

EYSET

Empower Youth organizations through
Social Entrepreneurship in Tourism

Needs of young people and youth organizations towards the supporting services for youth employability

Report



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Acknowledgment

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The EYSET Project

In 2019, according to the UN data, there were about 1.2 billion youth aged 15 to 24 years in the world, or 16 per cent of the global population. In 2065, the world's youth population is projected to reach its peak, with approximately 1.4 billion persons (13%). According to the data of the World Bank, one billion people, or 15% of the world's population, experience some form of disability. One-fifth of the estimated global total, or between 110 million and 190 million people, experience significant disabilities. According to the UN data, young people with disabilities are one of the poorest and most marginalized groups of the world's youth. Estimates suggest that there are between 180 and 220 million youth with disabilities worldwide.

According to the figures shown in the Youth Employment Support, <https://ec.europa.eu/social/main.jsp?catId=1036>, during the aftermath of the global 2008 financial crisis, youth unemployment went up from 16.0% in 2008 to a peak of 24.4% in 2013. The figures went down dramatically since, with record lows of 14.9%, just before the COVID-19 pandemic hit. However: youth unemployment always remained more than twice as high as general unemployment; a stable labor market integration started to take longer, with many job-to-job transitions and means of precarious work; vulnerable groups, such as youth of racial and ethnic minorities or young people with disabilities, continued to be disadvantaged throughout this period; youth inactivity did not decrease nearly as much as youth unemployment.

All of the issues that affect young people, such as access to education, employment, health care and social services, also affect youth with disabilities, but in a far more complex way. Attitudes and discrimination linked to disability make it much more difficult for those to go to school, to find work or to participate in local activities. In many communities, both rural and urban, the environment is immensely challenging for people with physical and communication barriers that make it hard for them to participate in social life. The data that does exist shows that young people with disabilities face many more challenges than their non-disabled peers. In addition, they may also have to cope with challenges linked to gender, poverty, ethnicity or sexuality.

The right to work and employment is a fundamental right enshrined in Article 27 of the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD). However, at EU level, only 50.6 % of persons with disabilities are employed, compared to 74.8 % of persons without disabilities. The unemployment rate of persons with disabilities in the EU, aged 20- 64, is 17.1 % compared to 10.2 % of persons without disabilities, and the EU activity rate of persons with disabilities (percentage of active persons in relation to the comparable total population) is only 61.0 % compared to 82.3 % of nondisabled people. Moreover, women with disabilities, young disabled persons and persons with high support needs are more likely to be discriminated against and excluded from the labor market (ANED, 2017). Unfortunately, disability is not a marginal phenomenon. According to data collected by Eurofound in its fourth EU quality of life survey (latest data available, 2016), 28 % of EU respondents reported living with a chronic (or a long-standing) physical or mental health problem, illness or disability that hampers them in their daily activities.



EYSET aims at contributing to the creation of a suitable environment to raise the capacity of organizations working with young people and young people with disabilities outside formal learning in supporting youth social and labour inclusion, providing youth organizations with proper methodologies, methods and tools to empower young people and young people with disabilities in being social entrepreneurs in the tourism value chain.

EYSET will actively work in creating transnational networks to foster cooperation across different regions from EU and Western Balkans enhancing synergies and complementarities among organizations working with youth and the labour market. EYSET will actively contribute to social and labour inclusion of young people with fewer opportunities involving young people with disabilities in building more accessible tools for their employability enhancing their personal autonomy and their social and labour inclusion.

The main expected results of the project, listed below, are functional to achieve the specific objectives outlined:

R1. Capacity building for youth organizations Guidelines and a Training pack for organizations working in youth field to develop inclusive services and accessible material for youth employment exploiting non formal and informal learning and transnational network and synergies to raise capacity of youth organizations in supporting social and labor inclusion of young people and young people with disabilities in being social entrepreneurs in the tourism value chain.

R2. Toolkit direct to youth workers to enhance social entrepreneurship among young people and young people with disabilities. It will be useful to empower youth workers and make them able to support young people and young people with disabilities in being entrepreneurs in the tourism value chain. The toolkit created will support the innovation in youth work introducing more inclusive methodologies, methods and tools, as well as it will raise the awareness of the importance of the creation of accessible material also in non-formal and informal education direct to young people to leave no one behind.

