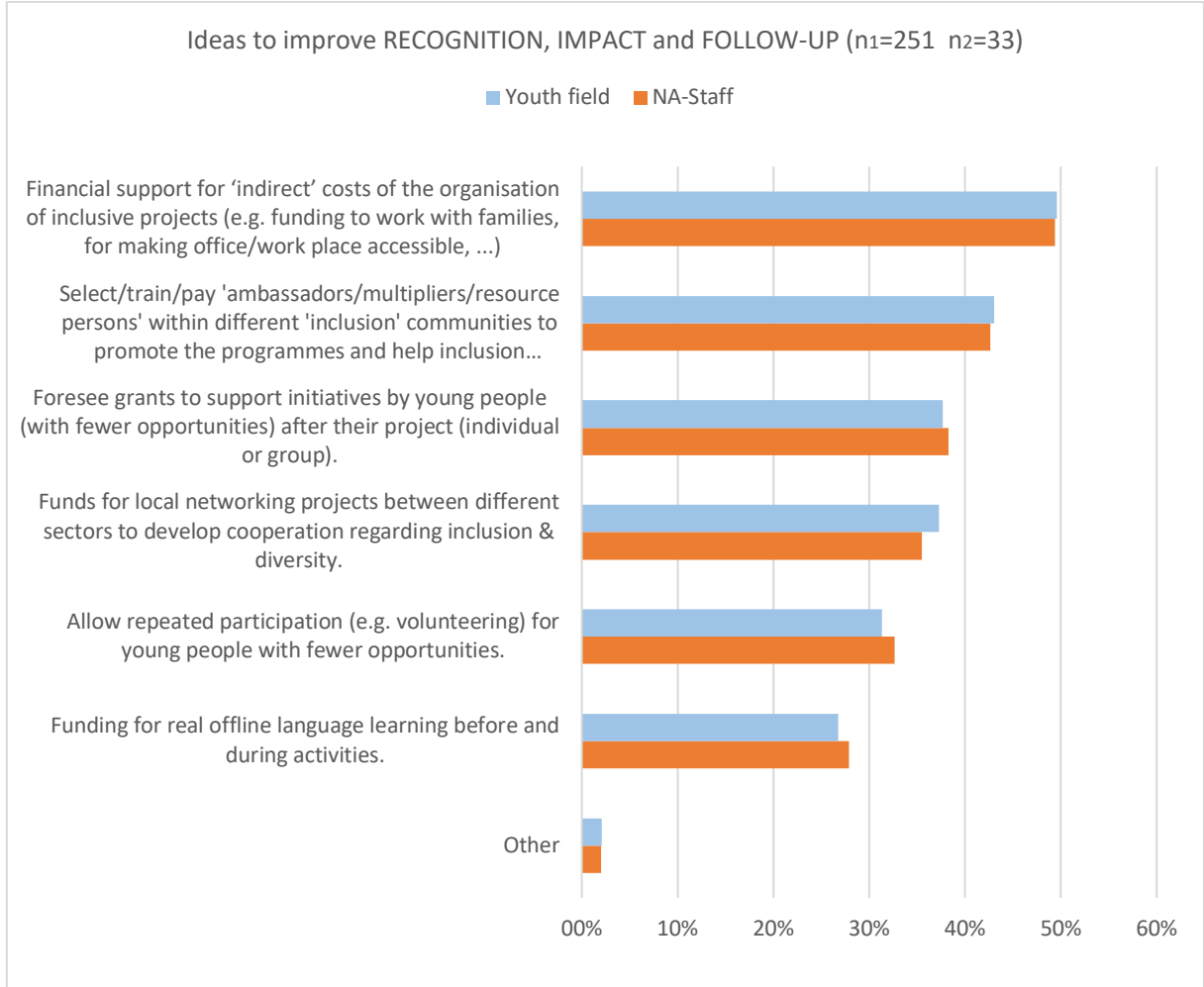
"The Erasmus+ programme now increases the funds for Inclusion and Diversity, which is great, but this cannot have a true impact if there is literally NO example of good practises available to everyone regarding how to find such participants"

OTHER PROPOSALS:

- The NA's hold a seminar for NGO leaders on sharing good practices on inclusion, with the result of the seminar being a centrally drafted guideline or booklet with ideas and strategies on how to ensure that the programme truly includes and reaches young people with fewer opportunities;
- Develop a network of Erasmus+ NGOs, that have been previously certified as working on social inclusion and with stable programs for minors with fewer opportunities;

RECOGNITION, IMPACT AND FOLLOW-UP

How can we improve the EU youth programmes concerning RECOGNITION, IMPACT and FOLLOW-UP?
 Select max. 2 options that you find most useful or add your proposal:



ADDITIONAL COMMENTS:

Many respondents commented on the limitations of online language learning for this target group and say that other forms of language learning should also be supported financially.

