

Generalist Youth Information Services in Spain in 1997

The attached pages constitute the chapter concerning **Spain**
which is part of a 17-country study completed in 1997.

Each chapter provides a summary of the situation in the country at the end of 1997
concerning generalist youth information and counselling,
and the methods and structures involved in its organisation and distribution.

This study was conducted by the **European Youth Information and Counselling Agency** (ERYICA), to which all the author organisations belong as “Member Organisations” or as “Co-operating Organisations”. Accordingly, the study is limited to those countries where in 1996-97 there existed functioning networks of generalist youth information centres and services which were co-operating with ERYICA.

The 17 chapters of this study, in separate English and French versions, can be consulted on the ERYICA Internet site (“www.eryica.org” - see the section “Documents”, then “1997 Study”). Each file, which is in Word 2.0 for Windows / PC (varying between 4 and 20 pages in length), can also be downloaded from the site.

More recent information about each ERYICA national partner, its activities and its network can also be found on the ERYICA Internet site:

- a) **current addresses of national partners**: under “Discover ERYICA”, then “Members”, then “Country”
- b) **links to Internet sites of national partners**: under “Discover SERVICES”, then “Web-sites of ERYICA Partners”
- c) (when the organisation co-ordinates a network) **links to a list of addresses of regional or local centres**: under “Discover ERYICA”, then “Members”, then “Country”.

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SPAIN

ORIGIN AND DEVELOPMENT

Until 1978, youth policy in Spain occupied a secondary place in the order of priorities for governmental activity, with a very narrow focus and a very traditional structure. The only activities organised for young people were leisure and free-time activities, or charitable and welfare activities directed towards marginal groups.

The activities which official bodies offered to young people were intended to be complementary to those proposed by private associations and social organisations. These organisations were basically dependent on the State and the Church, since private enterprise was almost non-existent, and their main objective was to occupy children's and adolescents' leisure time, that is to say the time during which they were not under control of either the family or the school.

From the end of the 1970s, during the transition to a functioning democracy, the magnitude and complexity of the needs and problems of young people in Spain had made this model of youth policies totally obsolete, a model that was being strongly questioned by many social structures. The need to promote new forms of activity was recognised and elements of a **new youth policy** were beginning to be proposed. This new policy would take a global approach, putting an emphasis on:

- the adoption of strategies that would favour the integration of young people as active citizens and participants in the life of society

- a decentralised management of resources and programmes, delegating different competencies to the different levels of public authorities, and
- an active development of participation, that would restore the significance of youth policy for young people and for the organisations that represent them.

The SIPAJ of Barcelona, created at the end of the 1970s as a joint initiative of the Church, the pre-autonomous government and social organisations, turned out to be one of the youth information services that started a new trend, a new style of work **with young people** and not only **for young people**, as had been the style in the past.

Around the same time, with the first democratic local governments, the precursors in Spain of today's Youth Information Centres opened their doors in Murcia, Valladolid and Zaragoza. Others in Puerto de Santa María, Getafe, Salamanca, and many more localities, appeared not long afterwards.

The information for this text has been provided by the Instituto de la Juventud (INJUVE):

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In March 1983, the first national meeting of Youth Information Centres took place in Murcia. For the first time all those responsible for the diverse initiatives existing in the field of information for young people met together, and from that moment on a process of co-ordination began between all the centres.

It then became obvious that a team-work approach permitted the optimisation of the existing resources and services, as well as enabling young people to obtain a better knowledge of social reality, and what is more significant, it could serve as an element that could contribute to an effective equality of opportunities, if it put its efforts in reaching less-favoured young people, the ones who had more difficulty to access social opportunities.

From that point of view, the youth information services have developed and are still developing a strategic function in youth policy. The current policy, which aims at the construction of a large national network of centres with many international connections, was initiated in 1983 during the Murcia conference. At that time, it brought together the ten or so initiatives that were already functioning, some of them being very specific and all of them with a strong voluntary element, few resources and not much experience; at this point everything was yet to be invented.

The process of the transfer of competencies from the Central Administration to the Autonomous Communities confirmed the viability of the plans that had been initiated, as well as the need for decentralisation, a need that had already been identified. It also revealed another need: for co-ordination between the different dispersed initiatives that had appeared because of the pressure coming from the grass roots.