R3. Policy recommendations for stakeholders about the importance of enhancing social and labor inclusion of young people and young people with disabilities exploiting social entrepreneurship and the resources of the tourism value chain. It will be useful to raise awareness of stakeholders about the importance of the creation of the suitable environment to boost youth employment.



The report methodology

This report contributes to Result 1: **Capacity building for youth organizations Guidelines and a Training pack for organizations working in youth field to develop inclusive services and accessible material for youth employment exploiting non formal and informal learning and transnational network and synergies** to raise capacity of youth organizations in supporting social and labor inclusion of young people and young people with disabilities in being social entrepreneurs in the tourism value chain.

Capacity building for youth organizations Guidelines and a Training pack for organizations will be the basis to raise awareness of the organizations working with young people and young people with disabilities. These tools will provide them with guidelines and a “capacity building process/empowerment” pack with the aim to make them able to provide inclusive and accessible services to contribute to foster fast track integration of young people and young people with disabilities into the labor market.

In order to create the training toolkit (Result 2) - aimed to raise youth organizations’ capacity to respond to the challenges related to youth employment and to the creation of a space and participation for all- it is necessary to carry out an analysis of what are their needs, gaps, challenges and suggestions. The same analysis is needed to be conducted addressing the young people as they are the first users of youth organizations’ services.

This report is based on the methodology of interviews based on the questionnaires developed during T3.5 aimed to identify the interviewee’s needs in building effective support services, youth organizations as providers and young people as users.

The target groups of the interviews are 6 representatives of youth organizations (the same organization can participate with more than 1 representative) and 8 youths with and without disabilities.



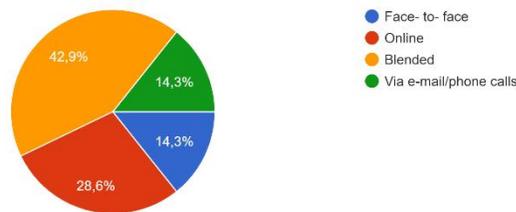
Interviews of young people with and without disabilities

The total number of interviewees is 54 and 6 of them are young people with disabilities (Intellectual and Physical Disability; Down Syndrome).

The interviews mainly took place in a blended modality so to say face-to-face, online, via email/phone calls.

4. The interviews took place

7 respuestas

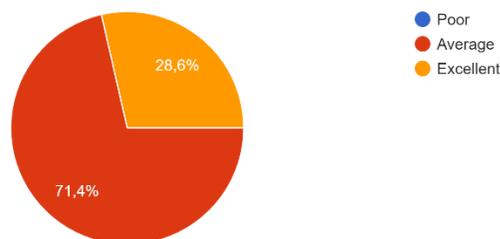


From the analysis of the results it emerges that the group is heterogeneous. There are mostly people who are already working, while others are studying, some belong to NGOs, some are active in the social field and others are looking for work.

According to the young people interviewed, the quality of the support services they use is on average. Partner countries have noted that in the young people's opinion the quality of the support services is between average and excellent. But as it emerges from their answers in the consecutive questions, it looks like average is the real answer.

5. According to the young people interviewed, how is the quality of support services they use?

7 respuestas

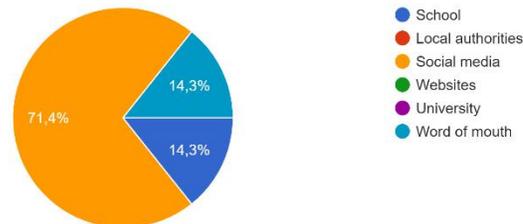




As it arises, the majority of people interviewed know about the support services available for them through socialmedia.

6. How do the young people interviewed know about the support services available for them?

7 respuestas



In terms of accessibility, it emerges that are not many limits in accessing the support services, the respondents express that most of the time they can easily access the tools. However, there are difficulties for young people to find, identify, reach and access activities offered by the NGO and institutions. On the other hand, there is also the opinion that there are many ads and opportunities online, but that a young person should make an effort to find them until the algorithm of social networks is directed towards looking for such opportunities. According to social media, their main channel of information is Instagram. They find the majority of opportunities this way, but they think that it is a much better approach if the promotion of the service is done through schools or universities, because they often think that the program is a scam and on the other hand they trust in institutions.

Some of the challenges they face in accessing youth services are:

- the lack of right information about the existing services,
- low number of offered trainings,
- transportation as means to reach services,
- for some youngsters, the quality of places/spaces where the services are offered is not always the best.
- some services are chargeable.
- Self-confidence - young people often think that they are not the ones who will get the opportunity. The researcher concludes that the degree of self-confidence is closely related to making the first step and apply for opportunity.

