

# CIVACT Needs Analysis Report

Prepared by Mary Dellenbaugh-Losse (Lawaetz Foundation)

## Contents

Background .....	1
Summary of the five local contexts.....	2
Shared challenges and needs.....	12
Annex: Worksheet & Questionnaires .....	13

## Background

Social exclusion has a major impact on young people, especially those in disadvantaged areas. Socially excluded young people don't have access to the same resources as others and lack the opportunities and services to enable them to contribute to society. As a result, they feel that they cannot influence their community and have little or no impact on policy decisions directly affecting their life.

The CIVACT project seeks to develop and test new methodologies for engaging disadvantaged young people. Youth workers in five pilot neighbourhoods will take part in occupational training to learn new engagement methods, and then use their new skills and knowledge to give the young people they work with new experiences with civic engagement and the confidence and tools needed to propose changes to urban regeneration and local development in the areas in which they live.

In order to inform the method selection and development, the partners engaged in a two-pronged needs analysis. In a first step, each partner conducted desk-based and primary research on the local situation in each partner country with regard to hard-to-reach youths. Which groups are these? Where are they located and what are the specific challenges that they face? Additionally, this research explored the current state of civic engagement of hard-to-reach youths in each local context. How are they already being included in civic participation efforts and where could these efforts still be improved? In a second step, as part of IO2 (the development of a method toolkit) questionnaires were distributed to the two target groups of the CIVACT project: youth workers (minimum five per country) and youths (minimum 25 per country) in order to ask them what tools and opportunities they have and which they see as lacking.

Both steps involved structured questionnaires in order to standardize the output as much as possible and make comparison across very diverse geographical contexts easier. These materials have been included at the end of this report.



## Summary of the five local contexts

### APDES (Porto)

#### District/area

The districts that will be addressed in CIVACT are Bairro do Cerco and Bairro Dr. Nuno Pinheiro Torres (Bairro PT). The districts face a number of challenges, including ageing population, very high level of unemployment (58% in Bairro do Cerco, 51% in Bairro PT), stigma of social housing, social exclusion, low access to leisure activities and healthy lifestyles and a lack of tolerance of migrants.

#### Youths

The hard-to-reach youths in this have low levels of civic participation, low levels of formal education, illiteracy low school performance, illiteracy and low access to cultural offerings like museums. They experience social exclusion and engage in risky behaviours. The main vulnerabilities are school difficulties and a lack of teachers, which makes it difficult for the young to learn. In addition, the environment of the communities themselves is not always the best, criminality is high and therefore the youngsters have not always had the best examples. Another problem identified is the high responsibility that many parents place on their eldest children, as responsible for the younger ones, which does not allow them to be children and enjoy this phase.

Both local partner organizations, T Space (Cercar-te project, Bairro do Cerco) and the Academic Federation of Porto (FAP in Bairro project, Bairro PT), bring experience to the CIVACT project. Both organizations develop community-based work with children and youngsters, aiming to promote the social inclusion of children, young people and vulnerable families, providing the neighbourhood with integrated responses that combat abandonment, absenteeism and school failure, and promote the acquisition of skills, support the employability and professional integration.

#### SWOT analysis for youths

<b>Strengths:</b> <ul style="list-style-type: none"><li>- Motivation of youth</li><li>- Youth presence in the neighbourhood</li></ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"><li>- school difficulties and a lack of teachers</li><li>- Low levels of literacy</li></ul>
<b>Opportunities:</b> <ul style="list-style-type: none"><li>- Absent of cultural offerings</li></ul>	<b>Threats:</b> <ul style="list-style-type: none"><li>- High levels of criminality</li></ul>

#### Youth workers

Youth workers do not have specialized tools for working with these groups. Their main resource is trust through existing work with the target group. Youth workers express a need for multidisciplinary teams, which would allow them to gain different visions and ways of interacting with our primary target audience.