Continuity and follow up is also mentioned several times. Budget support is needed for follow up. But not for every project. It should be proven by the project itself that they had a great project and it needs to be seen and continued. Some talk about the effect of giving more visibility to projects.

“further outreach support would be very helpful. in our groups this works mostly online but there are no ways to follow up with all of it. We can collect blogs and tweets that are following the exchange and try to keep group conversations going for a while but to coordinate outreach and dissemination on sufficient scale is impossible with our limited amount of volunteers.”

“Budget support is needed for follow up. But not for every project. It should be the project proved that they had great project and it has to be continue”

“It is important to make an ambassador to motivate people and to make a follow up. Inclusion takes time! “

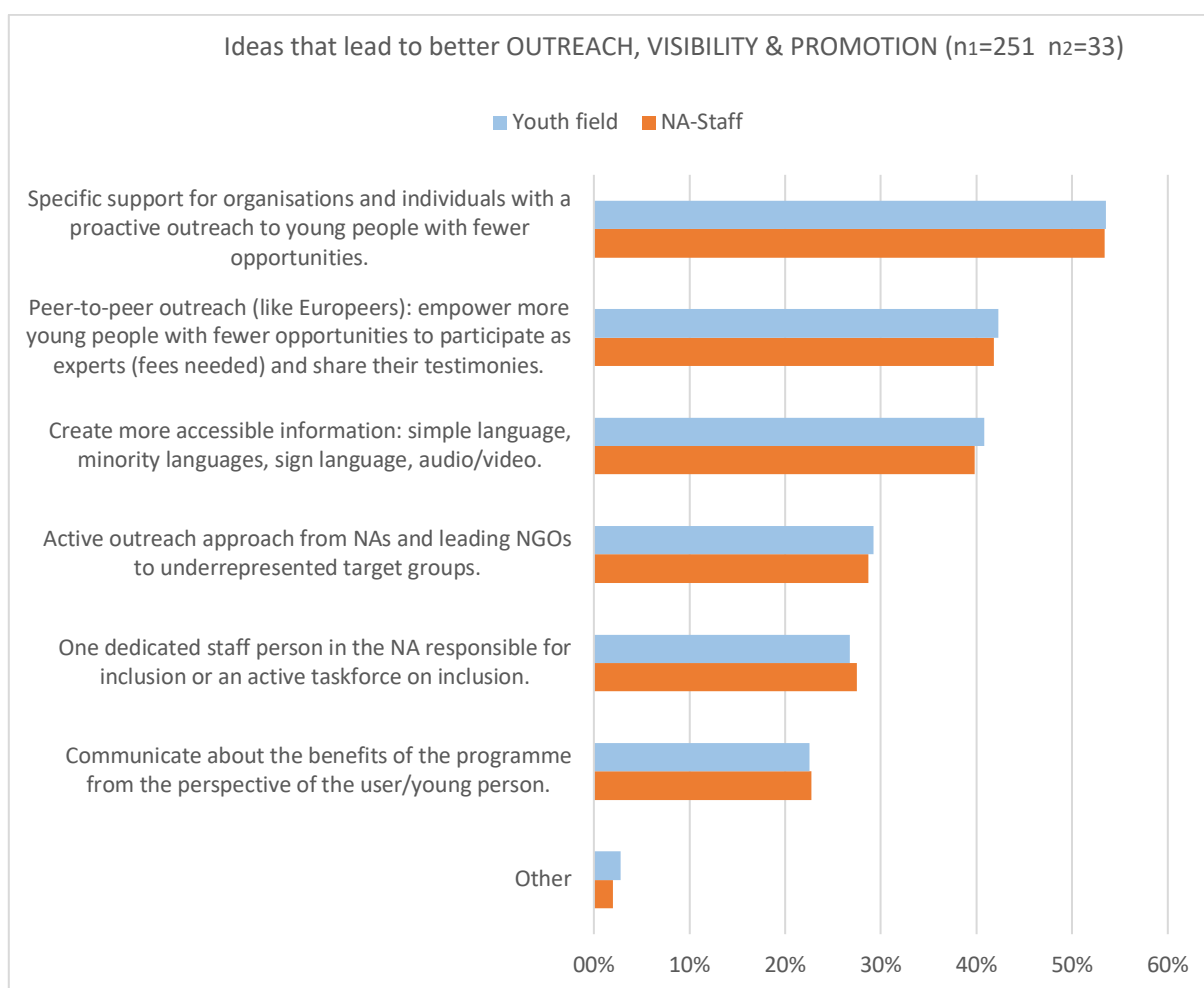
“The VALOR system seems like a nice idea to discipline the NGOs in project realization. But it is additional workload, so reducing workload on other aspects of the Erasmus+ project realization experience is needed.”.

