



YSD

YOUNG SERVICE

DESIGNERS

Grant Agreement N.624732

Work Package WP.4

Pilot Phase Assessment Reports

Start Date: M21

End Date: M24

Main Author: Consorzio Comunità Brianza

Contributors: All partners




Dissemination Level: Public



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Technical References

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Author (Partner Institution)	Consorzio Comunità Brianza

PARTNERSHIP			
P 1	CONSORZIO COMUNITA BRIANZA SOCIETA COOPERATIVA SOCIALE - IMPRESA SOCIALE	Coordinator	
P 2	YOUTH POWER GERMANY EV	Partner	
P 3	INSTITOYTO EREVNAS KAI KATARTISIS EVROPAIKON THEMATON	Partner	
P 4	FUNDACIA SEMPRE A FRENTE	Partner	
P 5	RADA MLADEZE SLOVENSKA	Partner	
P 6	VIHREIDEN NUORTEN JA OPISKELIJOIDEN LIITO RY	Partner	

Website www.ysd-project.eu



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POLAND

1. PILOTING OF THE SERVICE (S)

SERVICE (S) TESTED:

Individuals of Lublin

The aim of the project is to highlight and introduce young people associated with Lublin. During many conversations with young people it turned out that, there is no place, space for young people to share individual achievements, interests or passions. The project would help to reach out to young people who would like to share all this and promote the youth of Lublin as well as social and civic activity.

Mentor Me

The goal of the MentorMe project is to create an interactive portal (app) for young people that will help them discover and develop their passions and enable them to plan further career development. The portal will contain information about opportunities educational, professional and organizations and projects that can help young people gain experience, develop skills and build network contacts.

Main features of the portal:

- Database with educational, professional opportunities,
- scholarships and volunteering in Lublin
- Support from online career counselors
- Tests of professional aptitude and interests
- Online workshops and trainings
- Discussion forum and user community

Blog with articles on personal development and career

LOCATION:

Lublin, European Youth Capital 2023

NO. OF MEETINGS AND OBJECTIVES OF THE MEETINGS:

10.2022- meeting with youth worker from Sempre a Frente

11.2022 - start the cooperation with Visual Culture Foundation, who is helping with the project Mentor ME

- start the cooperation with local NGO about the project Individuals of Lublin

8.11.2022- I meeting about the project Mentor Me with Municipality of Lublin

25.11.2022- I meeting about the project Individuals of Lublin with Municipality of Lublin



12.2022- meeting with Young Service Designers, Finland

19.12.2022- meeting with group of Local NGO and youth people under the Public Event

2.2023- meeting with Visual Culture Foundation (preparation and brainstorming) about the creation of Mentor Me app

16.03.2023- meeting with a group of Local NGO and youth people under the Public Event and European Youth Capital Opening Ceremony

4. 2023 - presentation of the projects during the YSD meeting

REPORT OF ACTIVITIES DURING THE PERIOD DECEMBER 2022 - MAY 23:

Mentor Me

Platform Planning and Design 01.

Week 1-2: Identify project goals and requirements and defining the scope of functionality of the portal

Week 3-4: Develop promotion and activation strategy community

Week 5-8: Design the user interface (UI) and user experience (UX) and develop mockups and prototypes of the portal

Week 9-12: Gathering information and materials for the database and creating educational content

PHRASE II Building and testing portal 02.

Week 13-20: Programming and system development (backend and frontend)

Week 21-22: Integration of external APIs and tools

Week 23-24: Testing functionality, security and performance and deployment of patches

Week 25-26: Portal deployment and server configuration

Building the application are already in progress.

Target group:

Many young people do not develop because they have not been taught to look for opportunities to develop. Often feel safer in their daily routine and do not take up new activities because of fear, lack of motivation from those around them, and financial constraints. With the application, we would like to gain 50 people from

- youth from poorer districts of Lublin
- youth with learning problems
- Youth requiring pedagogical and psychological support

Individuals of Lublin



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In the first phase of the project, a group of young people shared responsibilities and ideas for implementing the project. The next stage was a meeting with Youth workers of the Sempre a Frente Foundation. During this meeting, dates and tasks were set to prepare meetings with the city and local NGO's. An important meeting, ending the creative phase of the project, was a meeting with representatives of the city of Lublin and local organizations. During this meeting, a SWOT analysis was conducted and the first five steps to be jointly implemented were determined. The youth created an account on Instagram and an internal group on other messengers. A schedule of meetings was set and work was divided. The goal of the youth was to reach out to various youth communities-including activists from the LBGT community and youth workers from disadvantaged groups.

Target group:

- Youth from LBGT communities
- Youth with interesting passions and achievements outside of school
- Youth in group therapy
- Youth from difficult family environments (blue card)

SCOPE OF THE SERVICE:

Mentor Me

MentorMe is an innovative portal that aims to support young people from Lublin in discovering and developing passions and planning careers. With a wide range of features, such as a database with opportunities for educational, professional, scholarship and volunteer opportunities, support from career counselors career counselors, career aptitude tests, workshops and trainings, a discussion forum discussion board, blog, and social media integration, the portal enables users to gain the knowledge, skills and contacts they need to develop personal and professional development. The mobile application makes the portal accessible from anywhere and anytime, which increases its attractiveness and usability.

Individuals of Lublin

It is a social project based on interactive storytelling and the active use of art and social media. The main dimension of the project exists online, on Instagram. The young people were inspired by the famous "Humans of New York" project. YSD analyzes the personalities of their characters through interviews and deeper immersion in art dialogue between the person behind the camera and the main character. The product is an evolving and growing gallery of stories and faces. "Individuals of Lublin" aims to inspire and invite viewers to participate in the creation of their Lublin of the future and show that their voice matters.