## SWOT analysis for youth workers

<b>Strengths:</b> <ul style="list-style-type: none"> <li>- Long presence in the community</li> <li>- Established relationship with the community / youths</li> <li>- Office in the field</li> <li>- Sustainability: once the CIVACT project is over this organizations will stay in the territory and can maintain the interventions</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>- Limited resources</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>- Established relationship with other organizations in the community</li> <li>- High motivation to learn new approaches</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>- Limited resources</li> <li>- Language</li> </ul>

## Bond of Union (Palermo)

### District/area

The district that will be addressed in CIVACT is Capo-Monte di Pietà. The population of this neighbourhood is quite young by comparison with the rest of Palermo: most of the population (70.1%) is within an age range of 15-64. Most of the young people living in the area are drop-outs and work in precarious jobs (as carpenters, food sellers, etc.) without legal guarantees. The girls are mostly in charge of the housework and take care of the younger brothers and sisters. Their parents, due to lack of economic-cultural resources, do not support their studies or their professional training. Most of the young girls become mothers very early and start to identify themselves as adults before they turn 18.

Specific challenges of the neighbourhood are:

- low educational level; the majority of the residents (72%) have a low level of schooling;
- high unemployment level; only 36.2% of the population is employed; high level of structural dependence of young people;
- low participation and low civic engagement

In the neighbourhood Capo-Monte di Pietà there is a low presence of educational services for the young residents. Pretty much the only services available for young local residents are religious organizations, for example the well-known Comunita' Sant'Egidio, which offers after-school lessons led by volunteers. There are no educational or leisure services offered by the municipality. All of the educational centres are religious and most of them are aimed at children up to 12-13 years old. There is a municipal library for children and youth but they do not have any educators or youth workers among their staff, moreover they don't offer specific activities to involve and promote the participation of the young residents. A very low number of local residents use the library.

### Youths

This group includes young people of different ages (mostly among 16-25 years old) characterized by a low educational background and poor living conditions. Among the young group there is a large group with migrant background (although most of them were born in Palermo). Most of them (62.9%) are of Bangladeshi origin. Other countries of origin are Romania, Sri Lanka and Tunisia. Although they live in the same neighbourhood, the various groups of youngsters do not interact that much (due probably to different interests and cultural and familial traditions).

The hard-to-reach youths in this area are characterized by limited civic participation (mostly due to educational and economic difficulties). The young people show a low consideration of the administration (at local, regional and national level) and perceive themselves as unable to influence political decisions (even at a neighbourhood management level).

The main vulnerabilities and challenges that characterize the youth living in this area are social and economic disadvantages, families with unemployed parents, poor cultural context (i.e. no books at home), and linguistic problems (in particular for migrant background youth). There is a lack of long-term structures and processes led by public institutions to counteract and prevent the youth social exclusion. The school system is the main provider of youth engagement actions but it lacks both support by the city council and active and structured initiatives.

On the topic of youth participation, Bond of Union has organized two Erasmus+ youth exchanges (Youth Map I and II) and a series of workshops focused on the urban exploration of the neighbourhood (Urbex Lab). Youth Map II and Urbex lab involved youths from a technical secondary school in the neighbourhood in activities and workshops around Capo-Monte di Pietà. The youths actively interacted with the district inhabitants, its issues and resources by mapping, interviewing, photographing, sketching, discussing problems, and proposing solutions.

#### SWOT analysis for youths

<b>Strengths:</b> <ul style="list-style-type: none"> <li>- high motivation among youths</li> <li>- vivacity</li> <li>- high presence of youth in the street</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>- economic difficulties</li> <li>- low educational level</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>- absence of educational and leisure time opportunities</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>- high level of criminality</li> <li>- precarious living conditions</li> </ul>

#### Youth workers

Bond of Union staff interviewed one technical secondary school, one humanistic secondary school, the social services department of the Municipality, a municipal library for children and youth, the university of fine arts, and one voluntary organization working on educational activities with disadvantaged children and youth in Palermo.

Regarding tools or methods for addressing the target group the youth workers mention working group, cooperative learning (circular learning), specific class to support migrant background youth with Italian language course (funded also through national fund PON). Both schools promote legality and awareness of the historical cultural heritage. A common objective is the educational work in the district through different activities of youth engagement. There are tools, methods and information available but they need to be selected, collected and adapted to the specific target of hard-to-reach youths.

In general the work of social services in the district is still welfare-oriented, based on emergency issues and ineffectual to contrast long term poverty, support employment possibility or potential, coordinate with other programme at municipal level. There are no specific (innovative or participative) engagement methods to stimulate participation & active citizenship. No projects with direct involvement of youth from the local community are promoted at institutional level.

