

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

<p style="text-align: center;">DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE <i>included in Compendium of Quality Initiatives/Projects prepared for the European Seminar</i></p>
--

Organisation: **Young Scot**

European Affiliation: **ERYICA + EYCA**

1. **Name of Initiative** (project, activity, service or product):

UNITED KINGDOM (Scotland): Young Scot Knowledge Centre

2. **Description of Initiative or Project** (*please give a short but complete description, including the aim of the initiative or project*):

Young Scot is the national youth information and youth card agency for Scotland. For over 20 years, its aim has been to provide young people with a mixture of information, ideas and incentives to enable them to:

- ? Make informed decisions and choices
- ? Turn their ideas into action
- ? Take advantage of the opportunities available to them in Scotland and across the rest of Europe
- ? Have the knowledge and confidence to become active citizens in their communities.

In order to ensure the accuracy of the information distributed through the various online and offline communication channels of Young Scot, a new centralised Knowledge Centre is currently being created to store all of the core youth information.

This new product will enable the information to be easily accessed by all members of staff, and will have systems in place to ensure that if a piece of data is updated, then all staff involved in the production of materials for the different channels are alerted to the fact that they may need to amend their materials, eg, website staff.

The information stored in this system is checked at least once a year by a panel of experts drawn from the specialist agencies in Scotland, such as health, arts, sport, enterprise, education, welfare and benefits, etc.

3. **Aspect of Quality relating to Youth Information Addressed by This Initiative :**

(please click on / activate the box which corresponds to your answer)

This is:

- a) an initiative that **identifies one or more quality factors as a basis for analysing / evaluating the quality / impact** of a youth information activity or service
- b) an initiative or project that **assesses the quality of the information provided**
- c) an initiative or project that seeks **to maximise the distribution / impact of the information provided**

d) an initiative / project that addresses another aspect of quality (specify the aspect): <input checked="" type="checkbox"/>
Ensuring that the information delivered via the different Young Scot communication channels is as accurate as possible
4. Name and Address of Organisation Responsible for This Initiative:
Name: Young Scot Address: Rosebery House, 9 Haymarket Terrace, Edinburgh, EH12 5EZ, UK
5. Name and E-mail Address of Person to Contact (for information about this initiative):
Name: Graeme Robertson E-mail Address: graemer@youngscot.org
6. Who Participated in This Initiative ?
Young Scot
7. What Was the Scope of This Initiative? (please click on / activate the box which corresponds to your answer)
Local <input type="checkbox"/> Regional <input type="checkbox"/> National <input checked="" type="checkbox"/> European <input type="checkbox"/>
8. When Was This Initiative Undertaken (please state the date when the activity was started, when it finished, or if it is still continuing):
Initial assessment of requirements started two years ago, but building only began in early 2005 – completion of first version is expected by end of July 2005.
9. What Were the Results Obtained by This Initiative?
Just doing the analysis required for the system has been extremely beneficial to the organisation, and has already improved the methods of sharing information off-line between staff / project teams.
10. Report – Publication – Other Product (if there is a report, publication or other “product” relating to this initiative, please state where it can be obtained or consulted, and in which language):
The following material is available concerning this initiative: (please click on / activate the box which corresponds to your answer)
Report <input type="checkbox"/> Publication <input type="checkbox"/> Other Product (specify) <input type="checkbox"/>
11. Additional Information:
The Knowledge Centre is being developed using Microsoft Sharepoint, and will fundamentally change the ways in which all Young Scot staff work over the coming months.

This description form has been completed by:

Name of Person: Graeme Robertson
E-mail Address: graemer@youngscot.org
Name of Organisation: Young Scot