OTHER PROPOSALS:

- supporting the advocacy capacity of youth of associations of vulnerable people;
- Continuity is key for these youth with fewer opportunities, therefore, there should be initiatives that fund projects which have continuity in time.

OUTREACH, VISIBILITY & PROMOTION

Which ideas would lead to better OUTREACH, VISIBILITY & PROMOTION for inclusion? Select max. 2 options or add your proposals:



ADDITIONAL COMMENTS:

Some mentioned the way NA's could reach out (better) to the target groups and how challenging that is. Others mention that if NA wants to be effective, they should be closer to the world of young people.

"One dedicated staff person in the NA for inclusion means not interaction, debating, group decision...from my experience it's a heavy task (attitude adaptation, flexibility, power to take decisions on the spot...) for just one person."

"NGOs will need to be directed by NA and Salto. More activities are needed. Project managers/coordinators/volunteers are needed to be trained. It is the only way enhance inclusion in any project. "

"Also, the communication aspect around the E+ project. Please recruit somebody younger than 50 year old. Same in the NA. We are living in a world of pictures, of communication. YWLO are sensible to that."

Others explain that European level statistics of most excluded groups could steer NA's to work with the right target groups and empower the organisations working with them. 4 people mentioned peer-to-peer learning as essential for good impact and something that should be more recognized.

"Young people with fewer opportunities do not hear about the projects through word of mouth in the way other young people do. More peer-to-peer support makes sense. I feel that organisations who are experienced and committed in this work are the ones that make the difference and need to be backed, rather than some NA taskforce."

OTHER PROPOSALS:

- create a directory of migrant, refugees associations, women's associations, people with disability associations at European level. Promoting E+ with all of them and inviting them at least once per year to train them in order to consider youth;
- more attention for the dissemination phase, via a specific separated budget that is allocated after a project is finished, evaluated and even validated;
- go to young people, they are not coming to you! Let treatment and care centres (e.g. recovering drug addicted or youth care centres) know, that for their clients these EU programmes are open too. Organise events, attract youth through interesting campaigns. For real diversity please use materials which don't give a message of an "unreachable" programme for those, who are not so nice, not so "perfect", as sometimes the people on the photos look;
- decentralized services. NA are not close to people's needs. Inclusion & diversity needs proximity, take the example of Barcelona City Council, they are everywhere in the city, next to the people! That builds inclusion, not to be unreachable in only one place;
- make it more personal for youngsters. Send personal invitation to each youngster with all youth related opportunities/information/links/contact details. Be sure that all youngsters will receive equally any info about the opportunities they have;
- Inviting members of local under-represented groups to join international projects and provide workshops especially designed for members of vulnerable & under-represented groups. Ensuring that dissemination of information and project calls and results is also inclusive;
- Volunteering ambassador (peer-to-peer support).

CONCLUSION:

The response to this areas was the highest, especially when it comes to new proposals. Practitioners see a clear way how NA's and SALTO's could reach more new target groups, but also to existing organisation who target difficult-to-reach young people. It is clear NA should be more close and visible to the field.

