



SEMINAR REPORT

SCREEN[★] AGERS INTERNATIONAL

31ST MAR - 2ND APRIL
DUBLIN, IRELAND



USING ICT, DIGITAL AND SOCIAL MEDIA IN YOUTH WORK

INTERNATIONAL
SEMINAR



#SCREENAGERS

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NATIONAL YOUTH COUNCIL OF IRELAND

The National Youth Council of Ireland (NYCI) is the representative body for national voluntary youth work organisations in Ireland. It represents and supports the interests of voluntary youth organisations and uses its collective experience to act on issues that impact on young people.

www.youth.ie

VERKE

Verke – (Verkkonuorisotyön Valtakunnallinen Kehittämiskeskus) National Development Centre for Online Youth Work is one of the appointed national development and service centres of Ministry of Education and Culture of Finland.

Verke creates, produces and develops youth-oriented work and activities that can be done with the help of the Internet. In addition, the centre acts as an expert and support service by concentrating on increasing information and knowhow related to its area of expertise. The target groups of these operations are professionals in youth-oriented fields. The activities of the centre are being developed through national and multidisciplinary cooperative work between the public, private and third sectors.

www.verke.org

YOUTH COUNCIL FOR NORTHERN IRELAND

The Youth Council for Northern Ireland (YCNI) aims to champion the well-being, rights and participation of young people by supporting the development of effective youth policies and quality youth work practice; and by facilitating meaningful collaboration between youth organisations and all sectors with responsibility for young people.

www.ycni.ie

VEREIN WIENER JUGENDZENTREN

The Association of Viennese Youth Centres is a Non-Governmental Organisation, primarily supported financially by the municipality of Vienna. The main part of the annual budget is decided year by year by the Vienna City Council.

The Association employs approximately 300 persons (about 100 fulltime), most of them as youth-workers directly in the field. It is one of the main employers in social work in Vienna.

The range of activities includes open youth work in youth-centres and youth clubs; detached youth work; raining courses, especially in creativity (drama, dance, music); counseling; organising events, especially in the fields of music and sport.

www.jugendzentren.at

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INTRODUCTION

1. INTRODUCTION

ABOUT THE SCREENAGERS INTERNATIONAL SEMINAR

The Screenagers International Seminar took place in Dublin, Ireland from the 31st March to the 2nd of April 2014. It was a collaborative project involving the National Youth Council of Ireland, the Youth Council for Northern Ireland, Verke and Verein Wiener Jugendzentren. The seminar was convened in order to create space for stakeholders from across Europe to engage in a new dialogue on ICT, digital and social media in youth work, and to identify areas of collaboration and action in the areas of policy and practice.

ABOUT THIS REPORT

This report summarises the main discussions, findings and promising practices that emerged during the seminar, and concludes with a synthesis of participant contributions to a series of action points and recommendations to assist further partnership and collaboration on ICT, digital and social media in youth work both in terms of policy and practice.

FOREWORD

The Screenagers International Seminar that took place from March 31st to April 2nd 2014, was the latest in a series of events examining ICT and youth work, held by NYCI and other organisations in response to a need identified within the youth work sector. Initially, one of the key issues voiced by the sector in Ireland was that of 'fear'. This fear came from the challenges and risks that ICT presented for young people that the youth workers worked with. Youth workers felt disempowered to help young people use ICT constructively. NYCI took a step to address this. As a result, in November 2012, NYCI held the 1st Screenagers conference for youth work practitioners in the Republic of Ireland. It aimed to showcase ICT and inspire youth workers and youth organisations about the potential of ICT, digital and social media in youth work.

You don't have to be an expert in ICT to protect young people. This fear needn't stop us enabling young people. Youth workers manage risk very well; it is part of their everyday work. It is the same with ICT. As well as forcing us to deal with risks, new technologies offer opportunity, and a platform for brilliance and creativity. Three to five year olds are digital natives, but being a digital native does not necessarily mean a young person is digitally literate. Youth work needs to build competence and confidence, both in ourselves and in young people in particular, and this includes how they – young people - can keep themselves safe.

This Screenagers International Seminar - the second Screenagers event to date - was about inspiring, enabling, and facilitating the potential of ICT for young people. During the event we focused on a number of key challenges and opportunities. How can we move the debate on to a policy stage at a strategic level? How can we embrace these new technologies and opportunities strategically? By the event's close we examined the next steps in developing a strategy. We now need to be digging deeper and taking this forward.

To assist us in this, we were delighted to be joined by guests and partners from around Europe, and we welcome that they took the opportunity to participate in this important debate. This conference was about opening our minds, hearts and mouths; sharing thoughts and experiences. We need to learn from each other and look to build solutions together and, based on the results of this seminar, we're confident we will do so.

Mary Cunningham, Director, National Youth Council of Ireland

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SUMMARY OF PROCEEDINGS

2. SUMMARY OF PROCEEDINGS

This section presents the highlights and key messages that emerged from the showcases, presentations, workshops and plenary discussions on practice and policy approaches to ICT, digital and social media that took place over the course of the 3-day Screenagers International seminar.

KEYNOTE ADDRESS:

Empowering the Digital Generation: Literacy, Safety, Creativity and Rights

Dr Brian O'Neill, Dublin Institute of Technology/EU Kids Online

In his keynote speech, Dr O'Neill outlined the data behind his research 'EU kids online', and explored the tension between safety concerns, and the desire of those working with young people to empower them to become creators, rather than merely consumers, of digital media. He concluded with a reminder that the 25th anniversary of the UN Convention on the Rights of the Child was due to take place, and that this provided an opportunity for a new approach to rights in the digital age and on society's responsibility to empower young people as digital citizens. A summary of the main elements of Dr O'Neill's address is provided here.



