



**TakingITGlobal E-consultations on  
Climate Change  
&  
Building Citizen Centred Policies & Services**

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# **Building Citizen Centred Policies & Services**

## **e-Consultation Final Report**

*Conducted by TakingITGlobal for the Organisation for Economic Co-operation and Development (OECD)*

### **Introduction**

Young people constitute an important and significant part of the global population, yet, it is not reflected in their level of involvement and inclusion in decision-making processes and public debates. As many governments are focusing on responding to the special needs and opportunities of young people, it is vital that young people are included in shaping policies and services aimed to serve them.

When young people feel that their voices are not important and when public services are not available for them, they often become further alienated from the political process – even sometimes leading to social unrest. Including young people in the decision-making process will help increase their civic engagement. Furthermore, no one understands and communicates better with young people than young people themselves, and their inclusion will help ensure policies and services respond to young people's actual needs.

This e-consultation has explored how young people feel they are able to participate in shaping public policies and services and what they think governments can do better to facilitate the process. Over three weeks, the following themes were explored:

- **Voices & Choices: Designing Public Policy with Youth**
- **Creating & Using Public Services: Experience and role of young people**
- **YouGov: how do youth want to use technology to interact with government?**

Each week started with a set of questions and background information on a theme sent to participants through a TakingITGlobal email group. Participants were encouraged to respond to the questions, and also to discuss each others contributions. At the end of the week, a summary of the discussion on the theme was posted to the group. A total of 111 participants, representing a very diverse group of young people from all regions in the world, took part in the discussion.

### **Voices & Choices: Designing Public Policy with Youth**

The first week of the consultation explored public policies and young people's role in shaping them. Participants were asked to read and reflect over an OECD background paper on citizen centred policies and services, and then to discuss based on the following questions:

- Do you feel the views of young people are sufficiently included in designing public policy? What are the barriers to participation?
- What steps can governments take to facilitate greater youth participation?

Most participants strongly agreed that young people are not sufficiently included in designing public policy, and many felt that policies are created for them without consulting them. Young people expressed that barriers to participation exist both within cultures, within governments, and within young people themselves. However, participants were largely in agreement on two suggestions for government as a way to facilitate greater youth participation.

#### *Challenge - Cultural barriers*

Young people feel that governments and the rest of society do not consider young people ready to contribute constructively to the design of policies. The stereotypes of youth as apathetic and lazy still prevails among many adults and few genuine opportunities to participate are given to young people. As a participant from Cameroon noted: *"Adults have a monopoly of knowledge."*

#### *Challenge - Lack of communication channels and social dialogue*

Participants also noted that relevant information about designing public policies seldom reaches young people. Governments do not use the appropriate channels where young people can be reached, and the language and content of the communication is often in a form that young people do not respond to.

#### *Opportunity - Support the creation of and institutionalize national youth platforms*

Young people want a common platform where they can meet, discuss and advocate their views. Governments should facilitate and support the creation of these platforms, which will make it easier to consult with a large and representative number of young people. As noted by a New Zealand participant: *"While business groups and unions tend to lobby politicians hard, with a strength in numbers, young people lack a similar agency with such strength or power."*

#### *Opportunity - Encourage leadership development and involvement of young people*

Governments should offer training and skill-building opportunities to young people so they are aware and able to participate in shaping policy. Governments can also hire more young people as civil servants as a way to increase their understanding and input into policy-making. In the words of a participant from Cameroon: *"[There are] very limited opportunities to develop appropriate skills in leadership, lobbying and advocacy that will permit [young people] to claim rights to participation."*

Other suggestions included integrating civic education into public education, and another common notion among participants was that *"It starts with politicians who believe in youth!"*

### **Creating & Using Public Services: Experience and role of young people**

The second week of the consultation revolved around the use of public services. The following questions were asked to start the discussion:

- Do you feel that the public services offered in your country reflect the needs and wishes of young people? What is your experience in using public services?
- What can governments do to improve their public services and make sure they reflect the needs of their citizens?

Most participants agreed that public services do not reflect the needs and wishes of young citizens, although some also acknowledged that governments are trying, to the best of their ability, to respond to young people. Almost all participants agreed that governments need to simply listen to their citizens and put people in the center of policies and services. Furthermore, some also noted that the quality and accountability of civil servants need to improve.

*Challenge - Lack of resources and priorities*

Many governments simply do not have enough resources to adequately provide public services to their citizens. Participants acknowledged that this is often not unique to young people, but to the population in general. However, some also felt that young people are not prioritized. As a participant from Nigeria noted: “...the government feels it has other more pressing issues than youth friendly public services or policies.”

*Challenge - Lack of youth friendly access to public services*

Where public services are in place, many participants felt that these are not always accessible to young people. For example, in Kenya a participant described the difficulties of youth organizations to access public funds, due to bureaucratic requirements and the need to demonstrate a track record, which many youth organizations do not have. As the participant noted: “You are left wondering if [youth organizations] never started how could they have existed?” Some participants also called for more information and instructions in how to access and utilize public services.