Concerning what the young people **suggest** in order to improve the services of their community there are:

- increasing the capacities of the youth organizations to provide services (more trainings) for all the young community;
- reaching wider audiences, even those young people who have bad socio-economic conditions, diverse groups
- solving the problem of wait-lists.
- good organization of programs and services

They **recommend** the organization of more extracurricular activities (related to youth) after school and during school hours to help youth improve different abilities and socialize with each other. Also, some of the



respondents suggest more seriousness in the process of delivering services for the youth and the need of people's opinion; the clarity of the service's availability by provide it online or with more timetables so it is easier to have access to it (also for the ones that are already working).

According to the respondents, some of the **support services missing** in their communities are:

- life and career orientation tools,
- focus groups and advisory groups in schools,
- development services,
- social activities,
- opportunities identification tools,
- information on services for start-ups,
- funding for youth start-up projects.

Also, in general there is **missing information on existent services** for youth in the community, as many youngsters want to engage/participate in activities and benefit from the services, but they fail to find the right and full package of information about the opportunities and activities present in their community.

The majority of them **complain**:

- a lack of **transportation**
- obstacles related to overly long and **time-consuming bureaucracy**
- lack of **free trainings and activities** for young people with and without disabilities
- **mental health support** for young people and more information and promotion about them.
- **Psychological employment counselling.**

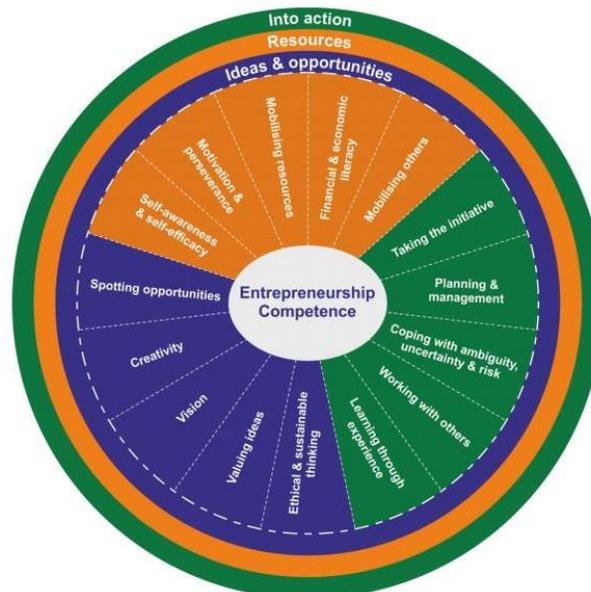


Figure 2: Areas and competences of the EntreComp conceptual model.



The 15 competences of the EntreComp: The Entrepreneurship Competence Framework (JRC, 2016)¹.

Among the 15 competences portrayed in the picture, the following are the ones - on average- the respondents

would like to gain/improve:

- taking the initiative,
- creativity,
- motivation and perseverance,
- mobilising others and resources,
- coping with ambiguity, uncertainty& risk.
- Financial and economic literacy
- Learning through experience

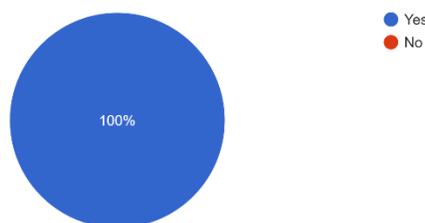
Among the 15 competences, the following are the ones – on average- the respondents **have acquired** through these of the services of the youth organizations:

- planning& management,
- valuing ideas,
- spotting opportunities
- ethical and sustainable thinking
- self-awareness and self-efficacy
- taking the initiative
- planning, motivation and perseverance
- ethical and sustainable thinking

According to the interviewees, some of the competences acquired through the use of the youth organizations' services **helped them** in entering the labour market and **contributed** to their personal and professional growth.

