



# **YSD**

# **YOUNG SERVICE**

# **DESIGNERS**

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**Work Package WP.4**

## **Pilot Phase Assessment Report**

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Contributors: All partners





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## 1. PILOTING OF THE SERVICE (S)

### SERVICE (S) TESTED:

Within the Young Service Designers project, we focused on piloting three services that we designed and implemented with a focus on the needs of young people. The first of these services was a youth parliament in the municipality, which aimed to provide young people with a regular platform to communicate their needs and opinions to the city authorities. It also served as an advisory body for youth-related issues. The main goal of this initiative was to increase the interest of young people in the affairs of their city and their participation in the decision-making process.

The second piloted service was a campaign aimed at improving the accessibility of menstrual products in secondary schools. The goal of this campaign was to combat so-called menstrual poverty and ensure that these necessary hygiene products were freely available to all young women studying in secondary schools. This initiative aimed to alleviate social inequality and provide equal educational opportunities for all students.

The third piloted service was a festival commemorating the Day of Students and the Velvet Revolution, which took place on the anniversary of this historic event. The goal of the concert was to increase the interest of young people in the importance of their involvement in decision-making and shaping society. Through artistic performances, discussions, and cultural activities, we aimed to celebrate the values of freedom, democracy, and active citizenship, thereby empowering young people to become active and informed participants in social life.

We carried out the piloting of these services through the methodology of service design, involving young people in the process of designing and developing these initiatives. During training on service design and youth innovation labs, we provided them with space to identify needs and solve problems, thereby fostering their creative thinking and active participation. We believe that these piloted services, such as the youth parliament, the campaign for menstrual product accessibility, and the festival for the Day of Students, will have a positive impact on the lives of young people in Lučenec. Through these initiatives, we sought not only to address the specific needs and problems of young people but also to motivate them to actively participate in social and political life.

The scope of the service of the festival to commemorate the day of students and the gentle revolution was as follows:

Organization of the concert: The service included the organization and implementation of the concert, which was held on the anniversary of the day of students and the gentle revolution. Artistic performances such as music concerts, dance performances and theatre performances were held at the festival to attract young people and create a pleasant atmosphere for community development.



Discussions and debates: In addition to artistic performances. Celebration of values: The festival also served to celebrate the values of freedom, democracy and active citizenship. The aim was to support young people to become active and informed participants in social life and to value and protect these important values. The scope of the festival's service to commemorate the students' day and the gentle revolution was aimed at organizing a concert, celebrating the values of freedom and democracy and providing space for cultural activities. The goal was to increase the interest of young people in the importance of their involvement in joint decision-making and active participation in shaping society.

#### **LOCATION:**

Lučenec city, Banska Bystrica region

#### **NO. OF MEETINGS AND OBJECTIVES OF THE MEETINGS:**

First service - youth parliament in the village:

Number of meetings: Four pilot meetings of the youth parliament were held during the duration of the project. Objectives of meetings: 1) Provide a platform for young people to express their needs and opinions towards the city management. 2) Discuss issues related to youth and propose solutions to improve the situation. 3) Encourage young people to actively participate in the decision-making process and the formation of local society.

The second service - a campaign aimed at improving the availability of menstrual aids in secondary schools:

Number of meetings: Two meetings will be held during the preparatory period of the campaign and implementation. Objectives of meetings: 1) Plan and organize a campaign to improve the availability of menstrual aids in secondary schools. 2) Discuss strategies and ways to ensure free availability of menstrual aids for young women in secondary schools. 3) Develop cooperation between various partners and organizations involved in the campaign.

The third service - a festival commemorating the Day of students and the gentle revolution.

Number of meetings: Two meetings were held before the festival. Objectives of meetings: 1) Plan the program of the festival and set goals and topics for discussions and cultural activities. 2) Organize artistic performances, discussions and workshops focused on the values of freedom, democracy and active citizenship. 3) Involve young people in conversations and discussions about participating in joint decision-making and shaping society.

