

“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>
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Organisation: **Eurodesk AISBL**

A Eurodesk network project

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

EURODESK: Quality Process in the European Eurodesk Network

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

The Eurodesk Network set up a Quality Working Group in March 2004 to focus on issues of quality within the Network as a whole. There were internal and external reasons for this:

1. Following the decision of the European Commission to transfer EURODESK from a “project” basis to a structure within the YOUTH Programme and the resulting status and visibility of the network, the issue of quality has become even more important for Eurodesk.
2. From 1996 till 2003 there has been an intensive growth phase for the Eurodesk Network. The number of National Eurodesk Partners and Eurodesk Relays has increased every year and now stands at 29 National Partners and 800 Relays. The maintenance of quality becomes more important and more challenging with the increasing size of the Network;
3. All national Eurodesk partners are working under the umbrella of Eurodesk AISBL with a common task and responsibility to increase access to European information for young people and those who work with them. The National Eurodesk Partners are required to carry out these obligations in very different national contexts and in working environments which differ significantly from country to country.
4. Similarly, the different National Eurodesk Partners are expected to deliver comparable services to the same target groups in each country, although the national contexts and the situations of the clients are different.

In October 2004, the Eurodesk General Assembly approved the proposed Quality Process and authorised the continuation of the working group to implement it. The commitment to this process by all Eurodesk partners was essential.

Goals of the quality process:

The main aim of this work is to improve quality of work and services within the Eurodesk Network at all levels - national, local and European.

The Eurodesk quality process is divided into four parts.

- Part I: Evaluation process – questionnaires to national partners and analysis of the results;
- Part II: Establishing Quality guidelines - creating a document which defines quality criteria for the network and how to measure them;
- Part III: Implementation of results in the daily Eurodesk work
- Part IV Follow-up and monitoring process

Part I is complete and Part II will be completed by November 2005.

3. Aspect of Quality relating to Youth Information Addressed by This Initiative : <i>(please click on / activate the box which corresponds to your answer)</i> This is an initiative that identifies one or more quality factors as a basis for analysing / evaluating the quality of a youth information activity or service <input checked="" type="checkbox"/>	
4. Name and Address of Organisation Responsible for This Initiative: Name: Eurodesk AISBL Address: Eurodesk European Office, Scotland House, Rond -Point Schuman 6, B-1040 Brussels, Belgium	
5. Name and E-mail Address of Person to Contact (for information about this initiative): Name: Bob Payne E-mail Address: bob.payne@eurodesk.org	
6. Who Participated in This Initiative ? All Eurodesk national partners, 316 Eurodesk relays and 630 Eurodesk clients	
7. What Was the Scope of This Initiative? <i>(please click on / activate the box which corresponds to your answer)</i> Local <input checked="" type="checkbox"/> Regional <input checked="" type="checkbox"/> National <input checked="" type="checkbox"/> European <input checked="" type="checkbox"/>	
8. When Was This Initiative Undertaken <i>(please state the date when the activity was started, when it finished, or if it is still continuing):</i> Process started in 2004; Part I (evaluation) ended in March 2005; Part II (establishing quality guidelines) will end by November 2005; Parts III and IV will continue in 2006 and beyond.	
9. What Were the Results Obtained by This Initiative? <u>Part I</u> preliminary results give a snapshot (during 2004) of the work of the Eurodesk Network based on the views of Eurodesk National Partners, Eurodesk Relays, Eurodesk Network Members and Eurodesk customers. There will be a report of the survey results. <u>Part II</u> will provide a catalogue of quality criteria and indicators in 5 key areas of Eurodesk's activity.	
10. Report – Publication – Other Product <i>(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):</i> The following material is available concerning this initiative: <i>(please click on / activate the box which corresponds to your answer)</i> Title: Surveys Report <input checked="" type="checkbox"/> Criteria Catalogue <input checked="" type="checkbox"/> Language(s): English Can be obtained from (address of organisation): Eurodesk European Office	
11. Additional Information:	

This description form has been completed by:

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