*Opportunity - Set more realistic policies and targets for public services*

Many participants expressed frustration with the gap between official policies and the services that are actually offered. Governments can set more realistic policies based on available resources, and thereby avoiding unrealistic and unmet expectations from citizens. Participants suggested this can lead to more citizen action and civic engagement in the political process.

*Opportunity - Set higher standards for civil servants and eliminate corruption*

Participants called for more accountability to those responsible for delivering public services. In some countries these jobs are given based on relationships to people in power, rather than on qualifications. Some participants also stated that corruption is a problem in the delivery of public services, and that stronger accountability and legislative measures need to be put in place to avoid mismanagement and fraud. As a Nigerian participant said: “The government is made up of people and not buildings or machines, they know exactly what the wishes of the people are, but it may not favor them.”

Overall, participants called for much more opportunities for citizens to be involved and to monitor the performance of elected officials and civil servants.

**YouGov: how do youth want to use technology to interact with government?**

The spread of technology allows for new ways of citizen engagement with governments, and in the third and final week participants were asked the following questions:

- Do you think governments are good in using technology to make public information and services available for their citizens?
- How can governments use technology to have a closer dialogue with young people about public policies and services?

Most participants agreed that new technologies give governments an unprecedented opportunity to make information about public policies and services available for their citizens. Some noted that one-stop websites of available benefits and services are simple and cost-effective ways for citizens to access information. Participants were mostly optimistic about having a closer dialogue with governments, and expressed that as a very first step governments should facilitate young people's access to internet and other communication technologies. However, participants also noted potential challenges in the way governments can utilize new technologies:

*Challenge - Elected officials use technology for their own gain*

Many participants observed that elected officials are more interested in using internet and cell phone technology as a one-way channel to reach out to new voters and to campaign for elections, rather than having a dialogue with young people about policies and services. A participant from Malta also said that governments are more interested in “[collecting] fines and taxes [than] informing citizens of what social service schemes might benefit them.”

*Challenge – Lack of accountability and transparency*

Although some governments have started to open up new communication channels with young people, participants called for more accountability and transparency in how their suggestions and opinions are acted upon. In addition, government websites are sometimes outdated and the response to requests is slow or lacking. Also, a Nigerian participant stated: “Government depends on just giving the people a vague overview of what is going on without bothering to know their thoughts and feelings on the matter. They do this through the mass media and believe it is enough, but as we all know, it is not.”

*Opportunity - Use relevant media and channels to reach young people*

Participants were clear that governments need to be up to date on what forums young people are using and have access to, such as YouTube and Facebook. Governments should use these websites to create spaces that allow for free and safe expression of opinions and ideas. As a participant from Cameroon said: “We cannot forget youth's problem in the country if this interactivity exist.”

*Opportunity - Involve young people in planning and implementation*

Young people understand and communicate with young people. Governments should involve young people in developing strategies for dialogues between governments and citizens. Participants noted that young people will be more effective in activities such as script-writing for communication initiatives and facilitation of debates with governments.

*Opportunity - Governments must engage in the dialogue*

Participants felt strongly that governments need to show that they are taking young people seriously. Governments cannot just ask for young people's opinions and then leave the dialogue. An active

dialogue where governments respond to questions and ideas will increase the engagement among youth. Some participants are wary of what they see as tokenistic initiatives. *“The government should show that the activity is not just a pro-forma strategy in involving the youth in decision-making,”* a participant from Philippines noted.

### **Conclusion and recommendations**

Overall, participants in the consultation demonstrated a strong and genuine interest in being able to influence the shaping of public policies and services. However, governments need to take a few important steps in order to facilitate this engagement.

#### *Recommendation – Build the capacity of young people*

Young people call for training and skill-building opportunities that prepare them for active participation in decision-making processes. Governments should support and facilitate a discussion with youth-led national youth platforms, and hire more young people as civil servants. Training and exposure to the work of the government will increase young people’s knowledge and capacity, and therefore their ability and interest in engage themselves and their peers in the political process.

#### *Recommendation – Involve young people in planning and implementation*

When governments try to reach out to young people with information and opportunities, it is imperative that young people themselves are included from the initial brain-storming sessions until the delivery of messages. Young people know which communication channels should be used and how to phrase the communication and information in a way that young people can relate and respond to. Young people should also be consulted on how public services are made available – as they often have unique needs and challenges in accessing them.

#### *Recommendation – Governments must show that young voices matter*

When governments do consult with young people and ask for their voices, it is very important to go beyond tokenism and show that their opinions are taken into account. A failure to do so can further disengage young people from the political process. Websites such as Facebook and YouTube give elected officials and civil servants an unprecedented opportunity to communicate with young people, and this can be utilized to have a fruitful, constructive two-way dialogue where both parties benefit. Finally, there needs to be transparency and accountability in how suggestions from young people are implemented, allowing young people to monitor and evaluate the process.