In this manner, roughly summarised, began, *from the bottom upwards*, and *linking a group of initiatives that originally were dispersed and autonomous, a process of co-ordination*. This was the birth of what would become, not too much later, the **Spanish youth information network**, constructed step by step throughout these years.

All activity was based on a simple though apparently contradictory principle: *co-ordinated decentralisation*. Each centre or initiative that was included in the network had to be, and to continue being, *completely autonomous and independent*, maintaining as much as possible its individual *personality*, and its roots in the social area from where it had originated. This premise would give the centre *more vitality, more efficiency and a greater proximity to its users*. This would also provide a greater richness to the whole, as it would be a sum of all the individual contributions. This was the way in which *decentralisation* was interpreted.

But at the same time the intention was to work with common methods, discussed, agreed and developed *with the participation of all*, on the basis of grass-roots experience. The *sharing of information resources*, the *sharing of tasks*, the *specialisation of functions*, these were all diverse aspects of the co-ordination that was beginning to develop between structures that had common problems, needs, plans and objectives. The only thing that was left was to decide about the methods, and that was what was done from that point on.

At present, in Spain the network of Youth Information Centres is composed of: a national **Centre for Youth Research, Training and Information** (CEFIJ), which is part of the Youth Institute (INJUVE, that depends on the Ministry of Work and Social Affairs); **19 Regional Co-ordinating Centres** established in

each of the Autonomous Communities, that

depend on their regional governments. Finally, at the grass-roots, there are **2.270 youth information and counselling centres, offices and kiosks**, that are sponsored by local authorities and private social initiatives, associations, etc.

In Spain, the variety of services that are offered can be differentiated according to the following typology:

* a **Youth Information Centre**: this is an information structure, locally based, that provides a information service directly to young people. It has to dispose of a *space exclusively* dedicated to this goal. It must be *open to the public for at least thirty hours a week*. For the development of its activities, the presence of a minimum of *two people* employed in the centre is required. In its field of competence, each centre must develop co-operation and co-ordination with other information services aimed at young people.

* a **Youth Information Office**: this is also an information structure, originating with a public or private initiative, that provides an information service for young people, but its scope and size are not as large as those of a Youth Information Centre. Its organisation and way of functioning may in fact depend on a centre. The Office has to have an *exclusive area or space dedicated to providing youth information*, and be open to the public for at least *15 hours a week*.

* a **Youth Information Point**: this is an information service that makes directly available to young people materials and resources that it receives from its regional Co-ordinating Centre or from the Youth Information Centre with which it is linked organisationally or contractually, as well as materials from any other source of information.

AIMS AND PRINCIPLES

Due to the significance of local experiences in the processes of debating and formulating objectives, from the start all the centres and institutions participating in the project adopted the basic objectives of the programme "**Youth and Information**". Subsequently these were stated as follows:

- *To promote a deeper and better knowledge on the part of society of the problems that young people face;*
- *To provide greater information about the social opportunities available to young people;*
- *To make, in association with young people, more dynamic use of social resources, with a view to promoting their integration into society;*
- *To promote the exercise of the principle of equality of opportunity, by making the opportunities better known.*

The Youth Information Centres have the following specific objectives:

- *To reach young people and the professionals who work with them;*
- *To provide information, in a holistic way, about all aspects of young people's day-to-day life. To pay special attention to those aspects which influence the process of their insertion in the world of work: educational system, professional training, access to the job market, access to housing, health, cultural options, etc.;*
- *To collect information and provide guidance on the different existing alternatives, especially in the transitional phase between school and work, where the choice of a specific option has so many consequences for the later course of a young person's life.*

In the present circumstances, the counselling function is very important, as well as delicate and complex; it requires the ability to relate to the young person, to gain their confidence, to be able to analyse their problems and personal circumstances correctly, to consider the different options and possibilities, and as a final result, to suggest the most advisable alternatives.

Finally, one last objective strengthens the role of the centres as a link between the promoters of initiatives and their users:

- To spread information about the most innovative experiences in youth policy in such a way that they may be taken advantage of by all those who have difficulties in providing efficient solutions to the problems they encounter.

In Spain there does not exist, as is the case in a number of other European countries, a national Youth Information Charter. However, Spain has actively participated in the elaboration of the **European Youth Information Charter**, approved by the General Assembly of ERYICA in Bratislava in December 1993. The principles stated therein permanently direct the daily activity of the people that work in youth information and counselling centres throughout Spain.