Net Children Go Mobile

This study was undertaken as part of EU Kids Online and involved Denmark, Ireland, Italy, Romania, and the UK. It focused on where young people are; what they are doing; and how this impacts them. Dr O'Neill acknowledged that there has been a lack of reliable evidence until recently on the use of the internet and that many assumptions were made around young people's use of the internet. The Net Children Go Mobile study aims to counteract this and provide robust research and evidence on the issue.

The first finding from the study is that children and **young people are going mobile**. There are massive changes with very different content and new apps developed. Young people (9-16 years) are using smartphones – and they have left personal computers behind. Their internet experience is on small screens and hand held devices. More young people are using smartphones than PCs (down to 5%). They are also more likely to use laptops and gaming devices and these are largely driving internet activity.

A second finding is that **most smartphone use is domestic**. There is a huge reliance on wifi rather than on 3G and 4G. Most socialisation online happens at home with a circle of peers or friends.

The third finding is that there is a **lowering age of 1st use**. The Internet is for young and old alike, according to 9-16 year olds in the study. We can see this in homes with even very young children where they can easily touch screens, are swiping, they can use Smart TVs and connect. It is all very tactile. With smartphones, 9 and 10 years is the average age when young people begin using and acquiring their own personal device. They are going online, downloading apps, etc.

Finding four compares **home and school use**. Since 1999, in Ireland schools have received equipment grants to increase usage of computers amongst young people (as part of the IT 2000 Initiative). The results were reported in February 2014. The digital strategy for schools has led to just a 6% usage rate of the internet by 9-16 years. Why? The teacher has the computer.

The fifth finding shows that young people's activity on the internet **in their own time**, is largely for entertainment: social networking; listening to music; and downloading or watching video clips. Young people in Ireland are active social media users - though less active than many within the EU.

To promote quality use of ICT, digital and social media we need evidence which we can interrogate and we need to know the obstacles to using ICT and who is best equipped to provide solutions. The findings above prompt questions about the kind of content that is available for young people.

Are digital and social media something positive in young people's lives, a nuisance, or even a harmful distraction? Is it possible to get young people to move away from consuming through technology to creating with technology? It is important to discuss how to make digital a positive opportunity rather than something that causes alarm.

Concerns about the risks that young people encounter online are understandable. Adolescents are naturally curious, as well as risk-takers. On the open internet, they have access to content that would have been unthinkable some years ago. Is that a problem?

It is also the case that social media provide yet another platform for young people to be mean and sometimes very nasty to one another. But is that a reason to keep Facebook out of the classroom?

A complex relationship

Young people's relationship with media and communications has always been a complex and sometimes fraught one. Maintaining strict control on content that may not be suitable for young people – out of genuine concern for their development – has been a theme of media policy for many years. But with digital convergence and connected devices everywhere, the idea of a 'watershed' may be increasingly difficult to sustain.

At the same time, one must be concerned about the availability, or lack of it, rather, of positive, beneficial content for young people in a media environment that appears to be getting ever more commercial.

Twenty-five years ago, the UN Convention on the Rights of the Child raised some pertinent questions about the quality of media provision. Article 17, in particular, called on the media to provide material of social and cultural benefit to young people while placing a responsibility on governments to protect children from 'information and material injurious to his or her well-being'.

Digital environments and free speech

On the 10th anniversary of the UN Convention, the Norwegian government with UNICEF issued the so-called Oslo Challenge to global media to bring about a step change in how the media act in relation to the best interests of children and young people. Some 25 years after the original landmark treaty, it is not clear to what extent the media has lived up to this challenge. One area, though, where undeniable progress has been made is in the way the digital environment has fostered free speech.

Article 13 of the Convention states that young people have the right to freedom of expression, including the 'freedom to seek, receive and impart information and ideas of all kinds... through any other media of the child's choice'.

Online freedom of expression, as recent events in Turkey show, is something that cannot be taken for granted. The 25th anniversary is an opportunity to develop a new approach to rights in the digital age and on society's responsibility to empower young people as digital citizens.

SHOWCASE OF EFFECTIVE PRACTICE

The opening day of the seminar included a 'speed-showcasing' session which allowed groups to showcase effective practice. This kick-started the networking process and informed the group discussions on best practice in ICT and youth work summarised below.



Projects and organisations showcasing

- **ECO-UNESCO** Digital and online environmental action projects. www.ecounesco.ie
- **ENTY** Successful Finnish online game Mobihubu with 100,000+ downloads to date.
- **Mencap** ICT voting project including young people with a learning disability. www.mencap.org.uk/northern-ireland
- **No Nazi Net** Monitoring right-wing extremism; debunking and deconstructing right wing narratives; and reaching out to young people. <http://no-nazi.net>
- **Online Office** Volunteer led project using digital tools to manage office over 6 different countries.
- **Youth Action NI** Online work with young people to support them as active and equal citizens whose voices are heard, respected and valued. www.youthaction.org
- **Youthnet NI App Glyni** App to provide LGB&T young people with access to information, support and services. Users can instantly report a hate crime to the PSNI. www.youthnetni.org.uk
- **Verke** Online youth work and social media guidelines. www.verke.org/en
- **Webcom Citizens** How to create and maintain a basic website for your youth club. Accredited training (GCSE), volunteering and short course.

How Can ICT, Digital and Social Media Support Effective Youth Work?

This section presents the key messages that emerged from the group discussions in which delegates were asked to consider how ICT, digital and social media can support effective youth work. Groups examined this theme in the context of 3 guiding questions: Are there different situations in participant countries? Is youth work resistant to ICT engagement, and if so, why? What are the implications for policy, workforce development and youth engagement?



Are there different situations in participant countries?

- The groups indicated that there are a variety of different levels of access, both in terms of technology and hardware, as well as content.
- Delegates from some countries indicated that '90% of youth workers are online'. In Finland, youth workers started online youth work 10 years ago. There are excellent examples of what young people can do online and youth organisations need to find a way to show the rest of their colleagues how to go online.