There is space and necessity of experimenting engagement methods across the different organizations interviewed (namely youth workers of the technical secondary school and the voluntary organization). There is a need to create a network of the active organizations working in the district to share challenges and ideas and to work to prevent youth social exclusion risks in the district by stimulating the proactive work of the public organizations institutionally delegated.

### SWOT analysis for youth workers

<b>Strengths:</b> <ul style="list-style-type: none"> <li>- desire to cooperate showed by different local actors</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>- very limited resources and spaces</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>- The Municipal Library for children and youth</li> <li>- the cooperation with the department of social geography of the department of urbanistic</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>- contrast with the families of the youth</li> </ul>

### Lawaetz Foundation (Hamburg)

#### District/area

The districts that will be addressed in CIVACT are Schnelsen-Sued, Harburg und Suederelbe, which are so-called “disadvantaged neighbourhoods.” A lot of families living there have less contact to education and social participation. A lot of the parents are separated; they don’t have the power, money and time to support the education of their children.

#### Youths

Most the young people do not have role models in education or work. Some of them have no graduation and no perspective. Some of them are victims of social exclusion and discrimination. Some of the target groups with a migration background are socialised in a different context which leads to them being excluded from civic participation; in their countries of origin, the forms of participation in political processes frequently practised in the Federal Republic of Germany are largely unknown. Traditional role models and family structures also limit participation. This especially applies to girls and young women.

The Lawaetz Foundation is already in contact with young people living at the named districts. Some of them are members of the “Youth Forum Harburg,” which is organized by the Lawaetz Foundation. For many of them it was the first time that they were asked about their views about community development. This has already strengthened their self-confidence. We have also involved youths in a variety of projects. The “Youth conferences” we organized to date mainly worked with art, dance, music and theatre workshops.

## SWOT analysis for youths

<b>Strengths:</b> <ul style="list-style-type: none"> <li>– high motivation among youth people</li> <li>– already existing contacts</li> <li>– Youth Clubs</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>– difficult family situations</li> <li>– not all Youth Workers are sufficiently engaged</li> <li>– not enough financial resources</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>– good cooperation with local youth centres</li> <li>– youth Welfare Office</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>– high frustration level when promises are not kept</li> <li>– losing contact</li> </ul>

## Youth workers

Youth worker and social worker in the local youth centre have a range of tools, but they are not necessarily reaching their goals. As a first step to make contact with youths, we offer different leisure activities. We try to work on a low level. The second step is usually homework and school help. We also plan cultural events together with the young people. We try to involve them: they have to contribute to the success, not only to consume an offering that we provide. Last not least we support the search for vocational training. We communicate with the young people through social media (facebook, twitter, whatsapp). One special format is the "Youth Forum", which has been set up in various districts of Hamburg: Young people are given the opportunity to develop their own desires and present them to political decision-makers. They stand up for their interests, are motivated - and thus learn the basic principles of democratic coexistence and neighbourhood management.

The youth forum and the community board were already addressed to the young people. It is however necessary to put more effort into involving the young people, to find a right way to communicate with them and get them involved. And for that, the youth workers need more time and other resources. One challenge is the different time lines: young people live in the moment and want to see the effects of their engagement immediately. Adults however plan on a long term perspective and want to see young people be responsible over longer periods of time. Further training and support of the youth workers seems to be necessary and a stronger cooperation with urban planners could be another approach. Youth workers and urban planners have similar objectives, but are still working differently; their cooperation could be better. The methods we use would be more effective if the network between the Youth Clubs in the districts were better and if we could increase participation among the young people. We need more youth workers who are experienced in models of participation and engagement.

## SWOT analysis for youth workers

<b>Strengths:</b> <ul style="list-style-type: none"> <li>– Interest in participation among youth workers</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>– very limited resources, especially time</li> <li>– very limited resources and know-how / experiences</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>– good level of Social media knowledge among youth workers</li> <li>– Participation is a political task</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>– very limited resources, especially time</li> <li>– losing of power</li> </ul>

## Mapping for Change (London)

### District/area

The borough that will be addressed in CIVACT is the London Borough of Islington. Islington has a total population 233,200. It's the most densely populated local authority area in England and Wales, with 15,524 people per square km. 35% of children under the age of 16 live in low income households, which is the 3rd highest level nationally. Child poverty is closely linked to unemployment. Islington is neighbouring the City and consistently perform worst overall across a number of indicators defining deprivation.