12. According to the people interviewed have any of the previous competences helped them to enter the labour market?

6 respuestas



1 JRC. (2016). EntreComp: The Entrepreneurship (Margherita Bacigalupo, Panagiotis Kampylis). <http://publications.jrc.ec.europa.eu/repository/bitstream/JRC101581/lfna27939enn.pdf>

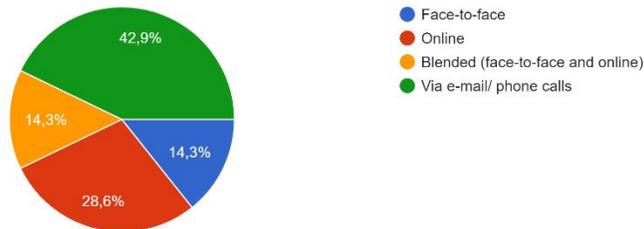


Interviews of youth organizations

The total number of youth organizations interviewed is 31.

The interviews took place mainly via e-mail/phone calls.

4. The interviews took place
7 respuestas



From the analysis of the results, it emerges that these are youth organisations operating in different fields.

- a. **The youth organizations interviewed by Partners Albania** mostly perform in the field of social, cultural, socio-cultural, educational, environmental, political, volunteerism, public health, health style, social development, democracy, anti-corruption, peacebuilding, human rights, humanitarian, gender quality, youth empowerment, advocacy, employment, gender quality, participation, capacity building, scientific research etc. The main target groups of the interviewed participants are: young people (12-35 years old, young people with disabilities, students (young people in high schools and university), unemployed young people, youth in marginalized groups, young people living in remote and disadvantaged areas of the country, youth at risk and young Roma and non- Roma (Egyptians and Albanians), Roma and Egyptian minorities.
- b. **The youth organizations interviewed by Forum for Civic Initiatives FIQ** perform in the field of education and skills development of young people, environmental protection, youths' role on decision-making, increasing the quality of education in Kosovo with a focus on University education, youth activities, human rights, peacebuilding and healthy food eating benefits, youth engagement.
- c. **The youth organizations interviewed by Società Cooperativa Sociale Controvento** carry out activities with the aim of fostering the social promotion and cultural, recreational, educational and training aggregation of young people. They disseminate environmental and territorial culture, they promote contacts between people, organizations and associations to generate social participation and they promote the full inclusion of people with frailty in society, by opposing education for autonomy to welfare logics.
- d. **The youth organizations interviewed by PREDIF** are: non-profit organizations working for the social and labor inclusion of vulnerable people in society; organization promoting youth mobility by using hostels and work towards equal opportunities and non-discrimination on the basis of race, gender, etc., opening up



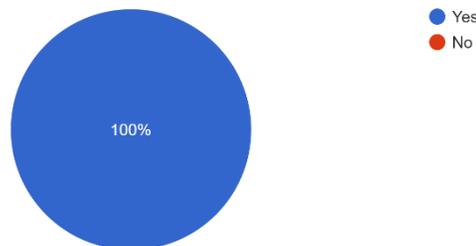
cultures and creating meeting points for young people. Their target group are young people between 18 and 30 years old with and without disabilities; organization that provides activities for young people, being the representative of the organizations and young people in general. Their target group are young people from 14 to 30. And regarding emancipation issues with young people over 30 (36 years old), for which they demand rights and better conditions from the administration.

- e. **The youth organizations interviewed by ADP ZID** are: working with young people, some of them working through pieces of training with people with disabilities. Also, most of them are working on employability, social inclusion, education with the accent on non- formal education.
- f. **The youth organizations interviewed by Cabildo Insular de Gran Canaria CGC** are: Social, cultural, leisure time organizations working with young people aged 14 to 30 years old.
- g. **The youth organizations interviewed by SEEYN** are: contribute to the empowerment of young people for active participation in the community and contribute to their personal and professional development. Out of all respondents, 2 organizations have youth employment in their mission, while others contribute to active citizenship and professional development of young people through employment and employability programs.

According to the representatives of youth organizations interviewed, their services, activities, events contribute in **boosting** personal and professional development of youth with or without disabilities.

5. According to the people interviewed, to their services, activities, events boost personal and professional development of youth with or without disabilities?

7 respuestas



Some of the examples provided by the respondents, concerning what type of opportunities youth organizations create to enhance youth with or without disabilities to enter the labor market, there are:

a. The youth organizations interviewed by Partners Albania →

- participation in project activities such as: “Sport for Development-Shape the future” and “Sport for employability”, are projects that use the S4D methodology to improve 4 Competencies-Communication, Cooperation, Self-confidence, and Trust. “Actively Together- Lead Your Future” aimed to promote education in and through sport with a focus on life skills development for career orientation of young people at the local and regional levels. “SKYE Clubs Project” to enhance competencies of youth in employability
- communication; decision making and dialogue; innovation and creativity; accounting; time management.
- Trainings, workshops, free courses summer camps on developing life and soft skills including but not only: CV and motivation letter preparation, job search and job application, job interview skills, communication



and collaboration, presentation and debating skills, time management, problem-solving skills, project application skills, mentoring and tutoring for academic and professional growth.