- A diverse range of social media platforms were popular among young people in different participant countries: Instagram, for example, was most popular in some areas and Facebook in others.
- There has been investment in ICT and youth work in Austria. The level of participation is quite high.

Is youth work resistant to ICT engagement, and if so, why?

- It was suggested that organisations and those working with young people need to keep up with the trends. These varied within the group (in Finland, the use of Instagram is greater than that of Facebook. In Austria it is Facebook). The Ireland based delegates in the group indicated that social media platforms are often avoided as a result of fear around using them.
- Groups also raised the issue of organisational governance: asking what the risks are for staff and young people and how these risks can be avoided.
- Some delegates felt there was a barrier or sense of fear experienced by youth workers engaging online. They find it easier to deal with other issues. The solution isn't to block access or act as if the online opportunities (and threats) don't exist but to look at it from the perspective of 'what's out there could be better'.
- Organisations working in informal settings need to understand how to use technology.
- Some organisations see ICT as a problem. One delegate pointed out that this is a part of a wider historic trend, and a normal reaction to changes affecting culture: 'Rock and roll was a problem, as too were comics, pop magazines, TV and printed press – there are so many advantages to problems which organisations and those who work with young people need to recognise'.
- It was noted that the fear/lack of knowledge of ICT is not present in all countries. It was also suggested that there is no widespread resistance to ICT, that individuals are the only barrier and that there is a need to keep up the support for young people.
- Delegates suggested that many youth workers aren't aware of the safety issues around some of the practicalities of using social media ('friending' and 'defriending' were given as an example) and it was suggested that education around implications of this is required for everyone.

What are the implications for policy, workforce development and youth engagement?

- There is no national strategy in most countries for the non formal sector regarding ICT.
- Within the non formal sector, in all jurisdictions, there are significant restrictions on young people. The use of ICT is an opportunity for the non formal sector to lead the way. For this to happen, there is a need for a strategy or policy that clearly identifies what it is that the sector seeks to achieve.
- Organisations need to have the competence to inform policy.
- Youth workers and young people are catching up in relation to ICT but policy makers still lag behind.

- There is a role for the youth worker in doing research regarding ICT: to find out where young people are, what young people are experiencing, and communicating with young people on what interests them.
- There is a lack of knowledge and information on national policies and the youth work sector needs to overcome this.
- Regarding the workforce, it was suggested that the landscape is changing very quickly. Existing ICT knowledge can be very limited and office based. The qualifications, skills and knowledge needed are developing and trying to keep up can be a challenge.

Skills and empowerment

- Digital literacy and competencies are something that youth organisations should be aware of in terms of supporting young people to become competent and confident adults.
- Young people are not being given the skills they need to be critical of what they find online. Organisations must educate young people and adults about safe and unsafe use so that young people are aware and share this knowledge through peer education.
- It was suggested that while youth workers give young people the skills and knowledge, young people can empower adults too. Youth organisations need to respect this. It is not a one way process.
- This is about empowerment and skills. It is partly about developing tech savvy workers, but not just about employability.

Opportunity

- Mobile phone apps can be with young people 24/7. This is a powerful opportunity for youth organisations.
- It was suggested that it is part of Finnish culture to be interested in innovations and change, and that there are a few 'crazy' people and youth workers in Finland who didn't wait for permission: they are doing their own thing online. We all need 'crazy' people that do these things.
- ICT, digital and social media provide major opportunities for youth work. Youth work should not be afraid to make space, to challenge boundaries, to deal with privacy issues.
- There is good evidence of adoption of ICT in youth work in many of the seminar partner countries.

PRESENTATIONS

Five presentations were made over the 3 day seminar, providing a range of responses to the theme: digital literacy and the use of ICT in the youth sector. The presentations are summarised below. Further details and resources are available in the presentation slides at youth.ie/screenagers_international



CYBERKIDS

Paul Deighan, North Eastern Education and Library Board

Mr Deighan explored the sense of 'fear' of using ICT with young people that he had experienced in Northern Ireland and the Republic of Ireland. He pointed out that the situation is different in Finland and Austria, where the underlying culture has allowed them to move on. His message was that efforts are being made to try to eliminate the fear of ICT in Ireland and if we do this we can stimulate innovation for young people.

He led participants through a series of questions designed to challenge their perception of the issues around engagement with digital and social media. Participants answered using handsets, and their responses were visualised on screen in real-time in order to encourage them to examine their opinions, thoughts and ideas in a new light.

“In using ICT, we think about the risks that young people take and yet, youth work is about exposing young people to risk so that they learn more about themselves – about their limits and boundaries.”

Conclusions from the workshop included:

- Educate the young people you work with
- Keep young people at the centre of policy making (it’s not just about the technology)
- Engage young people on the topic
- Converse rather than censor
- Technology will keep moving, even if you don’t

CYBER CODE

Jamie Moore, Waterford County Comhairle na nÓg

Mr Moore looked at three key issues around cyber bullying and one group’s response, the Cyber code. He explained that cyberbullying is not about a problem with technology. It is a problem with behavior. And he noted that the internet and technology works positively for the majority of users.

“Cyberbullying is not about a problem with technology. It is a problem with behavior.”

The Cybercode is a 3 point promise:

- I promise to never cyber bully
- I promise to report any cyber bullying I see
- I promise to be aware of how I present myself online

Young people are trained as peer educators to work with school students to engage them in and sign them up to the Cybercode. This is a peer-education activity where young people are listening to other young people. It is a project which is delivered in a style and language young people understand, and local young people involved are becoming more proactive as a result. The feedback from school principals has been that the project is more effective than having professionals coming in because it is a peer education project.