### Youths

The hard-to-reach youths in this borough face a number of challenges, including low incomes, social exclusion, criminal records, substance misuse, English as a 2nd language, migration backgrounds, and low educational attainment. Premature sex and young parenthood are also a problem.

In addition, these youths are affected by the fear of being bullied in school, fear of crime, loneliness and gentrification (fear of being displaced). Their neighbourhood offers a lack of activities for inner community dialogue as funding has been cut and overcrowded accommodation can also be an issue since there is a general lack of affordable housing.

Self-confidence amongst the young people seems to be a big problem; they feel overwhelmed with the pressures of school and exams. The young people have expressed major concern regarding unemployment for long periods of time as well as a lack of training opportunities and fears that without a formal qualification they will struggle to get a job.

Islington borough has an engagement platform for young people, the Youth Council. The priorities of the Islington **Youth Council** are Apprenticeships, Careers Advice and Work Experience; Free time opportunities for young people; Health and wellbeing; and Crime and safety.

These are formal participation structures of elected young people to represent the views of children and young people from across the borough and to influence decision-making within the council. Often they focus on education, employability or safety and do not always represent the voices of the marginalised groups.

The Islington Youth Council does not have urban planning or district development as a priority topic and no efforts to involve the youth in these processes are known. As stated in the report UCL [Youth Engagement in London Planning -YELP- report](#), *the exclusion of young people from formal planning takes multiple forms, and relates as much to a marginalisation of young people from formal planning processes, as to their self-exclusion from procedures that too often seem impenetrable, and which they do not trust.*

There are, however, some efforts made by different organisations to engage the youth in existing consultation processes in other London Boroughs we could take inspiration from. This is the case of PemPeople, a community-based organisation in Southwark. They act as a bridge between the community and the council, organising meetings between young residents and Southwark Council to encourage them to express their views. Another example is the piece of research done by UCL - DPU students of MSc Urban Development Planning mentioned above (YELP). There, focus groups, cognitive maps and interviews were deployed with young people living in areas involved in urban planning processes.

Current civic participation processes in London do not engage the youth due to their rigidity and closed formats, which do not represent and adapt to their realities.

## SWOT analysis for youths

<b>Strengths:</b> <ul style="list-style-type: none"> <li>- Creative collective</li> <li>- Multicultural and open young communities</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>- Youth engaged mostly in satisfying their basic needs (accommodation and food)</li> <li>- Lack of trust in formal engagement processes</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>- Use some of the existing participation channels/initiatives to make them more accessible for youth</li> <li>- Existence of informal youth networks both physical and online</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>- Accommodation reallocation outside London</li> <li>- Decrease in services for youth due to budget cuts</li> </ul>

## Youth workers

Mapping for Change intends to work with UK Youth, The Drum, The Peel Youth Club, London Gypsies and Travellers, and Mildmay Community Partnership. These five organizations employ a range of tools and offerings to engage youths.

Most tools aim at getting youths (in particular NEETs) into work or training. These include free English, Maths and Employability courses. In addition, they use a variety of activities to appeal to all of the young people, from healthy eating advice, creative arts to planning and preparation (life skills) which include budgeting etc. Youth workers use risk assessments, key work, supervision reflective practice and one-on-one meetings to reach the youths. At least one of the organizations additionally offers a varied social education programme, a sports coaching and physical activity programme, IT workshops, music, arts and crafts and regular off-site activities. The Peel Youth Club has a monthly forum with the youths to share opinions on the current projects they are working on and whether they are aligned with the youths' needs. The groups use social media, but point out that this reaches a narrow range of people and is not helpful for those who cannot read.