- Advocacy, lobbying, democratic processes, debate meetings, and discussion tables with local actors are some of the ways young people can raise their voices.

- Terrain activities, cycling, Art gallery photo, and painting expression, graffiti, seashore clean up, online training, etc.

- Professional courses to gain a profession in demand in the labor market and opportunity to be involved through employment in the Social Enterprise of organisation. - Formal and Non-formal education/training activities filling in the gaps regarding critical thinking, innovation and creativity, communication and citizenship skillset and attitudes which the education system lacks and struggles to provide. - Internships and student initiative projects which resemble a small-scale working environment where students sharpen skills to work independently or in groups, foster communication and coordination skills among themselves and in relation to us and come up with concrete products or deliverables.

b. The youth organizations interviewed by Forum for Civic Initiatives FIQ →

-enhance youth confidence -strengthening right education that youth need for entering the labor market

-teamwork

-communication skills

-presentation skills

-trainings for entrepreneurship and innovation

-building youth personal capacities.

c. The youth organizations interviewed by Società Cooperativa Sociale Controvento →

- Training, guidance and support to foster active and aware citizenship.

- Workshop activities with a view to lifelong learning.

- SIL (Servizio Inserimento Lavorativo - Job Placement Service) provides support to the family in the bureaucratic process required to register for targeted employment.

- Job orientation through the "Social job" training course

- Tutoring and monitoring of placement

d. The youth organizations interviewed by PREDIF →

- Youth exchange between European countries;

- Awareness-raising workshops in educational centers on: emotional education, conflict management, gender equality, community coexistence, social and political participation, social and communication skills,

-Socio-labor guidance, professional skills, digital skills, communication skills.;

-Promotion of participation at European level in Erasmus + and European Solidarity Corps programs social skills, communication, empathy, group work, independence, solidarity;

-volunteering;

- discussion forums;

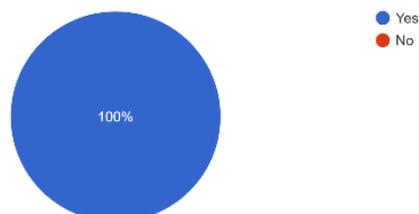
- job search and digital skills workshops.



- e. **The youth organizations interviewed by ADP- ZID** → Trough projects, youth organizations implement various trainings, where they try to help them to enter the labor market. There are various workshops from CV writing, cover letter, to other things like interviews with employers and preparation for job interviews, trough simulation.
- f. **The youth organizations interviewed by Cabildo Insular de Gran Canaria CGC** → Job shadowing, workshops related to employment, training, counselling and career guidance.
- g. **The youth organizations interviewed by SEEYN** →
 - Youth information service - www.hocu.ba is the largest platform for informing young people in Bosnia and Herzegovina with the largest outreach. Through this platform, young people are informed about the services and opportunities offered to them to be active in the community, to be mobile and employable. This platform was also mentioned several times by young respondents as a source of information.
 - Incubation and acceleration programs for business development – Nesto Vise is part of the regional incubator for social entrepreneurship RISE through which they support young people aged 18-35, while the 787 Foundation works on startups, social entrepreneurship with young people and women through incubation and acceleration programs, which consist of several elements such as capacity building, mentoring, meet-ups, professional mobility, business development, etc.
 - Angel investors - This was launched for the first time in BiH by the 787 foundation and they are trying to expand to the region. It is an interesting initiative, because all the respondents agreed in their answers that a big problem is the financing of entrepreneurial ideas and that there is a lack of additional programs and services in that area.
 - Competitions – Munja is organizing Business challenge program at state and regional level for many years in order to promote entrepreneurial mindset and thinking among high school students, while Nesto vise organize Design Thinking workshops with youth 15 – 18 years old to motivate them to develop innovative products and services with purpose to solve societal challenges. They organize demo days and pitching sessions in front jury in order to give feedback to the businesses as well as to select the winners and encourage them to continue with the idea development (financially and in capacities).
 - Internships - all organizations provide different forms of internship using opportunities offered by core and regional youth employment programs.
 - Youth clubs - this is an interesting service that PRONI provides in 28 different municipalities of BiH where youth workers work with young people on their personal and professional development in order to fulfill their full potential. This type of service is interesting from the aspect of providing services to young people in rural areas or smaller areas, where the youth club takes on the role of an info point for young people, a place for spending quality free time, starting ideas, a volunteer club, but also psycho-emotional development of young people.
 - Volunteer services – They mentioned a volunteer service that contributes to the employability of people with disabilities, but also as a way for other young people to acquire skills that will make them more competitive in the labor market.
 - Mobility programs - All organizations offer mobility programs to young people to help them gain new experiences, contacts, but also to develop self-awareness and self-confidence.