GOVERNMENT POLICY

If one takes it as the starting point, the Spanish Constitution of 1978 declares in its 48th article: *"The public authorities will promote the necessary conditions for the efficient and free participation of young people in political, social, economic and cultural development."*

The **Youth Institute** (INJUVE) was created, as an Autonomous Body, dependent at the start on the Ministry of Culture, by the Royal Decree n° 565/1985

of 24 April 1985. Amongst others it was assigned the following objectives:

- 1. The execution of the Policy of all Departments as they related to young people, in collaboration with the different Ministerial Departments and the Public Authorities whose activities affect this sector of the population;*
- 2. The promotion of a sense of cultural community among the youth of Spain;*
- 3. The promotion of youth associations and of their participation in international associations;*
- 4. The development and co-ordination of an information and documentation system for young people.*

In order to achieve its objectives, the INJUVE had to develop, inter alia, co-operation with the Autonomous Communities in the field of youth matters.

Through an INJUVE Resolution, adopted on 16 December 1991, the collaboration between INJUVE and the youth information and documentation centres and services of the Autonomous Communities, as well as with other centres of a similar nature of a non-governmental character, was formally initiated.

On July 28th 1988, the Ministry of Social Affairs was created as the Institution of the State Administration in charge of proposing and executing government policy in the field of social affairs. Inter alia, it was responsible for the field of *promoting cultural communication among Spanish youth, and the development and co-ordination of a system of information and documentation for young people.* The INJUVE was attached to this new Ministry during almost 8 years, between 1988 and 1996.

During the decade of the 1990's, all the Autonomous Communities have developed legal regulations governing the Youth Information Centres set up in their territory, establishing the technical requirements and minimum conditions for their establishment and official recognition. This recognition is a necessary condition for the entry of a centre into the Spanish network.

The Royal Decree nº 758/1996 of 5 May 1996 restructured the Central State Administration of Spain. The Ministry of Social Affairs disappeared, and its areas of responsibility have been assigned to the new Ministry of Work and Social Affairs, on which INJUVE now depends.

LEGAL STATUS AND FINANCING OF CENTRES

1. Governmental and non-governmental (associative, or another status)

Youth Information Centres in Spain depend economically mainly on the public sector.

The ones that depend on the **State Administration** (nation-wide) are:

- The *Centre for Youth Research, Training and Information* (CEFIJ) and the youth offices of INJUVE;
- The Information Centre for Soldiers, of the Ministry of Defence;
- The Student Information Offices in secondary schools and universities, of the Ministry of Education and Science.

The ones that depend on the **Administrations of the Autonomous Communities** (regional level) are:

- The Youth Information and Documentation *Co-ordinating Centres* of all the Autonomous Communities. They

usually organise their services in Information Centres, Offices and Points, depending on their capacity to provide services to young people.

- They can also depend on the "Diputaci3n" (provincial sphere).

The ones that depend on the **Local Administrations** (municipal level) are:

- All the centres that have been created by the city and municipal councils.

All Municipal Youth Information Centres have to obtain recognition by the network of their Autonomous Community (regional network) as a prerequisite for their integration into the Spanish network.

There also exist youth information offices that depend on:

- Youth, religious, labour associations, as well as other non-governmental organisations.
- Private entities (such as universities, banks).

2. Staff Status

The employees of Youth Information Centres that financially depend on the Administration are either civil servants or staff under contract (temporary or indefinite)

In private entities, the employees are usually staff under contract or volunteers.

Conscientious objectors can undertake their alternative service in youth information centres.

3. Participation of Volunteers

In Youth Information Centres and services generally, and especially in those dependent on private associations, the involvement of young volunteers is quite common.

4. Number of employees in this field

On average, there are two employees per centre. There is a balance between the permanent or long-term employees (50%) and temporary ones (the remaining 50%).

At present, there are approximately 2.600 - 2.700 people working in the field of youth information in the whole of Spain.

5. Financing Youth Information Centres

The Youth Information Centres, if they depend on the Administration, whether central, Autonomous or municipal, are financed from public funds.

Those that depend on private entities or associations are basically financed with private funds, which may be supplemented by public subsidies.