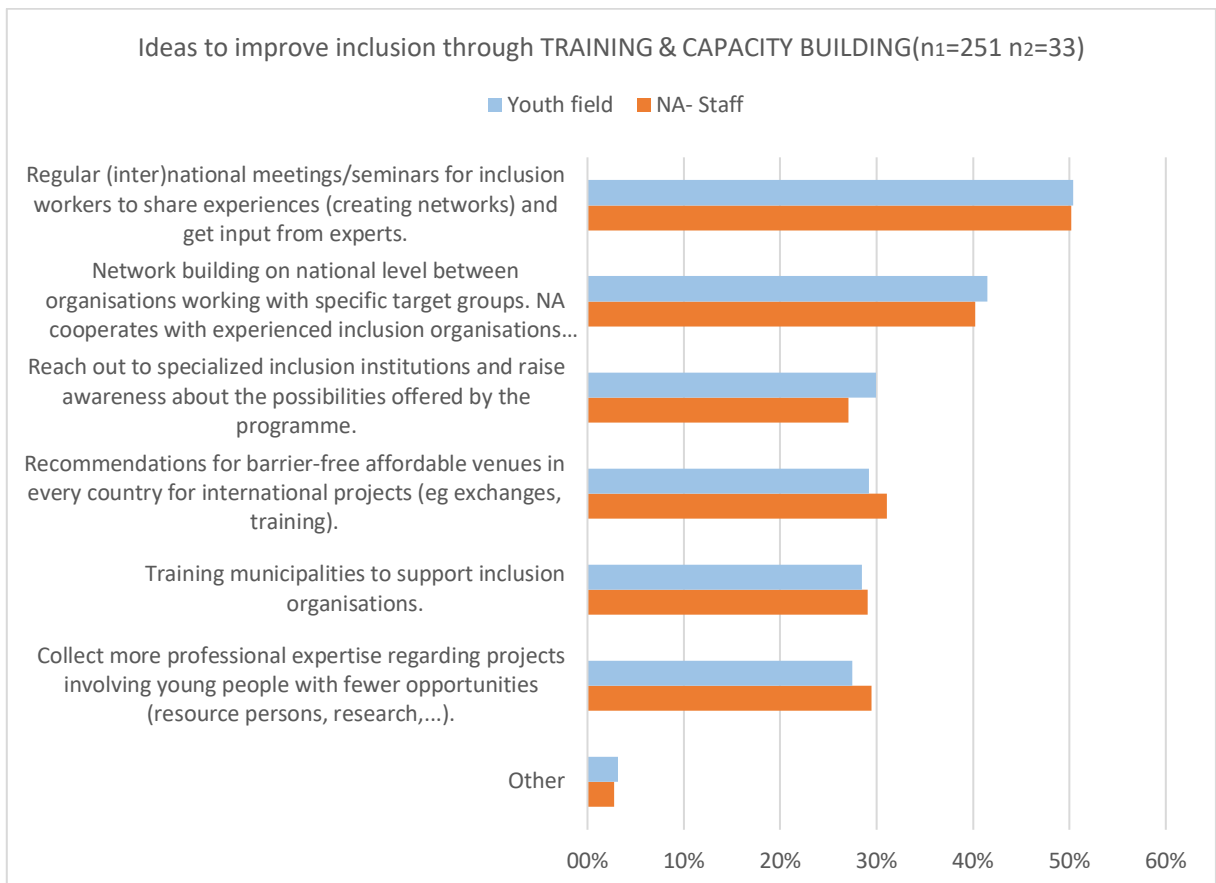
Peer-to-peer support was often mentioned as a good possibility for young people to inform and involve other young people. Having inclusion ambassadors (young people with fewer opportunities who participated in one of the EU youth programmes) would be a visible and recognizing sign towards potential participants of the programmes.

An interesting angle was that the NA's could target municipalities, as a 'holistic' inclusion approach, where they coordinate international projects, promoting inclusion. They would bring different organisations together that work with young people (schools, care centres, youth centres, organisations working with specific groups, refugee centres, etc.).

According to practitioners, supporting the creation of networks of organisations working strongly with or on inclusion, or creating 'specific network' for organisations working with specific target groups would add to the quality and could also work as catalysator or reference point for new comers.