According to the respondents, **they have** services/ activities to enhance the spirit of entrepreneurship among youth with disabilities and youth without disabilities.

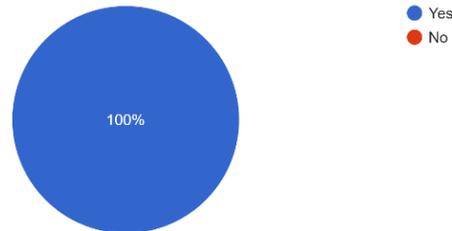
7. Do the intviewed have services/activities to enhance the spirit of entrepreneurship among youth with disabilities and youth without disabilities?
7 respuestas





The respondents also claim that **they assess the range of youth's needs in their community.**

8. Do the people interviewed assess the range of youth's needs in their community?
7 respuestas



To do so, they use different methodologies/strategies:

a. The youth organizations interviewed by Partners Albania → All the organizations interviewed stated that they assess the needs of the youth, but in **general none of them had a specific, solid, comprehensive plan/strategy/methodology, except one** which had a written document but not a named strategy.

Some of the ways in which they assess the needs of youth are through:

- assessments at the end of the projects,
- monitoring of activities,
- surveys,
- direct meetings with youth,
- peer to peer meetings,
- discussion groups,
- community discussions,
- brainstorming meetings,
- focus groups,
- observation,
- door to door meetings in the field,
- communication with different tools,
- usage of youth journal as a tool to assess youth needs for capacity building,
- individual mentoring sessions and close work with youth that serve to get to know students.

Regarding the **frequency** in which the assessment happens, it was different for different organizations, not periodically, **but mainly at the end of the projects**, once a year, two times a year or once in three months, based on their calendar activities.

b. The youth organizations interviewed by Forum for Civic Initiatives FIQ →

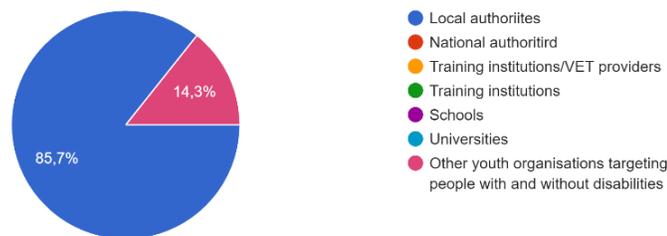
- sessions with focus groups,
- surveys with organizations
- workshops, trainings and different events
- Research, info sessions, questionnaires, focus groups
- personal talk with students, seeing that the materials learn at University is appropriate
- having diversity in their projects
- debates and surveys.



- c. **The youth organizations interviewed by Società Cooperativa Sociale Controvento** → The methodology used includes active and attentive listening to needs, moments of confrontation, exchange and sharing, participatory bottom-up action research and collection of qualitative and quantitative data. At least **annually** it is essential to conduct an assessment of newly emerging needs. The needs assessment should always be conducted before starting an intervention, during the activities and at the end of the intervention.
- d. **The youth organizations interviewed by PREDIF** → In particular case of one organization, as they work a lot with schools, it assesses the needs of young people by interviewing school counsellors. It also conducts semi-structured interviews with some young people. In addition, whenever it carries out activities such as awareness-raising or participation workshops, the young people fill in an evaluation questionnaire about the workshop and in which they also ask them about the contents and activities they would like to request. Other forms of assessment are newsletter; social media and different communication channel.
- In case of another organization, it leads the needs assessment every six months through the forums and meetings they hold with young people, to see what their needs are and then transfer them to the youth organizations. Every year the organization drafts a document of proposals in all the areas it considers to be the demands and needs of young people in order to pass them on to public and political organizations.
- e. **The youth organizations interviewed by ADP- ZID** → Law on Youth, the National Strategy for Youth, but they hope that there will be a new strategy soon.
- f. **The youth organizations interviewed by Cabildo Insular de Gran Canaria CGC** → Questionnaires and social media surveys / face to face meetings / field studies / personal evaluations and participants' assessments.
- g. **The youth organizations interviewed by SEEYN** → It depends on type of the program. Some organizations do it monthly, then 3-4 times per year while some others once per year, but as already said it mainly depends on the type of the program they offer.