NATIONAL AND REGIONAL CO-ORDINATION

The **Spanish Network of Youth Information and Documentation Centres** is an institution that has a functional rather than legal structure. Its creation and development arose, as has been seen, from the grass-roots, as a logical answer to the need for co-ordination between the work developed by the different, and sometimes competing, initiatives that existed in the first half of the 1980's. At that time of decentralisation, the information offices and services were transferred from the State's central administration to the Autonomous Communities. As a result, in a very short time, the model of highly centralised interventions was replaced by another model, more along the lines of a State of Autonomous Communities, the services became closer to the users, and a whole series of functions in the youth field were transferred to the Autonomous Administrations.

Ever since, the Spanish network has been divided into 3 levels:

1. One national Centre for Youth Research, Training and Information, now called the *Centro de Estudios, Formación e Información Juvenil* (CEFIJ);
2. 19 Youth Information and Documentation Co-ordinating Centres of the Autonomous Communities (17 communities, plus the Autonomous Cities of Ceuta and Melilla);
3. The rest of the local or municipal Youth Information Centres.

INJUVE develops support functions for the whole of the network, and acts as a national co-ordination body. Its headquarters are located at Calle Ortega y Gasset 71, E-28006 Madrid, and Calle Marqués de Riscal 16, E-28010 Madrid.

Within the Spanish network, the specific functions of INJUVE are:

- *The development and co-ordination of international relations in the field of youth information and documentation;*
- *The management, updating and distribution of data-bases at the national level;*
- *Co-ordination between state and regional (co-ordinating centres of the Autonomous Communities) initiatives, and support for joint initiatives;*
- *Planning and development of training programmes for information workers, research, etc, in collaboration with the Autonomous Communities.*

The **Co-ordinating Commission of the Centres** is the mechanism which co-ordinates the network. It is an effective platform for making the connections between the different areas of work, as it

Profile of Spanish Network

Co-ordinating Bodies:

- INJUVE (for certain national functions and international relations)
- Regional Co-ordinating Centres (for youth information services in each Autonomous Community)

Network:

- 1 national centre (INJUVE / CETIF)
- 19 regional co-ordinating centres
- 1,851 local centres, offices & points

Legal Status:

INJUVE is a governmental body which is part of the Ministry of Labour and Social Affairs.

The Regional Co-ordinating Centres are part of the youth service administration of each Autonomous Community.

Most local centres and points are run by municipalities, though some are non-profit associations.

Number of Information Workers Employed in Network:

2,600 salaried employees (approx.)

Responsible Governmental Body:

Ministry of Labour and Social Affairs

brings together the representatives of both the State Centre and the Co-ordinating Centres of the Autonomous Communities.

It is the place where common concerns are debated, and where the objectives of co-operation, the nature and type of materials to be exchanged, as well as the functions of each of the centres and any other technical issue that directly affects the co-ordinated functioning of the network are decided.

INJUVE, the youth services of the Autonomous Communities and the autonomous cities of Ceuta and Melilla have created a **youth information service on Internet**. This contains information, updated each week, about youth services, youth organisations, European youth programmes and a range of other subjects of interest to young people. The Web-site www.mtas.es/infoven permits the user to access national and international information (managed by INJUVE), as well as information provided by each of the Autonomous Communities and cities.

RELATIONSHIP BETWEEN GOVERNMENT AND YOUTH INFORMATION SERVICES

As has already been stated, the Spanish Government through INJUVE (an institution which depends on the Ministry of Labour and Social Affairs) has promoted the establishment and growth of Youth Information Centres, which themselves depend on the Autonomous Communities and on the municipal councils. INJUVE also acts as the co-ordinator of the Spanish youth information network.

The work in the field of information is part of a larger picture. INJUVE, in a wider sense, is also responsible for "*youth policy*" on the national level. Its areas of competence thus include the design, planning and execution of actions and measures in favour of young people, as well as the establishment of programmes for young people at national and international levels.

The Government establishes a **global plan for youth activities**, normally covering a 4-year period, which is implemented in collaboration with different public authorities and non-governmental groups. These plans have to receive wide approval

and involvement from all the public authorities, always respecting the areas in which the Autonomous Communities and local authorities have exclusive authority. The plans contain measures in favour of young people, related to housing, jobs, the quality of life, health, etc.

The local youth information centres, which systematically collect data concerning the areas of information which are requested by young people, constitute a privileged observatory of the evolving needs and problems encountered by their users.

TYPICAL SERVICES OFFERED BY CENTRES

Information

- Personalised attention where a team of information workers will respond to the questions asked by the young people.
- Provision of resources which encourage personal research and offer the necessary tools for young people to help themselves.