TRAINING & CAPACITY BUILDING

How can we improve inclusion in the future EU youth programmes through TRAINING & CAPACITY BUILDING? Select max. 2 options or add your proposal:



ADDITIONAL COMMENTS:

A considerable amount of respondents commented on the involvement and training of municipalities and on cooperation between various stakeholders as an option to make projects more inclusive.

There is a strong emphasis on better training and support in general. This means to train trainers that are more aware of inclusion and act more inclusively, but also for youth workers working with inclusion groups. There is a big need for training on inclusion and capacity building on local, national and international level.

“With SALTO’s help TCA/NET could be used for creating smaller projects to bring together organisations that work with specific target groups. Trainings for only 10-15 people who really share the same needs could be organised.” and “providing specific national seminars with/for inclusion organisations to promote the opportunities offered by Erasmus+, ESC, and to help them to recognize what’s in it for them and their targeted young people

Some also mention that it would be helpful if youth exchanges, seminars, trainings and events should be held in accessible places.

FURTHER PROPOSALS:

- creating national inclusion network, with somebody from the NA payed to organize the meeting and to write the training application, based on the input of the members organisations. We do not have the time do to everything, it is also the role of the NA to hear and apply the reality of field work;
- training Hubs (physical and virtual) around Europe for workers/organizations helping youth with fewer opportunities, and places to meet with other NGO’s in search of partners for these projects;
- train external evaluators, so they know how to evaluate inclusion (in) projects;
- train 'ordinary' organization to also include young people with special needs, so there is no fear, stigma and prejudice towards people with disabilities or backgrounds. Creating opportunities, especially for volunteering, internship or employment project, by meeting a perspective candidate in person, to discuss all the benefits and possible barriers, prior to making a selection decision;
- at this moment not much information about E+ or ESC is shared in schools, when education is obligatory until 16-18 in most countries. These schools often have ‘career advisors, who help students decide about the follow up education or work place. Train these advisors about E+ and ESC, and non-formal education as part of the options, could be a good way to reach all pupils and their parents;
- many organisations working with specific inclusion target groups, like day care centres, institutes, mental health centres, etc. don’t know the programme. Workers from these organisations should be trained to do international mobilities. Another option could be a ‘meet & greet’ between these workers and workers or organisations that do youth mobilities.

STRATEGIC APPROACH – HOW TO POSITION THE PROGRAMME

The Strategic Approach has not been included explicitly in the survey as a separate area, as it is a more conceptual and abstract element of the programme. Still, it is an important part, as it is the fundament of the programme itself. During seminar and also in the survey many comments and proposals have been made about the concept of inclusion and the core of the inclusion work.

PROPOSALS AND COMMENTS FROM ONLINE SURVEY:

THE PERCEPTION OF 'YOUNG PEOPLE WITH FEWER OPPORTUNITIES':

What does inclusion mean and what is young people with fewer opportunity? There is a strong need for clarification and the concept of young people with fewer opportunities is in need of revision. It is so broad that nearly any young person can be placed in this category. It should be replaced with something that is clearly linked to rights and the protected equalities characteristics.

There is room for improvement. It is not often talked about is how diverse this 'young people with fewer opportunities' category is. It gets treated like a homogenous group, when it is anything but similar. Theories around intersectionality show us that support for young people and organisations that work with excluded groups needs to be much more nuanced and considered - not 'one size fits all'. Future programme would be much more successful if it acknowledged and reflected this. Intersectionality theory tells us how being part of 2 or more categories is profoundly different to being part of just one. The financial support for inclusion organisations should reflect the complexity of different, intersecting exclusion categories.

THE PERCEPTION OF 'INCLUSION':

There seems to be an assumption that inclusion is something that only 'inclusion workers' or 'inclusion projects' or 'inclusion organisation' have to think about. These approaches are valuable, but in reality it also creates a situation that puts YPFO into a separate box, and their engagement is limited only to work which is specially branded as for inclusion groups. This gives the impression that other projects do not have to think about inclusions. Any project should be expected to address and inclusion dimension and make sure it is accessible to a wide range of young people.