A Cyber Day was held on October 3rd 2013 involving 9 secondary schools (4,500 students). All students were educated on cyberbullying. Promotion and awareness raising was done through social media, radio, and advertising as well as trendy and colourful wrist bands. Activities such as this have raised the profile of the Cyber Code significantly.

CAN ICT, DIGITAL AND SOCIAL MEDIA BETTER EQUIP YOUNG PEOPLE TO BE ACTIVE CITIZENS?

Davy Sims, WIMPS (Where is My Public Servant?) and John Buckley, SpunOut.ie

This presentation looked at a definition of what active citizenship is about: participation; community development; expressing critical thoughts; educating yourself and democracy.

The presenters proposed that active citizenship concerns everyone and is about rights and responsibilities, inclusion, equality and solidarity. It should be open, accountable and trusting, as well as enabling and empowering. It should be based on partnership and leadership, with an emphasis on dialogue and lifelong learning.

“Minimising risk, while harnessing the experience and enthusiasm of the young people.”

The presentation explored a ‘fear’ of IT and the concept of cyberphobia, and suggested that the focus for youth workers should be on minimizing risk, while harnessing the experience and enthusiasm of the young people. It also looked at equipping young people with resources and information on the rights and responsibilities around citizenship, as well as ways of creating media and building support. The presenters highlighted that it was social and personal change that ‘joined the dots’ between these themes: information, resources, inspiration and access to services and organizations, leading ultimately to active citizenship.

THE NEED FOR ‘CRAZINESS’ IN LEADERSHIP

Ruairí McKiernan, campaigner on youth and social issues, member of President of Ireland’s Council of State

Day 3 commenced with a look at ‘craziness’ and leadership. The presentation explored the idea that people with a vision or alternative ideas for health or education are seen sometimes as being crazy because the status quo doesn’t understand ‘crazy’ peoples’ alternative view.

“There is no movement without the first follower”

The status quo doesn’t see what they can see. In looking at ICT from a leadership perspective, the question was asked as to why we haven’t just accepted ICT in youth work? It appears obvious, a no brainer: there shouldn’t be any need to have this conference. Participants were also shown a short film to showcase why being a ‘first follower’ of a movement or leader is so important in order for that movement or leader to be taken seriously and become part of the norm.¹ The moral of the story was that there is “no movement without the first follower...to support the lone nut!”

¹ Watch video here: <https://www.youtube.com/watch?v=fW8amMCVAJQ>

Jean-Marie Cullen, National Youth Council of Ireland

Erasmus+ is a new funding programme for the European Union, which may offer further opportunities for work around ICT and youth work. Information on this was presented and full details are available online.²



This new programme has three key actions: mobility of individuals; cooperation for innovation and creating links. Organisations should contact the national agency in their home country to learn about the possibilities for their organisation and the young people they work with. The principal novelty is that organisations have to register for a PIC number and this must be done in advance of submitting any funding application.

² http://ec.europa.eu/programmes/erasmus-plus/documents/erasmus-plus-programme-guide_en.pdf

http://prezi.com/g-b6zxdpayv/erasmus-leargas/?utm_campaign=share&utm_medium=copy

WORKSHOPS

A range of practical and informational workshops took place on themes related to digital literacy and the use of ICT in the youth sector and inclusion. Delegate responses to these during the plenary discussions are summarised below.



Workshops

Websafety in Youth Work National Youth Council of Ireland

Social Media Guidelines Association of Viennese Youth Centres

Somejam - Innovating Web-Based Solutions For Youth Work Verke

Revenge Porn or How I Met Your Mother Network of European Digital Youth

How Digital Tools Can Work For Youth Organisations No Label Project

Bridging The Digital Disconnect ReachOut.com

Don't Consume, Create! How Techspace Is Working For Youth Work TechSpace

Game Over Hate NERDY

Possibilities Of Digital Gaming In Youth Work Tampere Lutheran Parishes & City of Helsinki Youth Department, Finland

How To Engage Young People To Contribute To An Online Peer-To-Peer Program Centre for Digital Youth Care

Further detail on the workshops is presented in appendix II.

PLENARY DISCUSSION

At the midpoint of the seminar a plenary session provided delegates with an opportunity to reflect on issues which had arisen during the presentations and workshops. There was significant debate around the interaction between child protection, youth empowerment and data protection, and the implications of this at policy level and in practice. The key messages from the groups are summarised below:



- Different countries are in different places with their ICT practice and policies.
- Youth workers are afraid of using digital tools because of the legal implications when working with young people.
- Regarding child protection in Northern Ireland, one participant expressed a belief that youth workers are not afraid of ICT but that Chief Executives and senior management within youth organisations may be, as they have the whole organisation to look after.
- One solution suggested is to actively engage senior management to agree to take a risk, where they are very risk averse: to pilot issues to show organisational youth leaders that young people are responsible and that they are moving so far ahead. It is not down to the youth workers, who otherwise push boundaries.
- A concern was expressed regarding the restriction of internet access in some areas, even for those who work with young people.
- Paedophilia has been an issue in Ireland and Northern Ireland. There have been 10 years or more of revelations. It has been traumatic. It was suggested that perhaps this has led to over-reactions; and that policymakers in youth work are taking on roles to ensure no

paedophilia comes out of their organisations and so it is less about youth work. One participant expressed the view that they had never met a more 'brave group than youth workers who put themselves on the line'.

- Fear is an unhelpful term. Our responsibility is to use ICT well and support responsible young people. Young people have tools and should be empowered to use these well.
- In the context of corporations seeking to use our data, it was suggested that young people do not realise the power of their data and the importance of using data and ICT responsibly.
- There are developments at Government level and once these move down the line, then there will be change at organisational level where policymakers will buy into an ICT strategy.
- There is a digital champion in Ireland: David Puttnam. It was questioned whether the youth sector is engaging with him? Organisations working with older people are working on digital issues – are organizations working with younger people following suit?
- Child protection is a liability protection issue. No one wants to be liable for inappropriate content. There are child protection issues and this raises questions about skills. It was noted that the best way to protect young people online is to give them online skills and supports: blocking content is not the answer.