## SWOT analysis for youth workers

<b>Strengths:</b> <ul style="list-style-type: none"> <li>- Significant expertise on the ground</li> <li>- Job is a vocation</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>- Work overload</li> <li>- Lack of time for training/occupational education</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>- New methods can offer the opportunity to use time more effectively (e.g. online engagement tools)</li> <li>- Cooperation with other professionals</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>- New challenges to face due to Brexit</li> <li>- Austerity measures having a double impact: funding is being cut for their services yet cuts elsewhere mean demand for their services is increasing</li> <li>- Labour instability</li> </ul>

## Young East (Gothenburg)

### District/area

The district that will be addressed in CIVACT is East Gothenburg. Crime, poverty and bad school results amongst youth is a growing problem in Gothenburg's city district East Gothenburg. The local council and community lack methods and tools to prevent this problem and to work proactively to support young adults at risk and prevent them from undergoing criminal and/or anti-social activities, anti-social behaviour, street gangs and radicalization. The district also has a shortage in the number of authorized teachers in primary school which has had a negative effect on school results and the school environment. The local council has initiated projects to address some of these problems. Good examples of this is The Young East project, the "SSPF"- youth workers and field workers that focus on for example school, community and field work etc. However, the hard to reach youth, who seldom use our services, are hard to motivate and the parallel structures in the community are hard to break.

The youth in East Gothenburg have challenges that are linked to a wide range of different aspects that common for deprived areas. For example, the overall school results in the districts are amongst the lowest in the city, the district has the lowest share of authorized teachers compared to the City as a whole, cramped housing accommodation, lack of role models and adults that are accessible to young people, parents that have little or no knowledge regarding the Swedish language and have therefore difficulties navigating in the Swedish society, poverty and financial problems, increase in mental illness parallel to cut backs at care institutions/psychiatry, segregated and unequal city, higher risk for youth to end up in criminality, large number of youth that feel unsafe when, for example, walking home from tram/bus and a culture of silence. In addition, the youths are affected by drug abuse and are at risk of joining criminal networks. The open sale of drugs on the streets is normalized. There is a parallel system that has a strong power that is categorized by violence, or the threat of violence.

Youth early identify with unhealthy role models and find it difficult to find other paths in life due to inequality and parallel structures. Social services and other authorities sometimes distance themselves from the youth and their families and it is often hard for these youths and their families to develop trust for authorities.

There are a lot of different activities for youths within the district, for example:

- Youth council
- Leadership trainings
- The Man Behind the Uniform program
- Youth clubs and meeting spots
- Youth workers on the field (six covering the whole district Mon – Sat)
- Sports clubs activities arranged by city officers in collaboration with local NGOs
- Summer camps and activities for children, youth and sometimes also parents
- Active landlords (both municipal and private) arrange different activities and a team that work in the neighbourhood to make it safer.
- Partnership for a safer district, partner such as Social services, Culture and leisure sector, police, school, landlords, the Fire brigade etc.

## SWOT analysis for youths

<b>Strengths:</b> <ul style="list-style-type: none"> <li>- high motivation among youths</li> <li>- respect for them they trust</li> <li>- high culture knowledge</li> </ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"> <li>- No trust in authorities</li> <li>- Low resources and sometimes lack of parents or other adult role models</li> <li>- Lack hope in the future</li> </ul>
<b>Opportunities:</b> <ul style="list-style-type: none"> <li>- Dedicated youth workers and civil society that want to make a change</li> <li>- Cross professional cooperation</li> </ul>	<b>Threats:</b> <ul style="list-style-type: none"> <li>- High level of feeling of hopelessness</li> <li>- High level of risk behaviour such as drug use, criminality, anti-social behaviour</li> <li>- Lack of housing</li> </ul>

## Youth workers

A range of youth workers were asked about their experiences. They reported that one of the more effective tools in place at the moment is the support youth works provide to the individual youths. However, a range of things are missing, including:

- More preventative activities
- Earlier actions to prevent children growing up feeling outside the system
- More flexibility regarding support and activities, we have a bureaucratic system
- More culture knowledge and courage to speak about challenges
- More flexibility within the social services and easier access for support
- Better coordination regarding exiting tools and support system

To access different types of support the young person must usually belong to a specific target group and/or specific age range which sometimes makes it difficult to reach a wider group. We often find that many young people fall between two categories because of the age limits. Furthermore, we often find that the requirements to fulfil specific target group description are hard to match making it difficult to access support. Psychiatric support is very hard to access and the amount of resources does not meet the need. Sometimes young people will have to wait years to get an assessment that is needed for them to access other relevant support systems.