"We need to broaden our definition of 'inclusion' and recognise that the way inequality impacts upon individuals and communities is often intersectional. Sometimes, the people we think are 'excluded' are actually very networked and 'included' within the networks which are important to them - they might think it's youth professionals who are 'excluded'! It all depends on the position within the web of social relationships from which you view the issue. We need more projects and resources specifically looking at intersectionality, and in the following areas: white working class communities (e.g. to counter far-right, racist and fascist narratives); unrecognised minority language communities, e.g. Gaelic, Welsh, Basque; mental health, homelessness and drug use; young people not accessing education, employment or training."

ENABLING SOCIAL INCLUSION:

We need to think about how the programmes can enable social inclusion. Just having access to an E+ project is not the same as ensuring that youth projects are genuinely making change to young people's lives and are doing things which make that person more included. Showcasing best practices when possible and making inclusion projects look as 'normal' and competitive as the other projects.

"We need to put the question of migration inside the youth work in Europe, it's a real transversal thematic. Furthermore, beside working on refugees/migrants' potentials, we need to work more among youths in general: the inclusion can't be successful if the society doesn't welcome the new comers, i.e. promote dialogue, fight against stereotypes, discriminations, racism, be aware of the manipulation of the medias, be critic..."

INCLUSION & DIVERSITY

Inclusion brings great benefits to everybody, not just the 'included' people. Diversity and access to people with different backgrounds, even dramatic ones, can offer important life management skills to young people. Understanding many concepts like the many opportunities vs. fewer opportunities, equality vs. inequality, life cycle, conflict vs. peace, etc. Furthermore it promotes fundamental values like peace, tolerance, acceptance, freedom, love and many others.

"find out on common values, common objectives, common procedures, common challenges and develop common answers, common solutions, common projects, ..."

"The most successful projects in my opinion are the ones that manage to effectively bring together people from all backgrounds. Seeing those projects succeed is really fantastic"

How diverse and inclusive are the EU programmes and it's actors? The majority of seminars, trainings or staff meetings, does not represent the composition of European society at all. A survey by Professor Roberson found that diversity and inclusion best practices include: fair treatment, equal access to opportunity teamwork and collaboration a focus on innovation and creativity organizational flexibility, leadership's commitment to diversity, representation of diversity at all levels of the organization, and diversity education and training. Diversity & Inclusion is an entire strategy, and it should involve managers, presidents, trainers, NA staff, Heads of NA's, etc. and it should be visible everywhere.

INVOLVING COMMUNITIES AND MUNICIPALITIES

Stakeholders put a lot of effort to the process of community building. It takes time, it takes care, it takes bold action. The better way they have found for empowerment of people who participates in the projects, is the force of community and belonging. This process of trusting oneself while allowing oneself to trust again in the community, it is a powerful force. More emphasis could be made on this aspect.

RECOGNITION OF (INCLUSIVE) YOUTH WORK:

The figure of youth worker is crucial for work with young people with fewer opportunities, especially hard to reach young people. In current practice this role is too often unified with the figure of project manager. Too many youth organization are focused just on writing and implementing project and the real youth work is not recognized or considered as volunteering.

This problem is not just an economical problem, but a problem of the whole system of Youth programmes. It is a systematic error. European Youth programme should promote collaboration. The idea to encourage young people to create their informal groups and their own project is right, but young people should be more encouraged to get in contact with already existing local organization. The current trend to support project of groups is just increasing already existing problem that there are too many groups of people/organizations which are working separately, instead of collaborate and in this way to create real impact.

ANNEX A3

PROPOSALS FROM EXPERT SEMINAR ON INCLUSION IN MAINZ , 24-25 APRIL 2019

PROGRAMME DESIGN& STRUCTURE: ADMINISTRATION:

Proposals in order of priority by participants (max. 15 points were to be distributed per category):

<i>points</i>	<i>Action/ change</i>
3 point	<ul style="list-style-type: none"> ○ Special fund to apply for (20%) to be asked when you have a youngster who need it (after application) and pre-checks of new applications by practitioners and young people ○ “Pre”-application for new comers
2 points	<ul style="list-style-type: none"> ○ Reduce the amount of questions in the application form (org) ○ Questions in the app: in nat. languages and explanation to particular fields (what to answer)
1 point	<ul style="list-style-type: none"> ○ Reduce programme guide to max 30 pages. ○ Make an alternative to written application form e.g. video in sign language ○ Every community has a “ambassador”, a supporter of the programmes, who helps with bureaucracy (done by the ‘inclusion officer’ of the NA?) ○ Reports etc. for participating organisations: reduce volume by limiting characters, and more multiple-choice questions and less free writing.
	<ul style="list-style-type: none"> ○ Possibility to ‘open’ the report questionnaire, while we are with the volunteers ○ Cancel the database (ESC) – keep it for organisations ○ Translation of application forms and Guides. ○ E+ application form: details of E+ objectives in the form. ○ More simple applications and reports ○ Guide for organisations on “How to” do inclusion e.g. finances, organisation, access the target groups (one possibility is: in person consultation on “Inclusion matters! ○ All written forms/ documents and guide should be screen reader accessible