Regarding the question, if youth organizations **collaborate** with other actors of their local environment, 85% collaborate with local authorities, the remaining 14,3% with other organizations targeting people with/ without disabilities.

10. Do the people interviewed collaborate with other actors of their local environment, on regular bases?
7 respuestas





However, according to the respondents, there are some **forms of collaboration that are still missing**. Generally, they claim that even though they cooperate with other youth organizations, a **more structured and formal way of cooperation should be set** and **that support from national authorities is needed**. Furthermore, there is a lack of meeting places in their neighborhood where they can get to know other organizations and work together.

According to the respondents, there are tools/services/activities – which are not available right now in their country- needed in order to improve the support services for young people. In spite of the variety of answers listed below, the one that all organizations in the various countries have in common is the need for more **financial tools/support**.

a. The youth organizations interviewed by Partners Albania →

- Financial tools and sources, such as grants to support business ideas.
- Financial support for the NGOs and group of interests that have their focus in the youth
- Advanced technical support
- Legislative support
- Functional youth structures (youth centres, youth councils etc.)
- coordination and collaboration among them.

b. The youth organizations interviewed by Forum for Civic Initiatives FIQ →

- digital skills,
- financial awareness and tools
- financial independence,
- investments
- technical and entrepreneurship support
- regular financial support,
- places to organize conferences
- common space,
- trainings for leaders of their organization.

c. The youth organizations interviewed by Società Cooperativa Sociale Controvento →

- Financial support,
- Technical and entrepreneurship support,
- Legislative support.

d. The youth organizations interviewed by PREDIF →

- Financial support

e. Most of the youth organizations interviewed by ADP- ZID did not answered.

f. The youth organizations interviewed by Cabildo Insular de Gran Canaria CGC →

- Learning to participate from scratch.

g. The youth organizations interviewed by SEEYN →

- Financial support and legislative support

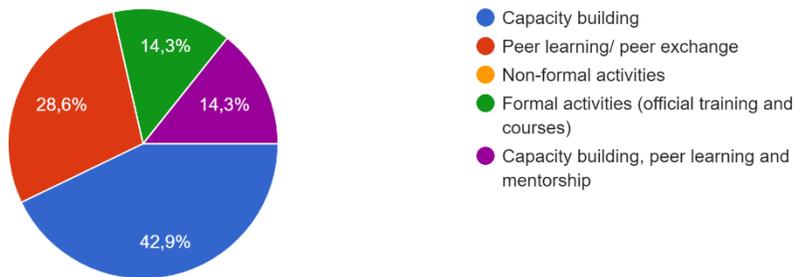


- Entrepreneurship support
- Structural grants for the service providers to establish continuous and sustainable service provision are also missing support programs.

Finally, the most urgent support needed to improve their organization support services is **capacity building** along with peer leaning/ peer exchange.

13. According to the people interviewed, what is the most urgent support needed to improve their organization support services?

7 respuestas





Conclusion

The results emerging from the interviews to young people have mainly stressed the fact that, despite no barrier in terms of accessibility is perceived, some challenges still need to be addressed. They relate to the lack of right information about the existing services and low number of offered trainings as well as the lack of free training activities for people with and without disabilities. It has also pointed out the lack of transportations as means to reach the services and the absence of psychological employment counselling available during the job research process.

All these points should be taken into consideration in order to ease young people's access to the services offered by youth organizations first and, consequently, to the labour market.

The results emerging from the interviews to youth organizations have stressed that the concern that all organisations shares is the economic/financial aspect, so to say the need to have grants to support business ideas. Local and national authorities should take into consideration this necessity as it is strictly related to the work of the youth organizations in delivering good and well-structured support services, which are accessible and helpful for the users in entering the labour market.

All the points that came out from the interviews represent important working-starting points for the next focus group (T3.6) among the project partners held in order to produce the first draft of the supporting services for youth employment.