

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

<p 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: **IN PETTO** (Flemish Community)

European Affiliation: **ERYICA**

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

BELGIUM: www.jongereninformatie.be - Generalist Youth Info Site

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

Quality handbook and manual describing the procedures and agreements to organise and maintain a national current, permanently updated, interactive portal for young people, introducing and linking more specialised information services and local physically accessible youth information and counselling centres, with special attention to information and counselling questions of young people by mail.

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):

It is an initiative on quality care itself. Quality care = to say what you offer and do what you say. It is all about describing (and communicating) what you do (and how you do it) and to organise feed-back methods to give clients the opportunity to ask questions, to report inaccuracies, to complain (when the procedures are not followed) and to be brought in contact/referred to a nearby personal assistance (youth information and counselling centre).

4. **Name and Address of Organisation Responsible for This Initiative:**

Name: (quality handbook) : In Petto, Diksmuidelaan 50, B-2600 Berchem, Belgium

Name: (working-group on new media): Led by JAC Gent (Holstraat 23, 9000 Gent) and JAC Turnhout (Paterstraat 47, 2300 Turnhout (co-operation for answering e-mail questions).

5. Name and E-mail Address of Person to Contact (for information about this initiative):	
Name:	Anna Demuylder
E-mail Address:	anna@inpetto-jeugddienst.be
6. Who Participated in This Initiative ?	
In Petto team, local Youth Info / Counselling Centres, specialised/single issue organisations	
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"/>
(with international links)	
8. When Was This Initiative Undertaken (please state the date when the activity was started, when it finished, or if it is still continuing):	
<p>The birth of our youth information site was 2 May 2002. The evaluation as a start of the quality manual started in May 2004. This was the start for a quality handbook. The base is made, a manual on answering information and counselling questions by e-mail is finished, but quality care never ends. We are currently updating the information site as a whole (content, lay-out, software, interactive parts), so new elements in the quality handbook will be made in the near future. The local centres and In Petto are also discussing if other interactive tools (like chat) are suitable for information and counselling.</p>	
9. What Were the Results Obtained by This Initiative?	
<p>Transparency of production and communication processes, supporting and updating network (advisors committee, reflection group), co-operation between national information production structure and local centres, questions of young people answered by the nearby local centre, manual on answering questions by e-mail and a seminar organised by the local centres on the connection between information-counselling and new media.</p>	
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):	
<p>The following material is available concerning this initiative: (please click on / activate the box which corresponds to your answer)</p> <p>Report <input type="checkbox"/> Publication <input type="checkbox"/> Other Product (specify): 3 products <input checked="" type="checkbox"/> = 1) Code of conduct (on www.jongereninformatie.be); 2) manual for answering e-mails (on www.jacgent.be); 3) quality handbook (being prepared)</p> <p>Language(s): Dutch</p> <p>Can be consulted / downloaded at this web-site: www.jongereninformatie.be (code of conduct), www.jacgent.be (manual for answering e-mails)</p> <p>Can be obtained from (address of organisation): In Petto, JAC Gent</p>	
11. Additional Information:	
<p>Most important element of quality is the coherence and complementarity between the different products, procedures and co operation agreements</p>	

This description form has been completed by:

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Name of Organisation: In Petto