PROGRAMME DESIGN& STRUCTURE: RECOGNITION OF IMPACT & FOLLOW UP

Proposals in order of priority by participants (max. 15 points were to be distributed per category):

<i>points</i>	<i>Action/ change</i>
4 points	<ul style="list-style-type: none"> ○ Upgrade sending organisations – financial (staff), responsibility, YPWFO needs much more time to prepare compared to mainstream.
2 points	<ul style="list-style-type: none"> ○ Alumni -network (peer-to-peer outreach)- funds for staff to support it, for meetings (travel/venue) and NA support. Grant to support initiatives by YP post-project (individual or group) ○ Return of the evaluation meeting (short after return) by NA or NGO (funding), especially for youth ‘out system’ (school_ ○ Extension age from 16 years old and up to 35 if needed (everyone who was hindered to finish school as fast as their peers or has experienced other disadvantages where they were prevented to participate (missing information f.e.)

1 point	<ul style="list-style-type: none"> ○ More flexibility for YPWFO duration – possibility to extend a ST project and opportunity to do several projects. ○ Pay the mentor and the coach (and require quality) ○ Coaching to develop an individual pathway of expected outcomes across time (5-month, 1 year, 2 years)
	<ul style="list-style-type: none"> ○ Questionnaire at the beginning and end, to assess individual's change/ development/ impact outcomes ○ Questionnaire at the beginning and end, to assess organisation's change/ development/ impact outcomes ○ Opportunities for follow-up activities ○ Recognition of Competence development on individual level & the role of NFE in that ○ Upgrading of organizations based comprehensive outcomes framework, individual pathway, community pathway. ○ Training for organisations in impact measurements (recognition)

PROGRAMME DESIGN& STRUCTURE: FLEXIBLE FORMATS & CROSS SECT. COOPERATION AND FINANCES

Proposals in order of priority by participants (max. 15 points were to be distributed per category):

<i>points</i>	<i>Action/ change</i>
4 points	<ul style="list-style-type: none"> ○ Financial support for 'indirect' costs of an organisation (of inclusive projects) ○ Costs for youth workers compensation or funding salaries/ Salary costs for youth worker/ staff and other resources e.g. funds towards accessible office to work with YP for. ○ Group sizes in activities of YP: min 4 p. (in exchange, in vol. trans. etc.)
2 points	<ul style="list-style-type: none"> ○ Flexible timing and repeated participation possible ○ Special financing and mentoring for disabled person's travel → inclusive airlines ○ Ad-hoc funding of special needs/ costs during project implementation ○ Funding for local activities with YP for international activities ○ Possibility to fund just local initiatives of YP. ○ ESC from 16 years old. ○ Be flexible with lower and upper age range for youth activities if justified ○ Funds for local networking among different sectors
1 point	<ul style="list-style-type: none"> ○ Possible framework agreements for several years (in separate proposal to make it as a Quality label: long term funding for quality services ○ APV up to 4 days ○ Budget for mentor (social worker with ?) ○ Extend list of exceptional costs, e.g. childcare, transport for groups including people with wheelchairs
	<ul style="list-style-type: none"> ○ Translators for trainings (€) ○ Extra funds for expensive living costs e.g. in cities (some are unaffordable)

	<ul style="list-style-type: none"> ○ Enough funding for travel costs by bus/train (unrealistic) ○ Contingency/ emergency- fund for unexpected occurrences e.g. flight for early return of YPWFO ○ Funding for real offline language learning before and during activities. ○ Funding for preparation work & follow-up with families ○ Central call to try out activities for age 8-12 years old.
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STRATEGIC: POSITIONING THE PROGRAMME