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

During the period from December 2022 to May 2023, several activities related to the project "Young service designers in the city of Lučenec" took place. The first part of the project was the catch-up phase of the Youth innovation lab, which aimed to collect and select services that would be of interest to young people. These meetings gradually grew into the functioning of the youth parliament in the city of Lučenec, where young people had a regular platform to communicate their needs and opinions towards the city leadership.



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Another part of the project was the implementation of pilot services. The students' day concert took place before the mentioned period and aimed to increase the interest of young people in participating in joint decision-making and shaping society. This concert was open to young inactive people between the ages of 15 and 30.

Meetings related to the planned campaign to introduce free menstrual aids in schools took place at the turn of November and December. After the successful introduction of free aids by the leadership of the Banskobystrica region, there was no longer a reason for further meetings on this topic. The target group of this campaign was young girls studying in high school and facing menstrual poverty.

The last piloted service was the reformed version of the youth parliament in the city of Lučenec, which was officially approved by the city management. This parliament became a platform for young active people in the city of Lučenec who were motivated to cooperate with the city and were looking for a space to listen to their opinions and needs.

These activities and services aimed to increase young people's interest in events in their city participate in the decision-making process and fight against social inequalities. The project "Young service designers in the city of Lučenec" tried to support the active and informed citizenship of young people and create space for their involvement in social life.

#### **SCOPE OF THE SERVICE:**

The service scope of the campaign aimed at improving the availability of menstrual aids in secondary schools was as follows:

Overall, the scope of the campaign's service was aimed at improving the availability of menstrual aids in secondary schools, fighting against menstrual poverty, social inclusion and ensuring equal educational opportunities for all pupils. The campaign was intended to provide information, provide free menstrual aids and contribute to the removal of financial barriers associated with menstruation, thus promoting health, dignity and equality among young women.

The scope of the youth parliament's service in the village was as follows:

Providing a regular platform: The Youth Parliament provided a regular platform for young people to communicate their needs, views and concerns to the city leadership. Regular meetings were organized where young people had the opportunity to express their opinions and share their experiences.

Advisory function: The Youth Parliament also served as an advisory body for issues and matters related to youth. Its members had the opportunity to provide advice, recommendations and a young people's perspective on youth policy and decisions.

Increasing the interest of young people: The main goal of the youth parliament was to increase the interest of young people in the events in their city and their involvement in the decision-making process. The service was intended to motivate young people to become active participants and shape events in their city through their opinions and initiatives.



Cooperation with the city administration: The Youth Parliament cooperated with the city administration and provided them with information and suggestions from young people. Its members had the opportunity to discuss the needs of young people and work together to create youth-oriented policies and measures.

Overall, the scope of the youth parliament's service was rewarding and it included providing a platform for young people, an advisory function, promoting youth involvement in the decision-making process, and working with city management. The goal was to create an environment in which young people had the opportunity to influence and contribute to solving issues and problems that affect them in their city.

#### **ADDED VALUE FOR THE LOCAL COMMUNITY:**

The added value for local communities in the city of Lučenec through these services is as follows:

**Youth Parliament:** Providing young people with a regular platform to communicate their needs and opinions to the city's leadership has the effect of increasing young people's interest in events in their city and participating in the decision-making process. In this way, the participation of young people in the local community is improved and their voice is heard more. The Youth Parliament also serves as an advisory body for youth issues, which enables a better understanding of their needs and contributes to the creation of adequate policies and initiatives for young people.

**Campaign for the availability of menstrual aids:** Improving the availability of free menstrual aids for all young women studying in secondary schools contributes to the fight against menstrual poverty and social inequality. This service ensures equal educational opportunities for all female students, regardless of their socioeconomic status. This increases the dignity and comfort of young women in the school environment and promotes their health and good education.

**Festival to commemorate the day of students and the gentle revolution:** The organization of this festival serves to increase the interest of young people in their involvement in joint decision-making and shaping of society. Artistic performances, discussions and cultural activities at the festival celebrate the values of freedom, democracy and active citizenship. In this way, young people are encouraged to become active and informed participants in social life, their pride in their city is strengthened and an atmosphere of solidarity and belonging is created in the local community.