ADDED VALUE FOR THE LOCAL COMMUNITY:

The main goal of the activity was to impart practical knowledge in the field of service design, so that young people would finish the program with the awareness that they have an impact on activities in their city. They were able to find areas that most need support, knew the various tools of service design and, above all, felt



that their voice in the city is important and were motivated to act in this area, in cooperation with local public administrations, of course.

The young people worked together during the program to identify city problems, so that initially there were several ideas for action in the areas of ecology, minority groups, educational development and also discrimination and hate.

EXPECTED IMPACT:

During the meeting and the whole project, participants had the opportunity to hear where the youngsters' idea came from and why it is important and necessary for them. A round of questions and presentations followed this from employees of various departments of the city of Lublin and local NGOs, who were able to address the presentations of the youth. Together, everyone agreed that the ideas was important and needed in the city.

It is very important for young people to gain agency again and be able to cooperate with the city, which thanks to this type of activities is open to the needs of the young generation. We hope that thanks to our initiative, we will be able to open even more young people to the opportunities offered by the city and, most importantly, make the city more attractive so that young people will not want to leave Lublin. We believe that thanks to the mentoring project (Mentor Me) and showing extraordinary young people from Lublin (Individuals of Lublin), we will be able to achieve this goal.

NO. OF STAKEHOLDERS INVOLVED AND TYPE OF ENTITIES INVOLVED:

Municipality of Lublin

Lublin has 9 higher education institutions, where students from over 92 countries study. Lublin attracts international students and those from the region. In terms of the number of students, Lublin is one of the leading academic centers in Poland and the largest one in the eastern part of the country. In total, there are over 60,000 students in Lublin - about 18% of the city's population.

There are several organizations in Lublin, in which activities can join young people as volunteers or take advantage of the programs of workshops, training, and various forms of creative leisure.

Name of city officer involved:

Agnieszka Parol-Górna

Beata Franiewska

Monika Król

Paulina Drochowska

Agata Cholewa

Marina Zub-Nowosad

Local NGO

There are many youth organizations in Lublin that work together to benefit the younger generation. They deal with youth issues and organize their time. Many organizations have their own programs dedicated to young people and try to activate youth on many levels- climate, human rights and so on. Organizations that met as part of the project were Theaterkon, Foundation Institute for Activation and Social Development

European Youth Capital Lublin 2023

We are very grateful for the support we have received from the EYC in implementing the Young Service Designers project. Beginning with logistical support - the ability to carry out activities and tasks in city



buildings as well as participation in our events and trainings

Visual Culture Foundation

The organization is collaborating on the work of Mentor Me, which was developed as part of the Young Service Designers project.

2. PUBLIC EVENT

REPORT OF THE PUBLIC EVENT:

As a Sempre a Frente Foundation we organize 2 Public Events

1. 19.12.2022
2. 16.03.2023

The first meeting was held in December and was dedicated mainly to organizations from Lublin - the Youth Council of the City of Lublin, the Youth Student Council of Lublin, local and friendly NGOs and related youth. In addition, City Hall staff and local politicians attended the meeting. During the event, the two YSD groups presented their ideas and talked about what their path to the project looked like, visual materials and photos developed during the project were also handed over.

The second meeting, on the other hand, was related to the event of the opening of the European Youth Capital Lublin 2023. During this ceremony, study visits were held and sessions were organized. As Sempre a Frente Foundation, we then organized an all-day event during which we presented the Young Service Designers project and our project teams could talk about their ideas related to the implemented projects. Guests were able to talk about their international and national experiences and feelings, as the event attracted many people eager to learn what the Young Service Designers project was.

The implementation of both events helped to better promote the projects and encouraged younger people to take part in the planned further events. It is important for us that more young people implement their new initiatives.

NO. AND TYPES OF ATTENDANTS:

The first meeting was held in December and was dedicated mainly to organizations from Lublin - the Youth Council of the City of Lublin, the Youth Student Council of Lublin, local and friendly NGOs and related youth. In addition, the meeting was attended by City Hall staff and local politicians.

Municipality representatives and local NGOs: 20 person



Youth: 30 person

The second meeting was an open event, which was attended by people who came to the event which was the Opening of the European Youth Capital: it concerned young people associated within the Polish Council of Youth Organizations, Union of Polish Cities - Secretariat for Youth, young people from Youth Councils from various cities of Poland

Adults: 20

Youth: 80

3. THE HOW TO WORKSHOP

REPORT OF THE HOW-TO WORKSHOP:

The How to Workshop event was organized in cooperation with Arkadiusz Klej - a leading young start-up who specializes in the Service Design method. He organized a training for young people to consolidate their knowledge in this area and encourage them to explore new opportunities related to Service Design

During the event, participants could once again familiarize themselves with the possibilities offered by working with the service design method. A noteworthy event was the speech given by the participants of the Young Service Designer projects, who encouraged other people to cooperate and develop their interests. Their words underlined the importance of courageous youth participation. During the event, however, great attention was paid to the practical dimension and, apart from the speeches and presentations, there was also a part related to the implementation of joint activities and tasks related to the service design method.

NO. AND TYPE OF ATTENDANTS:

The meeting was attended by participants of the Capacity Building Program - including people who take part in group therapy classes as part of the Semper a Frente Foundation on a daily basis. In addition, there were people who were invited by CBP participants and who constituted the group of recipients of their project activities. In addition, the meeting was attended by students associated with youth organizations in Lublin, supported by the Polish Council of Youth Organizations. In addition, there was a group representing the Youth City Council of Lublin and local NGO volunteers.

In total: 3



ANNEX 5 - PICTURES



Pictures from the Public Event



Interview for the “Individuals of Lublin” project



Picture of the How-To Workshop



Picture from the Youth Public Innovation Lab



Picture from the Capacity Building Programme