Proposals in order of priority by participants (max. 15 points were to be distributed per category):

<i>points</i>	<i>Action/ change</i>
3 points	<ul style="list-style-type: none"> ○ Young people with fewer opportunities always need support by youth workers/ professionals , as well in individual activities ○ Involving civil society ; NGO;s in working group at European national levels (those representing target groups, which now are less involved in E+/ ESC. NOTHING ABOUT US WITHOUT US ○ Clear inclusive communication strategy for mobility programmes (E+/ ESC) e.g. Accessible and easy language in all communication forms ○ Pool resources of 'generalist' youth work organisations and specialist organisations - knowledge of youth work, E+/ESC, Grants and of the needs of specific groups → encourage joint application
2 points	<ul style="list-style-type: none"> ○ Amendments possible for unforeseen additional costs
1 point	<ul style="list-style-type: none"> ○ Long-term framework agreements with flexible use of funds for eligible activities for all interested organisations.
	<ul style="list-style-type: none"> ○ Lobbying national governments to support the programmes e.g. for more flexibility in unemployment allowances, recognize volunteer status ○ Encourage participation of underrepresented groups and strive for more diversity in all activities.

SUPPORTIVE APPROACH: TRAINING AND CAPACITY BUILDING

Proposals in order of priority by participants (max. 15 points were to be distributed per category):

<i>points</i>	<i>Action/ change</i>
3 points	<ul style="list-style-type: none"> ○ Training for assessors/ project evaluators on inclusion ○ Reach out to special institutions and raise awareness about the possibilities offered by the programme. Go step by step towards mixed ability groups. ○ Regular trainings for coordinators from the whole country organised by NA to share experiences (creating networks) + meeting of experts on the discussion topics like journalist, marketing managers, finance officers, etc. (+persons with fewer opportunities are experts too!)
2 points	<ul style="list-style-type: none"> ○ Network building on national level between organisations working with specific target groups (specifically youth organisations) and those, who bring them all together . NA cooperates with experienced organisations to support them in offering trainings for youth workers (also on inclusion) – Capacity Building

	<ul style="list-style-type: none"> ○ Campaign for reaching different target groups (people with disabilities) to become youth workers
1 point	<ul style="list-style-type: none"> ○ Recommendations for barrier-free affordable venues in every country for Youth Exchanges
	<ul style="list-style-type: none"> ○ Capacity building of organisations ○ Training municipalities to support inclusive organisations ○ Remove barriers in the minds of organizers, staff, participants (knowledge, different perspective) ○ Training seminar one a year for municipality decision makers, organizations, representatives to agree on common language and concepts ○ Intensify proven professional expertise regarding projects involving marginalized youth (plus points?) ○ Seminar with specific target group (ESC: project for Blind people) support with international organisation support

SUPPORTIVE APPROACH: OUTREACH AND PROMO:

Proposals in order of priority by participants (max. 15 points were to be distributed per category):

<i>points</i>	<i>Action/ change</i>
3 points	<ul style="list-style-type: none"> ○ Accessible information: Sign language, audio description, native language, simple language, film/video/movie ○ Peer to peer outreach – like Europeers : empower more young people with fewer opportunities to participate as experts (payment)
2 points	<ul style="list-style-type: none"> ○ NA’s (staff) go local!! (with Eurodesk?) ○ Different types of social media
1 point	<ul style="list-style-type: none"> ○ Support for organisations and individuals with a proactive outreach endeavour to get participation of marginalized young people ○ Compact platform with all the existing info: simplify what is already there ○ testimonies by all young people, with different features/ abilities as Role models ○ Involve more different actors to reach young people (peers, parents, youth workers, etc.)
	<ul style="list-style-type: none"> ○ Active approach from NA and leading NGO’s ○ Accessible information and communication: everything in simple language ○ Better use the communication channels, like vlogs about the experience. Different types of social media ○ Proactive outreach to convince young people to try and participate ○ Active taskforce to inform those, who really would benefit: Stress out the benefits!! ○ TLDR – too long didn’t read ○ Finance PR person in every NA to promote programmes and reach out different groups ○ Finance one person who is only responsible for inclusive agenda (good one) ○ Supported with sharing their experiences with other young people.