“We must trust in young people and their resilience and create a space where they can make mistakes and learn. When young people fall off trees, we don’t cut the trees down.”

- Ireland is the European base of many US Multinational Corporations such as Yahoo and Google, and therefore has a particular role in data processing and tracking. Ireland needs help to monitor Irish government and digital policy. It is a small country which has to advocate loudly on Multinational Corporations.
- Data protection and Multinational Corporations were discussed in relation to the issue of child abuse online. There are many mechanisms including where photo ID is in place. There is filtering going on through Interpol, etc. There is an agreement to make sure of communication between police groups. In seeking to regulate the internet, policy action needs to focus on using tools and not increased blocking.
- The blended experience of young people must be recognised - offline goes online: is this a part or a way of life? Young people get a kick out of social relations, the access to information and access to culture that the internet brings.
- Internet addiction was mentioned and it was agreed that more discussion is needed on the issue in another forum – that it is another debate.
- The culture of fear needs to change. The responsibility lies with us.
- Regarding policy, some suggested it is sometimes better to say sorry than ask for permission and asked whether policy makers should adopt this approach.
- One delegate pointed out that we talk about ourselves when we are talking about young people.
- Young people’s resilience was discussed, as was the need to provide them with space to make mistakes and learn.

3

LEARNING AND NEXT STEPS

3. LEARNING AND NEXT STEPS

The closing group work session brought delegates together to share insights gained during the seminar and to identify potential actions to be taken as a result of the event. These learnings were discussed in terms of their implications for both policy and partnership:

Policy and advocacy How can we stay connected and advocate on policy together? What lobbying is required at different levels – local, regional national, European and global as well as internally - to understand our work in relation to ICT?

Partnership, collaborations and network development How do we continue to support each other and learn from each other, and ensure the knowledge transfer from Screenagers to our work environment?



POLICY

- It was agreed that evidence informed policy is required. Organisations need an underpinning pedagogy for their work. ICT is a tool to facilitate this but it is not the whole process. Certain risk management is required and organisations need to address these issues in their practice. Some delegates suggested that organisations need guidelines.

- There needs to be greater capacity building amongst and within organisations. Partnerships need to be continuously explored and developed.
- Dublin is the hub of ICT in the EU: organisations must capture this industry knowledge and bring these people on board as mentors.
- It was suggested that organisations and countries should have a unified vision, and that a national strategy or implementation framework for monitoring and evaluation is required.
- Youth organisations need to establish their position on this practice with young people. The need for policies so organisations can affect change is key.
- The importance of young people centred policy making was highlighted. Methodology, policy and practice must be centred around young people and not an organisation.
- Youth organisations cannot tackle digital literacy on their own. There is an onus on the formal education sector too. All young people access technology at some level. Young people know how to use technology but aren't shown how to understand it – and this is where the non-formal sector can influence the formal education sector.
- It was pointed out that funding is an issue, as it would be expensive to resource practice at the coalface with young people.
- Internet governance needs to be explored and better understood by all involved. Whilst valuing young people's privacy, organisations must support young people's understanding of how their information once public, is available on a national and international level.
- It was also suggested that organisations need to take advantage of online trends, with a focus on action rather than words.
- Organisations should see this as a training and capacity building opportunity for the young people they work with (and themselves), where skills can be learned and developed for employability, etc.

PARTNERSHIPS, COLLABORATION AND NETWORKING

Sharing information

- There needs to be a space for online communication for participants. A space where it is possible to share presentations, links, potential funding and partnership opportunities, etc. It is important that it's a space which is democratic and everyone can feed into.
- It was agreed that initially the information, powerpoints and presentations would be shared via: www.youth.ie/nyci/Screenagers
- Organisations need to share resources and knowledge regarding policy also. Submissions made at policy level and information regarding policy makers and policy development from each country should be shared widely.
- Participants will and must feed back to own organisations from seminar.

Funding

- It was agreed within one group that although there is competition for funding, a number of organisations attending have been successful in their recent applications. There are also other funding possibilities that people can access in partnership. Some organisations expressed a preference for working in collaboration rather than on their own.
- Funding is a challenge for many. The physical exchange is a great opportunity and the matched funding opportunities now available is positive.
- Collaboration and strategic partnerships can be supported through the use of Erasmus+.
- Organisations in the youth sector need to approach industry to join the conversation.

Future events building on Screenagers

- It was agreed that it is important to continue having seminars such as Screenagers and that organisations need to have more physical exchanges. Delegates suggested a Screenagers 3 event with more young people involved, using Erasmus+ to build on past exchanges and learning.
- This event was also seen as a success at facilitating internal networking, whereby organisations from the same country came together for the first time. The group felt it was very positive to meet and work together in different environments.
- Participants are considering organising an event at national level in an effort to bring all of this together.
- TechSpace through their October festival are looking to link up with the Finnish delegates.
- A EURODIG event focusing on Internet guidance was due to take place in September 2014. There was due to be a workshop in October and young people could be involved in this.
- There are a lot of events taking place in the EU over the next months. NERDI is organising youth workshops. It was suggested that one group that should be influenced are the 'old white men', people who may not understand what young people want, and that young people and youth organisations need to be more involved in order to influence policy and practice.

CLOSING REMARKS:

MESSAGE FROM DAVID GUILFOYLE CHIEF EXECUTIVE YOUTH COUNCIL OF NORTHERN IRELAND

What can I say that hasn't already been said? I could share with you some "quotes" from the workshops that have challenged me. I experienced several "eureka" moments which is something that rarely happens to me at seminars.