Prevention work includes activities such as youth clubs and other activities that include music events, dance, movies, photography, etc. East Gothenburg also provides funding which youths can apply for to create their own projects, or to provide support for starting up different activities and clubs, music, events and radio. Moreover, street workers in the district also support youth in their own areas. Young East, SSPF and the housing for youth offer tailor-made and individual support for youth at risk. The core of the activities is to create an alliance and trust between the youth and the youth worker. Collaboration is key; youth workers need to partner up with the school, police, labour office, social services, NGOs, etc. Except from the professional partnerships, the youth workers support the families and the private network around the youth. Main goal is to help the youth to motivate and find a structure and a common goal that is understandable, together with the youth. The contact with the youth is long-term and can last up to almost two years.

Our main tools are music and dance, for example RAP-therapy, funding for youth to apply to create their own projects, and leadership trainings. The street workers use tools for mapping their activities and hot spots. Most of us are trained in using Motivational interviewing; we also have other tools linked to criminal behaviour, drug abuse, emotional health etc. However, we need more preventative activities, earlier actions to prevent children growing up feeling outside the system and society, more flexibility regarding support and activities, more culture knowledge and courage to speak about challenges, more flexibility within the social services and easier access for support and better coordination regarding exiting tools and support system. The youth workers are exploring the possibility of creating an app to better show activities for the youth.

#### SWOT analysis for youth workers

<p><b>Strengths:</b></p> <ul style="list-style-type: none"> <li>– Good relations with many of the youth</li> <li>– Good knowledge about the district and its inhabitants within the group of youth workers</li> <li>– High motivation and dedication among youth workers</li> </ul>	<p><b>Weaknesses:</b></p> <ul style="list-style-type: none"> <li>– Bureaucracy that stands in the way of flexible solutions and support</li> <li>– Unauthorized teachers in schools</li> <li>– Staffing levels within social services are low and unstable</li> </ul>
<p><b>Opportunities:</b></p> <ul style="list-style-type: none"> <li>– Educated and experienced youth workers</li> <li>– Youth workers with different skills, knowledge, background and language skills to match a variety of youths needs</li> </ul>	<p><b>Threats:</b></p> <ul style="list-style-type: none"> <li>– Limited resources linked to needs</li> <li>– Limited authorized teachers in school</li> <li>– Long wait for assessment within the psychiatric health department</li> <li>– Parallel structures</li> </ul>

## Shared challenges and needs

The main target group of CIVACT, hard-to-reach youths, varies across the five partners. However, in all five local contexts, the youths in question face multiple challenges in their social environment including issues with family, drugs, criminal activity, school, training, employment and housing. The target group generally demonstrates low levels of education & literacy, high levels of unemployment and a general disconnection from civil society, all of which should be taken into account in the development of the CIVACT methods. In addition, in all five contexts, the target group is characterized by a high percentage of migrants. This characteristic has two effects on the work in CIVACT: first, a large portion of the target group in each context has low competency levels of language skills in the respective local languages. Secondly, as mentioned by multiple partners, the socialization in a different national and/or cultural context may mean that some individuals are not familiar with European democratic processes.

Age-specific and group-specific offerings in many of the partner contexts exclude many youths who need assistance. In addition, several partners report that there is a low offering of official involvement with the youth. Both of these circumstances place a higher focus on the role of the youth worker. Furthermore, youths from the target group lack positive role models and positive experiences with authorities in all of the contexts examined. Again, youth workers can provide such experiences, but they must be trained to be able to do so.

Youths in the partner cities are generally motivated when engaged. Unfortunately, youths in the target group feel ignored and excluded from official channels and are generally characterized by a lack of empowerment for a variety of reasons. Social media engagement can work for some groups, but can face hurdles addressing target groups with literacy or language barriers.

