



Trec-One

Face-to-face and web-based information and guidance to young people on school-to-work transition

BELGIUM

Title of the practice (in original language)

Transition Ecole-Premier Emploi

Who is/was implementing the practice?

Infor Jeunes Bruxelles (NGO)

Which other organisations are/were involved in the practice?

- Many organisations are involved in the Trec-One project:
- Local partnerships involving 54 actors and organisations, either on a structural or on a project basis. Among others, partners include: private companies (such as JEEP, Dynamo International), youth services, municipal schools, public bodies in the area of training and employment (such as the Cité des Métiers), Public Centres for Social Welfare (CPAS).
 - The web-based stakeholder platform works with 13 partners, including: Infor Jeunes Bruxelles, the Cité des Métiers, the documentation centre for training courses (CEDIEP), Dynamo International, the Citizen Service Platform, Question Santé and others.

What are/were the main objectives of the practice?

- The overall aim is to provide both face-to-face and web-based information and guidance to young people on school-to-work transitions.
- The specific objectives are:
- Creating synergies and complementarities between youth, school, communal prevention and socio-professional insertion stakeholders to provide a space where young people can receive support.
 - Preventing early school leaving and reducing the difficulties encountered during the transition between school and working life.
 - Reducing fragmentation and duplication of work between different actors by developing partnerships. Partnerships can greatly increase the efficiency of services offered to young people living in underprivileged neighbourhoods.

When was the practice implemented?

Since January 2014 (ongoing)

Who is/was targeted by the practice?

Young people aged 12 to 26



What activities are/were carried out?

The project combines two inter-connected elements:

1. The development of physical local platforms in several municipalities, especially in the underprivileged neighbourhoods. This element is implemented by a NGO (Infor Jeunes Bruxelles). The aim of these physical platforms is to create a proximity with young people and to develop synergies between local actors. The local platforms provide reception services to young people where they have access to information on any topic of their interest (sexuality, family allowances, migration, employment, etc.) and can receive specialised support and guidance for their transition into working life.
2. The web-based platform called "[Bruxelles J](#)" is an information portal on issues that concern young people aged 12 to 26. Through the platform young people can ask their questions online and receive a personalised answer provided by one of the 13 partners of the platform.

The requests that cannot be addressed online are passed on to the physical platforms.

What are/were the sources of funding?

Financing of the Trec-One project comes from the Brussels Capital Region (EUR 575 000) and from the French-speaking Community (COCOF) (EUR 152 000).

What are/were the outputs: people reached and products?

People reached:

- The Bruxelles J web-based platform has between 4 000 to 5 000 visits a day. In 2017 the platform had 930 792 unique visitors, which is almost double the figure compared to 2014.
- Since launching the web-platform in 2014, the number of questions answered annually has tripled. During 2017 over 21 300 questions were answered (answers are usually provided in one to three days) by 13 partners of the Bruxelles J platform.
- From 2014 to 2017, the number of physical platforms have increased from one to 10 centres in the Brussels Capital Region. The number of queries treated in these centres have increased from 6 220 in 2014 to 14 062 in 2017 (representing an increase of 126%).

Products:

- The development of the nine physical local platforms in the municipalities.
- The development and maintenance of the web-based interactive platform for young people.

What are/were the outcomes: medium-term results or effects?

The activities of the Trec-One project are evaluated in the [annual reports](#) of Infor Jeunes Bruxelles and Bruxelles J . The evidence collected in the annual report suggests that this project creates a unique place which combines physical advice and reception facilities with digital information and support services. Information and specialised support on the social and professional integration of young people at all stages of their adolescence avoids breaks in the transitions between the school and working life and helps to tackle early school leaving.

What are/were the lessons learnt and success factors?

Lessons learnt:

- Opening of an office in a new location has always generated new visits from young people. This did not negatively affect the work of the platforms already established in the neighbouring municipalities.
- The strategy of decentralising and reaching young people in underprivileged neighbourhoods has paid off in terms of successfully reaching the target group (80% of the visits are from the local public).

Success factors:

- The tailoring of the service provided to each young person allows the project to overcome the limits faced by public organisations who have a specific mandate.
- The fact that young people can freely access the project activities (they do not need to set up meetings, register or follow any administrative procedures) allows creating a relationship of trust with the young person.

What are key sources of information?

Annual Activity report 2017:

<http://bruxelles-j.be/wp-content/uploads/2018/05/rapport-dactivit%C3%A9-2017-Bruxelles-J.pdf>

Web-based platform:

<http://bruxelles-j.be/>