Advice and Counselling

- Specialised teams for counselling and dealing with subjects of interest to young people: housing, legal matters, health, military service/conscientious objection.

Documentation

- Access to the documentation, both purchased and produced by the centres.

Other Activities Offered by Centres

Thematic information activities:

- Preparation of information campaigns on certain subjects.
- Provision of the various resources: pamphlets, videos, self-use computer programmes, etc.

Data-bases and software:

- Making and purchasing information data-bases related to scholarships, exams,

competitions, conferences and learning activities.

Documentary resources:

- Specialised publications that provide information on specific topics.
- Guides listing the resources and opportunities available to young people.
- Agreements between public and private institutions that enlarge the range of information available on certain subjects.

Publications:

- Youth information publications, youth magazines, Autonomous and state press releases.

Co-ordination and organisation:

- To provide activities for young people, organised by different local and Autonomous bodies;
- Actions with public and private institutions to facilitate the distribution of youth information;
- Exchange of information between youth information centres and points, through the municipal and Autonomous networks;
- Participation in meetings between State and Autonomous partners to co-ordinate the planning and follow-up of activities.

Research:

- Studying the information needs of young people.

Sales and Reservations:

- Booking rooms in youth hostels, issuing youth cards, selling bargain tickets, organisation of field work and of language courses abroad, documentation and library services.

STANDARD ELEMENTS

The way in which information is organised is usually uniform, thanks to the existence of a standard nation-wide classification of topics. This classification is revised every year, and INJUVE is responsible for

convening the working-group of all regional co-ordinating centres which deals with this question.

In addition, each centre complements the national information with other information that is produced in its locality, which may be information that is international, national, regional, provincial or local in nature.

Conditions of access to the services

All information is free of charge (except in services run by some private bodies), including via a direct access telephone line.

Opening hours

Centres are usually operated on the basis of morning and afternoon shifts, and the hours of opening are similar to those of public services: Monday to Friday: 09:00 to 14:00, and 16:00 to 18:00. There are also telephone services available, with longer hours.

Collecting, selecting and distributing information

Collection: All kinds of information are received, and for this purpose centres are permanently in contact with sources that generate information.

Selection: All information collected is selected and organised in the categories which make up the national classification. The data-bases that are generally available are:

1. Short-life information (with a deadline or final date)
2. Stable or permanent information
3. Directories
4. Document collections.

Distribution: A wide range of media are used to ensure that the information reaches

the widest possible public: (in printed form): press, magazines, publications; (via mass media): radio and television; (via computerised media): CD-ROM, discs and on-line networks.

YOUTH INFORMATION NEEDS: RESULTS OF 1995 STUDY

Since 1990, taking advantage of the possibilities that the network of centres offers as a system of antennae for the direct reception of all kinds of information about young people, a few studies have been conducted about the usage of the centres, who the users are and their degree of satisfaction with the services offered.

It is important to insist on the fact that this research has been undertaken *exclusively* by the people who work in the network, without any exterior intervention.

The following is a summary of the main findings from a 1995 study of the centres, their users and their services:

Territorial implantation of the centres

- In their present geographic distribution, the Spanish Youth Information Centres are distributed throughout the entire territory of the country, coinciding with the levels of population dispersion to a greater degree than is the case with other public services.

Usage of the centres and opening hours

- The habit of visiting and using information at the centres seems to be associated with the rhythms and schedules of regular working patterns, and to be quite far from coinciding with the times of the week normally dedicated to leisure and free time.

- The morning continues to be preferred time to visit a centre, with over half the visits (55 %) while only a third (34.6 %) occur in the afternoon. As in 1990, the bulk of the users visit centres before one

o'clock in the afternoon, and especially between 11:00 am and 12:59 pm.

- *The hours at which the centres are visited show patterns of usage linked to work, as they tend to reflect the working hours of the day, which is a tendency far from coinciding with free time hours. Thus, the centres are used as a work-related tool as well as a youth centre.*

Who are the users? Where do they live?