Finally, while general tools exist to work with youths, most partners report that there is a lack of tools to work with hard-to-reach youths in specific. In light of the shared challenges and needs above, the CIVACT methods must bear the following points in mind:

1. Youths from the target group are highly motivated when engaged directly, but need to see results to feel empowered and taken seriously. (*Accountability*)
2. The target group has low levels of experience with formal learning and training structures and traditional work culture. (*Low thresholds, Accessible formats*)
3. The youths may have significant language barriers, including non-local first languages and literacy problems. (*Engagement through other means*)
4. The youths have a lack of positive role models and positive experiences with authority figures. (*Affirmative approaches*)
5. The target group experiences multiple challenges; formats should therefore integrate engagement, leisure and empowerment with traditional youth work to get as much benefit out of the method as possible. (*Synergistic effects*)

## Annex: Worksheet & Questionnaires

### CIVACT IO1 Worksheet: Comparative Study and Needs Analysis

#### Summary:

The main aim of this worksheet is to define the groups we will be working with in your local context (youths and youth workers/district managers) and then gather information about the current state of affairs in your local context. What specific groups are we going to address? What challenges do these groups face and how could we address them through the methods we want to develop in IO2? What methods and tools currently exist and what is missing?

#### Country:

#### City or district:

#### Youths:

1. Which groups of hard-to reach-youths will you be addressing in this project?
2. Where are they located and what are the specific challenges that they face?
3. How are they already being included in civic participation efforts and where could these efforts still be improved?
4. Do any of these efforts involve district development or urban planning? If so, what methods are used?
5. How would you assess their involvement in civic participation overall? Do the methods that are currently in practice seem to reach their goal or not?
6. Please assess the strengths, weaknesses, opportunities and threats with regard to the current situation of this youth group:

<b>Strengths:</b> <ul style="list-style-type: none"><li>– EXAMPLE: high motivation among youths</li><li>–</li></ul>	<b>Weaknesses:</b> <ul style="list-style-type: none"><li>– EXAMPLE: difficult spatial situation</li><li>–</li></ul>
<b>Opportunities:</b> <ul style="list-style-type: none"><li>– EXAMPLE: good cooperation with local youth centre</li><li>–</li></ul>	<b>Threats:</b> <ul style="list-style-type: none"><li>– EXAMPLE: high frustration level when promises are not kept</li><li>–</li></ul>

#### Youth workers & district managers:

1. Which professional groups are working with this group of youths in your local context?
2. What tools do they already have to address the youths' challenges? What is missing or could be improved?
3. Are there existing projects in your country or city which are dealing with these issues (civic participation among youths, engaging youths in urban development questions)? What main points do they address?
4. How would you assess the availability of tools, methods and information on addressing the above-mentioned group of hard-to-reach youths in your local context?
5. Please assess the strengths, weaknesses, opportunities and threats with regard to the current situation of youth workers and district managers working with this youth group:

<b>Strengths:</b> – EXAMPLE: high motivation among youth workers –	<b>Weaknesses:</b> – EXAMPLE: very limited resources, especially time –
<b>Opportunities:</b> – EXAMPLE: good level of ICT knowledge among youth workers –	<b>Threats:</b> – EXAMPLE: very limited resources, especially time –

## Target Group Questionnaires

### Questionnaire for youth workers

**Goal:** to gain commitment and get a baseline of knowledge & needs from five youth workers per country

1. Please describe the mission, values and main objectives of your organization.
2. Please describe your normal target group.
3. Please describe the main activities your organization conducts with the target group.
4. Please identify and describe the main vulnerabilities and social problems that characterize the areas of the city that you work with.
5. Please identify and describe the main vulnerabilities and challenges faced by your target group.
6. Please identify the main stakeholders of the areas of the city that you work with and explain how they can contribute to the implementation of CIVACT Project.
7. What tools do you have at your disposal? Which do you use regularly and which do you not use regularly? Why?
8. What sort of formal or informal training do you have that is relevant to your current work?
9. Do you have special tools or methods for addressing the target group? If so, which are particularly effective and which work less well?

### Questionnaire for youths

**Goal:** to assess learning outcomes (questionnaires will be conducted before and after the time period that was planned for IO4) for 25 youths per country

1. Where do you usually meet/hang around? When? How often?
2. Are you aware of the activities happening in your local area? (Type of activity? How do you hear from them? Who organizes them?)
3. Have you been involved in any activity organized by your local authority (relevant neighbourhood formal structure)?
4. What do you like the most about your local area?
5. What do you dislike the most about your local area?
6. Do you feel safe in your neighbourhood? Are there any areas where you feel unsafe?
7. What would you like to change in your local area?
8. Would you like the local authority to take your ideas into account?
9. How would you like to share your ideas with the local authority?