Overall, these services add value to the local community in Lučenec by giving young people a space to express their needs and opinions, fight against social inequality and support their active participation in shaping society. Also, through cultural activities and celebration of the values of freedom and democracy, they contribute to strengthening social awareness and pride in their own city.

#### **EXPECTED IMPACT:**

The expected impact of these services in the city of Lučenec is as follows:

**Youth Parliament:** Increasing young people's interest in events in their city: The Youth Parliament will provide young people with a regular platform to express their needs and opinions to the city's leadership. In this way, it is expected that young people will be more involved in local events and will be more interested in things that directly affect them. Improving communication and understanding between youth and city management: The Youth Parliament serves as an advisory body on youth issues. Through this



platform, it is expected that the communication between young people and the city management will be more effective and the needs and perspectives of young residents will be better understood.

**Campaign for the availability of menstrual aids: Fighting menstrual poverty and alleviating social inequality:** Ensuring the free availability of menstrual aids in secondary schools contributes to the fight against menstrual poverty. This campaign seeks to reduce inequality and ensure equal educational opportunities for all female students, regardless of their financial situation. **Improving the health and well-being of young women:** Ensuring the availability of hygiene products reduces the stress and uncertainty associated with menstruation. This is expected to contribute to better physical and mental health of young women studying in secondary schools.

**Festival commemorating Students' Day and the Gentle Revolution:** Increasing the interest of young people in joint decision-making and shaping society: The festival aims to increase the interest of young people in their active involvement in social life. Through artistic performances, discussions and cultural activities, the values of freedom, democracy and active citizenship are celebrated. It is expected that such a thought-provoking and inspiring festival will motivate young people to actively participate and make an informed involvement in society. Overall, these services are expected to bring added value to local communities in the city of Lučenec through increased involvement of young people, improved communication and understanding between young people and city authorities, combating social inequality and promoting equal educational opportunities for all pupils. Moreover, they aim to increase the interest of young people for active joint decision-making and shaping of society.

#### **NO. OF STAKEHOLDERS INVOLVED AND TYPE OF ENTITIES INVOLVED:**

**Municipality level:** As the main actor in the city, the city government was the main partner and supporter of the project. Her role was to work with young service designers, listen to their ideas and implement new services or improvements based on their suggestions.

NO: 3 (Members of municipality council, mayor, employees of municipality office)

**Local non-profit organizations:** Non-profit organizations and social associations were involved as consulting partners or coordinators of specific initiatives. Their experience and contact with the local community was useful for the project.

NO: 2 (Podnikavci Novohradu, O.Z. Naše školstvo)

Schools have an important role in the project, their role was to motivate and support students in the project.

NO: all high schools in Lučenec city

## **2. PUBLIC EVENT**

### **REPORT OF THE PUBLIC EVENT:**

The main goal of the public event was to introduce the Young Service Designers project to the broader professional community in the town of Lučenec, which has a direct impact on youth work and makes strategic decisions for the city in the coming years. Our aim was to familiarize them with the project's



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outputs and highlight the benefits of involving young people in co-decision-making about the city and co-creating services alongside them. During the presentation, we also focused on topics related to the project's sustainability and gaining support for the establishment of a permanent Youth Parliament in the municipality, which would represent the voices of young people to the city's leadership.

By presenting the Young Service Designers project to the wider professional public, we sought to raise awareness about the importance of youth participation and the value of incorporating their perspectives into decision-making processes. We emphasized the positive impact that involving young people in shaping services and policies can have on the overall development and well-being of the community.

Furthermore, we highlighted the long-term vision of the project, emphasizing its sustainability and the need for ongoing support. We discussed the benefits of establishing a permanent Youth Parliament, which would serve as a platform for young people to express their opinions, contribute to decision-making processes, and actively participate in shaping the future of the city.

By promoting the concept of a Youth Parliament, we aimed to foster a culture of civic engagement and democratic participation among young people. We emphasized the importance of creating an inclusive and supportive environment that values the perspectives and ideas of the younger generation.

Through this event, we aimed to mobilize support from the wider professional community in Lučenec for the project and its long-term goals. We encouraged collaboration and partnership between different stakeholders, including local authorities, youth workers, educators, and representatives of youth organizations, to collectively work towards creating a more youth-friendly and inclusive city.