The first was my reaction to the statement "Is the internet part of life or a way of life?" Thinking about that kept me awake most of last night!

The second was my reaction to the observation "There's only one world for young people – the off-line and on-line worlds are seamless for them".

This second statement made me reflect on the full implications of the term "outreach youth work". I had previously considered this as applying to interventions with specific groups or physical spaces where young people congregate. I realised now for the first time, that, as the internet is a space which most young people inhabit, outreach youth workers must engage with them in that space too.

On behalf of colleagues from across Ireland, I need to thank our new colleagues from Austria, Denmark, Finland, Germany and Slovakia. You have inspired and challenged us to listen to our young people and to go where they need us to go, and to commit ourselves to overcoming any obstacles in our faith.

It is encouraging to us to know that today, government ministers in Ireland, from both jurisdictions, are meeting in Armagh to discuss some of the common issues facing young people in this island, for example educational underachievement.

We will strive to widen the interests of these Ministers to include other aspects of young people's lives – the internet and ICT.

We will use the report and learning from this seminar to influence new strategic plans for all youth work in both part of this island.

We will continue our new relationships with all of you and play a more active role in the European stage.

We also need to recognise the active contribution of all participants at this seminar. We have had a great mix of volunteers, voluntary organisation staff, public sector staff, youth workers and managers. This wide mix has enriched our discussions.

There is one group of individuals not present at this particular seminar – young people.

They are why we are all here today. They are the ones who will judge if we have delivered or not.

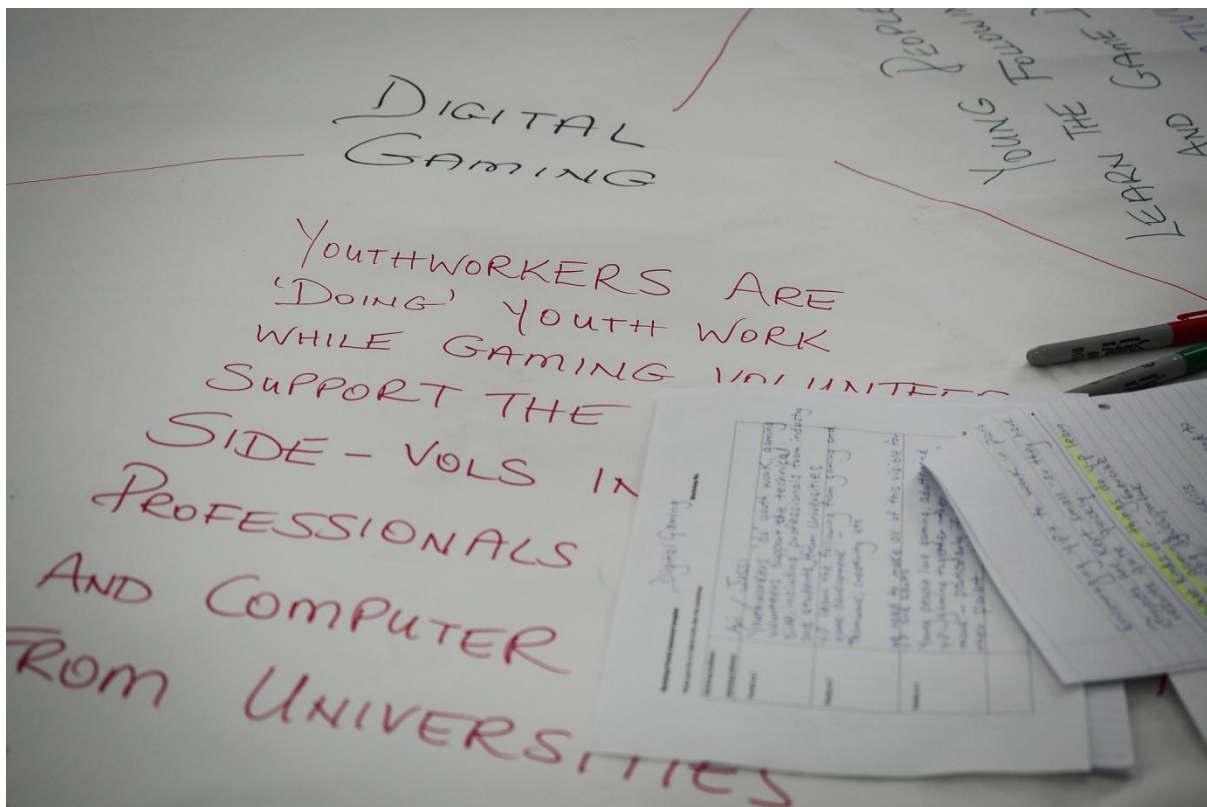
We must not fail them by being too timid.

4

SUGGESTED ACTIONS
EMERGING FROM THE SEMINAR

4. SUGGESTED ACTIONS EMERGING FROM THE SEMINAR

A key message resulting from the seminar was that there is a great sense of opportunity around ICT, digital and social media in youth work and that the sector should cooperate to make the most of these opportunities. During the closing session delegates outlined their suggested actions for advancing the seminar messages within their own organisations as well as on the international stage, in the areas of both policy and practice:



Information and training

1. Develop a training programme for the youth sector addressing key ICT issues and practicalities.
2. Circulate a monthly or quarterly *ICT and Youth* bulletin with the latest information, research, and opportunities.
3. Create a central online location where relevant and recent information regarding ICT best practice in youth work is available to the relevant stakeholders (youth sector, formal sector, parents, and young people) and ensure it is widely advertised.
4. Compile a list of funding opportunities that may support greater ICT practice and policy development in the youth sector e.g. ERASMUS+.
5. Identify the needs, gaps and opportunities for ICT within the youth sector particularly for the various age groups of young people and what supports are required and available.
6. Compile a list of the latest online and offline communication platforms that can best support information sharing across borders and countries.