- *The predominant group of users of the centres is between 20-24 years old. The average age at present is 22.4 years, slightly above the average age in 1990.*
- *The male group shows a tendency to visit a centre situated in the neighbourhood or area in which they live, without making major journeys. The female group, however, shows less resistance to making such a journey and is often found in centres that are further away from their homes.*
- *The group of unmarried users is made up of men under 24, with a fast decrease over that age, who are students with a secondary school diploma. On the other hand, the married group (largely outnumbered by the unmarried group) are mostly women over 29, working or in other situations, and not having completed secondary studies.*
- *Being a user of the centres and having independent accommodation are two situations that very rarely coincide in the same person. This is one of the reasons for the great interest shown in looking for imaginative solutions in this area of services.*
- *The largest group of users is still that of young people who have finished 12th grade (20.6 %) and if those with university degrees are added, this group easily equals more than half of all users. This is so for 1990 and 1995. The main users of Youth Information Centres are*

still people with considerable educational qualifications, with a predominance of the middle and higher levels. This implies the possession of an ability to use information.

How do users know the centres exist?

- *Interpersonal communication is still, by far, the most frequent means by which people learn about the centres. The role of associations in making the centres known has been strengthened.*
- *In practical terms, it is of great importance to reinforce the activities related to the distribution of information, giving priority to under-privileged groups of the population.*

Do users visit centres many times, or a few times?

- *During the last five years the users of information centres have progressively intensified their visiting habits, practically becoming regular visitors.*
- *Infrequent users are mostly girls between 15 and 24 years of age, who are students having completed secondary school.*
- *More likely to be frequent users are young men under 15 years of age with a defined occupational profile and with a low level of education.*
- *The average of yearly visits per person in the sample of 3.404 multiple users is 21.59 times, which is five times higher than in 1990.*

Which topics do the users ask about?

- *For the type of request received, if the less frequent requests (counselling and guidance) are given a value of 1, for each such request there are 1.9 requests for self-counselling and 2.3 requests for information.*
- *The most frequent topics requested are Education (35.5 %), Employment (33.2*

%), Examinations (29.75 %), and Services offered by the centre (29.0 %). One out of every three or four users is interested in them. The next area of frequently requested information (20 %) is issues relating to Military Service and Conscientious Objection.

Does Information Centre = Meeting Centre?

- One evolution in the use of youth information centres which has become quite evident may have implications for the future: the centres are increasingly becoming meeting-places for young people.

Some important changes (1990 - 1995)

- There has been a clear increase in the requests relating to vocational matters (such as examinations for public posts, education and questions about working), double the number in 1990, while the requests related to leisure activities between 1990 and 1995 have decreased representing only one-third of the total number of requests. Requests in the latter area, although they are still important, are preferably fulfilled by other channels of information, thus reserving the areas of information which require more responsibility and rigour for the Information Centres.

What is the users' evaluation of the centres? Do they do an acceptable job?

- In general, the vast majority of users are very positive about the services provided by the centres. They make practically no difference between the different aspects of the services offered by the centres.

What are the defects of the centres?

What should be improved?

- Regarding the defects of the centres, the majority of the answers are positive about the services offered, and those which mention defects are relatively few. (23.6 % have responded that the centres

had no defects, or that "they do not lack anything")

- Amongst the defects which have been specifically mentioned, most concern questions of infrastructure. A little over one out of every two such answers refers to, in the first place, poor premises, followed by a shortage of staff and by the limited computer equipment available. The fact that the users recognise a high quality in the services received, while they also point out the defects and the inappropriateness of the premises in which the services are provided is quite significant.

SPECIALISED INFORMATION SERVICES FOR YOUNG PEOPLE

1. Vocational Guidance

Careers advice and vocational guidance falls within the jurisdiction of the educational system. Each public secondary school has one or more vocational guidance counsellors, for 16 to 18 years age group.

In addition, vocational guidance services are offered in 1 out of 3 youth information centres.

2. Health

Some youth information centres co-operate with public health networks in order to offer specialised health services for young people, especially in the field of contraception.

3. Personal Relations and Sexuality

1 out of 6 youth information centres offers counselling services about sexuality and contraception.

4. Drug Addiction

All matters related to drug addiction and drug abuse are treated in specialised health centres.

Some youth information centres have experience in drug addiction prevention.

5. Others Services

Youth information centres, depending on their capacity, may offer the following other services:

- legal counselling (1 out of 6)
- psychological help groups (1 out of 8)
- youth activities
- unofficial educational programmes, courses which are not officially recognised.
- support for enterprising initiatives
- job offers and job promotion
- leisure-time courses
- offers of rented accommodation for young people
- counselling about conscientious objection and military service
- documentation and library services.