Overall, the event served as a platform to advocate for the active involvement of young people in decision-making processes and the co-creation of services. By promoting the project and its objectives to the broader professional community, we aimed to inspire ongoing dialogue, collaboration, and support for youth-centred initiatives in Lučenec.

#### **NO. AND TYPES OF ATTENDANTS:**

Thirty-four individuals from the town of Lučenec participated in the public event. The participants constituted a diverse group consisting of local authorities who influence the lives of young people. Among them were teachers, youth workers, field social workers, school administrators, municipal council members, municipal employees, representatives of youth organizations, and other individuals who regularly interact with young people. These participants were identified as key stakeholders for the continued success of our activities in the city and the further development of the Young Service Designers initiative. Their involvement in the event was significant because their positions and roles within the local context allow for a direct impact on the lives of young people. By specifically engaging these individuals, we aimed to ensure that our activities and the Young Service Designers project would receive support and collaboration from relevant stakeholders. We firmly believe that these key actors have a fundamental influence on shaping policies, decision-making processes, and the implementation of measures targeted at youth. Their participation in the event enabled us to gain a deeper understanding of their needs, perspectives, and expectations. We achieved mutual understanding and exchanged opinions, which will help us better tailor our activities and services to effectively address the real needs of young people in Lučenec. We believe that their presence at this event strengthened our cooperation and laid a solid





foundation for future successful joint projects and initiatives. We are grateful for their engagement and support, and we are convinced that together, we can achieve positive changes and create an environment that better supports the development and needs of young people in our city.

### 3. THE HOW TO WORKSHOP

#### **REPORT OF THE HOW-TO WORKSHOP:**

The workshop titled "How to Use Young Service Designers" aimed to provide participants with basic technical information about the project, its progress, activities, and outputs. This workshop focused on familiarizing participants with the principles of designing services for young people and offered them an opportunity to learn specific tools and techniques that would help them identify and understand the needs of youth, as well as propose innovative solutions and implement them in practice.

At the beginning of the workshop, participants were given basic information about the project and its objectives. They were provided with details about the expected project activities and outcomes. Subsequently, they delved into the principles of designing services for young people. These principles encompassed understanding the needs of youth, problem identification, creating user personas, and designing solutions that take into account the needs and preferences of young individuals.

Participants had the chance to familiarize themselves with specific tools and techniques that aided them in the process of designing services for young people. These tools and techniques included group collaboration techniques, creative thinking, prototyping, and idea testing. Participants learned how to utilize these tools to identify the needs of youth, generate new ideas, develop prototypes, and test them.

The goal of this workshop was for participants to acquire practical skills and understanding of methods for designing services for young people. After completing the workshop, they were expected to be capable of identifying youth needs, proposing innovative solutions, and implementing them in practice. It was believed that these new skills and knowledge would elevate participants' work in the field of youth services to a higher level and assist them in achieving positive changes in the lives of young individuals.

#### **NO. AND TYPE OF ATTENDANTS:**

Twelve people participated in the workshop, coming from various youth organizations. These participants were representatives of youth organization leadership or directly involved in working with young people. We believe that these individuals have the skills and knowledge to utilize the principles encompassed in the method of designing services for young people within their work.

The Youth Service Design Project focuses on creating and improving services that cater to the needs and expectations of young people. Their experience in leading youth organizations and direct work with youth provides them with a unique insight into the challenges young people face, as well as an understanding of their motivations and ideas about quality services. These participants have the ability to propose innovative and effective solutions that are genuinely tailored to the needs and preferences of young people.





Their involvement in this workshop is crucial because their expertise and experiences can propel youth organizations forward and contribute to the development of higher quality and more efficient services for young people. We believe that through this workshop, they will gain new ideas, perspectives, and tools that will help strengthen their work and achieve positive changes in the lives of young people. We are also interested in their feedback on our activities and services that were created as part of the project. Their insights will enrich us for future similar projects.



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## ANNEX 1 - PICTURES



Meeting of the Youth Parliament



Open-air Festival on the “day of students”







Free menstruation aid in the toilets at one local high school