7. Examine the potential of developing a game or app or both regarding how best to use ICT – for young people and the youth sector.

Partnership development

1. Develop a strategic partnership between organisations and countries who participated in Screenagers International, with a view to progressing the issues identified at the event.
2. Work with the formal sector - sharing knowledge, research, expertise and ideas for collaboration - with a view to putting digital rights and young people's rights on the agenda.
3. Involve industry in the upskilling of the youth sector and in identifying key areas that need to be progressed in order to meet the needs of industry.
4. Convene an ICT Working Group consisting of the formal and non formal sectors, industry representatives, legal representatives and government departments with a view to developing an all island/Ireland ICT, children and youth strategy (including digital rights and youth rights).

Research/Policy development

1. NYCI and YCNI should work together specifically to address the need for policymakers and the youth work sectors in both jurisdictions to become more ICT savvy. This could include policy and collaborative or partnership initiatives.
2. Undertake a survey of ICT skills and requirements across all areas of the youth sector.
3. Undertake a consultation of young people on their use of the internet in the youth sector – what works and what doesn't and their advice for the sector into the future.
4. Undertake a consultation with youth workers to identify their challenges and successes regarding the use of ICT in the youth sector – for themselves personally and for those with whom they work.
5. Undertake comparative research into the use of ICT in youth work around the world (or key countries).
6. Develop a 'holding' document on the legal implications around the use of ICT for youth workers/the youth sector/policymakers/young people until national strategies are developed.
7. Identify the key European, global and national policy players and issues regarding ICT, digital and social media use and look to get involved in activities, events, and policy making with a particular focus on young people.

APPENDICES

APPENDICES

APPENDIX I: SEMINAR PROGRAMME

Day 1

- 14:00 Introduction and Welcome, Mary Cunningham, NYCI Director
- 14:15 NETWORKING ACTIVITY
- 14.35 SPEED-SHOWCASING
Showcase of Effective Practice
- 15.35 KEYNOTE ADDRESS
Empowering the Digital Generation: Literacy, Safety, Creativity and Rights
Dr Brian O'Neill, Dublin Institute of Technology/EU Kids Online
- 16:15 GROUP DISCUSSIONS
How can ICT, digital and social media support effective youth work?
- 16.50 BREAK
- 17:00 PLENARY SESSION

Day 2

- 10:00 PRESENTATION
Digital Literacy and the use of ICT in the Youth Sector
Cyberkids (NEELB) & Cyber Code
- 10:40 WORKSHOP SESSION I
Themes: Digital literacy and the use of ICT in the youth sector & inclusion
- 12:10 BREAK
- 12:30 PRESENTATION
Can ICT make young people active citizens?
WIMPS & SpunOut
- 13:30 LUNCH
- 14:30 WORKSHOP SESSION II
Themes: Digital literacy and the use of ICT in the youth sector & inclusion
- 16:00 OPEN CAFÉ
Outcomes of the Workshops (& refreshments)
- 17:00 PLENARY

Day 3

- 10:00 PLENARY
- Reflection from yesterday's groups
 - Inputs from participants
- 10:20 GROUP WORK
- Partnership, collaborations and network development
 - Policy and advocacy
- 11:00 BREAK
- 11:20 REPORT BACK & DISCUSSION ON THE WAY FORWARD PLANNING WORKSHOPS
- How do we continue to support each other and learn from each other?
 - How can we stay connected and advocate on policy together?
 - What opportunities exist? Erasmus+ etc.
- 12:20 CLOSING REMARKS
- David Guilfoyle, Youth Council for Northern Ireland

APPENDIX II: WORKSHOPS

A range of practical and informational workshops took place on themes related to digital literacy and the use of ICT in the youth sector and inclusion.

WORKSHOPS SESSION 1:

1. WEBSAFETY IN YOUTH WORK, AWARENESS RAISING National Youth Council of Ireland

<http://websafety.youth.ie/>

This workshop contained elements of a longer training course on web safety and explored digital citizenship, digital footprints, recognising and responding to cyberbullying and the support services that exist to get help when things go wrong.

2. SOCIAL MEDIA GUIDELINES Association of Viennese Youth Centres

<http://typo.jugendzentren.at/vjz/> & <https://www.facebook.com/Jugendzentren>

This workshop explored the Social Media Guidelines of the “Association of Viennese Youth Centres”, their implementation and the challenges in their daily work.

3. SOMEJAM - INNOVATING WEB-BASED SOLUTIONS FOR YOUTH WORK Verke

<http://www.verke.org/en/verke>

Creating new web-based services for youth work, communally. The workshop demonstrated that it is possible to achieve great results quickly, using innovation and a new way of thinking.

4. REVENGE PORN OR HOW I MET YOUR MOTHER Network of European Digital Youth

<http://www.digitalyouth.eu/>

Can youth organisations address the issue of privacy in the online world? This workshop explored offline vs. online privacy aspects of society; privacy threats and challenges that youth deal with online; and privacy education.

5. HOW DIGITAL TOOLS CAN WORK FOR YOUTH ORGANISATIONS No Label Project

<http://nolabelproject.org/>

Explored online tools and creating a digital strategy for your project and organisation as a team.

WORKSHOPS SESSION 2:

1. BRIDGING THE DIGITAL DISCONNECT ReachOut.com

www.reachout.com

This workshop exploring a new online resource which addresses all aspects of safe online communication and provides tailored information on supporting youth mental health. It presented the results of ReachOut’s needs assessment, outlined the website architecture for the youth workers' resource and provided a space for reflection and consultation on key issues surrounding youth mental health.

2. **DON'T CONSUME, CREATE! HOW TECHSPACE IS WORKING FOR YOUTH WORK** TechSpace - <http://www.techspace.ie/>

A major challenge for ICT in youth work is moving from consuming through technology to creating with technology. This workshop aimed to identify and pose solutions to address these challenges. ICT topics covered were the inter-generational skills gap, implementation frameworks, learn-by-doing educational methodologies and instructional techniques.

3. **GAME OVER HATE** NERDY <http://www.digitalyouth.eu/>

This workshop explored hate in video games, raising awareness of the phenomenon and community based measures to address it.

4. **POSSIBILITIES OF DIGITAL GAMING IN YOUTH WORK** Tampere Lutheran Parishes & City of Helsinki Youth Department, Finland

This workshop introduced examples of using digital games and game development in youth work. It explored what kind of new literacy young people learn from game development and what are the benefits of using games in youth work.

5. **HOW TO ENGAGE YOUNG PEOPLE TO CONTRIBUTE TO AN ONLINE PEER-TO-PEER PROGRAM** Centre for Digital Youth Care - <http://cfdp.dk/in-english/>

Social work in new media. This workshop explored digital education and a Danish example of online counselling for children and young people, Cyberhus, focusing on a peer-to-peer program for young people.

APPENDIX III: PARTICIPATION

CONFERENCE DELEGATES

Anni Marquard	Denmark	Centre for Digital Youth Care
Lucia Gallikova	Slovakia / Austria	NO LABEL PROJECT
Anya Orlova	Austria	NO LABEL PROJECT
Silvio Heinze	Austria	Network of EuRopean Digital Youth
Martin Fisher	Austria	Network of EuRopean Digital Youth/GameOverHate
Alice Lanzke	Germany	no-nazi.net / Amadeu Antonio Foundation
Johannes Baldauf	Germany	no-nazi.net / Amadeu Antonio Foundation
Lukas Lam	Austria	Verein Wiener Jugendzentren
Sabine Rößler	Austria	Verein Wiener Jugendzentren
Katharina Mayer	Austria	Verein Wiener Jugendzentren
Benjamin Schmid	Austria	Verein Wiener Jugendzentren
Michaela Anderle	Austria	wienXtra- Medienzentrum
Juha Kiviniemi	Finland	City of Helsinki Youth Department
Ari Huotari	Finland	City of Helsinki Youth Department
Marcus Lundqvist	Finland	National Dev Centre for Online Youth Work
Tero Huttunen	Finland	National Dev Centre for Online Youth Work
Jussi Kosonen	Finland	The Tampere Lutheran Parishes
Ilmo Jokinen	Finland	Ehyt/ Association for Substance Abuse Prevention

Ona Renvall	Finland	Youth services, City of Espoo
Delila Myyry	Finland	The Joensuu Lutheran Parishes
Patricia McKenna	Ireland	National Youth Council of Ireland
Hilary Tierney	Ireland	Dept of Applied Social Studies, NUI Maynooth
Iulia Padeanu	Ireland	Co-operation Ireland
Simon Grehan	Ireland	Webwise
Feidhlim O Seasáin	Ireland	ECO-UNESCO
Luison Lassala	Ireland	Intermedia Social Innovators
John Gilmore	Ireland	Youth Work Ireland/IAC
Katherine Ryan	Ireland	Irish Girl Guides
Fiona McDonnell	Ireland	Foróige
Anthony Burrowes	Ireland	BeLong To youth service
Marion Irwin-Gowran	Ireland	Gaisce - The President's Award
Stacey O'Driscoll	Ireland	Gaisce - The President's Award
Janice Feighery	UK	Camara Ireland / TechSpace
Aleisha Clarke	Ireland	Health Promotion Research Centre NUI Galway
Nigel O'Callaghan	Ireland	ReachOut.com
Jamie Moore	Ireland	Waterford County Comhairle na nÓg
Fenella Murphy	Ireland	ReachOut.com

Mike Randall	Ireland	Scouting Ireland
Jean-Marie Cullen	Ireland	National Youth Council of Ireland
Valerie Duffy	Ireland	National Youth Council of Ireland
Anne Walsh	Ireland	National Youth Council of Ireland
Mary Cunningham	Ireland	National Youth Council of Ireland
Daniel Meister	Ireland	National Youth Council of Ireland
TJ Hourihan	Ireland	YMCA Ireland
Daragh Kennedy	Ireland	Irish Wheelchair Association
Nora Íde	Ireland	ECO-UNESCO
Steven Daly	Ireland	Camara Ireland/TechSpace
Ruairí McKiernan	Ireland	MC
John Buckley	Ireland	Spunout
Brian O'Neill	Ireland	Dublin Institute of Technology
John Lynch	Northern Ireland	Western Education and Library Board
Paul Deighan	Northern Ireland	North Eastern Education and Library Board
Liam Curran	Northern Ireland	Western Education and Library Board
Pat O'Hanlon	Northern Ireland	Southern Education and Library Board
Michael Robinson	Northern Ireland	South Eastern Education and Library Board
David Guilfoyle	Northern Ireland	Youth Council for Northern Ireland

Karen Witherspoon	Northern Ireland	Youth Council for Northern Ireland
Stephen Turner	Northern Ireland	YMCA
Scott Cooper	Northern Ireland	Volunteer Now
Davy Sims	Northern Ireland	Public Achievement
Fiona Baxter	Northern Ireland	The BYTES Project
Jenny Ruddy	Northern Ireland	Mencap
Terry Conroy	Northern Ireland	Clubs for Young People (NI)
Linda Gordon	Northern Ireland	Youthnet
Jim McDowell	Northern Ireland	Youthlink
Marc Hughes	Northern Ireland	Youth Action Northern Ireland
Caroline Redpath	Northern Ireland	Youth Action Northern Ireland

APPENDIX IV: RESOURCES, FURTHER READING & INFORMATION

Further resources and presentations from the conference are available at youth.ie/screenagers_international

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