# Climate Change e-Consultation Final Report

*Conducted by TakingITGlobal for the Organisation for Economic Co-operation and Development*

## ***Introduction***

This report presents the results of a global e-consultation on Climate Change and Youth conducted by TakingITGlobal on behalf of the OECD. The e-consultation took place over a three-week period in May, 2008. In each week participants explored one of three linked themes: Adaptation, Mitigation and International Co-operation. Through a weekly series of five questions each, the discussions explored different aspects of the themes, including a particular emphasis on youth perspectives on climate change impacts, government policy, identifying key youth roles in the areas and needs/means for support.

The e-consultation group counted over 250 members from at least 74 countries, covering all continents and regions. A list of these countries is provided in the Appendix. Weekly respondents were equally diverse, with an average 15-20 highly-detailed responses received each week with representation from all regions. Responses were particularly frequent from Africa, South and South-East Asia and South America.

## ***Impacts of climate change***

Personal and local experience of climate change were explored throughout the e-consultation, with particular attention given in week one's discussions on Adaptation.

The results were striking. All respondents observed that climate change is already impacting their communities in negative ways. Consultation participants were able to hear first-hand how communities on every continent are already feeling tangible impacts from climate change. The responses also highlighted for participants how climate change is manifesting itself differently in different places. In some cases, the impacts reported were slow and steady (for example, desertification in Brazil and India, gradual changing of seasons and shifting ecosystems, sea-level rise). In others, the impacts are sudden and violent (for example, the increases in extreme weather, flooding and mudslides in many places, and glacier lake outburst floods in Nepal). These current consequences of climate change are being felt in very different ways but, throughout, a common thread is clear: the impacts these events have on people and their livelihoods. Respondents reported how, in many of their regions, agricultural yields and food security have decreased due to climate change. The availability of water was also a serious concern, with many respondents reporting a likelihood of serious water crises in their area in the near future. Public health, transportation infrastructure, natural resource industries and tourism were all noted as being affected in the short- and longer terms. Though the impacts reported often differed in each region, the common need to adapt to them to minimise their negative effects on societies and economies was well understood.

***“What can we do? If this continues for the next 10 years, what do you think will happen?”***

*- Esther Agbarakwe, Nigeria*

Many respondents, from Sub-Saharan Africa and Small-Island Developing States in particular, noted the urgent need to tackle climate change and poverty together, in a comprehensive manner. Many excellent examples from these countries illuminated the complex interlinkages

between these two crises and reinforced the need to approach the policy challenges of climate change through the lens of sustainable development.

### ***Youth Perspectives on Adaptation Policy***

The large majority of respondents indicated that climate change adaptation in their regions has, to date, been very reactive in nature. In other words, policies have been crafted after the fact in order to *react* to impacts already being felt. Participants heard how, in several areas, farmers have been switching from water-intensive crops to more drought-resistant ones in response to a steady year-on-year decrease in rainfall. Indigenous farming methods have been promoted in Nepal to conserve water. An early-monitoring pilot project has been set up at a glacier lake to warn villagers if it is in danger of bursting and causing a sudden flood. Watering bans have been put in place in many municipalities in the summer months to cope with water shortages. Countries such as New Zealand, which rely on dwindling water resources for generating

***“Adaptation needs to be proactive and anticipatory, and youth need to be made stakeholders in adaptation planning which takes into consideration the diverse and often contradictory impacts of climate change on communities.”***

- Vikram Aditya, India

hydroelectricity, are being forced to reconsider how they generate their energy. A more pro-active approach – planning to lessen impacts before they happen – was reported in a few cases, but remains far less common to date.

Given the current focus on ad-hoc reactive approaches, it is not surprising the majority of respondents did not believe their governments had sufficient plans in place to

adapt to climate change. Several countries have undertaken public education campaigns, but respondents also noted their impact has mostly been in urban centres and more efforts need to be made to spread their message to the provinces. Comprehensive, forward-looking plans for all effected sectors of the economy will help everyone cope better. The importance of ensuring these plans are implemented and enforced was also stressed.

### ***Youth Perspectives on Mitigation Policy***

All participants agreed that mitigation *should be* a priority of governments everywhere, including their own, but many observed that industrialised countries bear a greater responsibility and ability to reduce emissions than do developing countries. Responses on whether or not participants’ governments *did* take mitigation as a priority were more mixed. Many felt that their politicians were taking climate change seriously and others reported their countries were taking a more hands-off approach so far. For the majority of respondents, however, the picture was more complicated. Many were hesitant; while politicians can say mitigation is a priority, *action* is a different matter. Respondents reported that many initiatives in their countries have not been well followed up and in some countries policies to slow emissions have given major polluting industries a free pass. This illustrated the challenges that governments can have in dealing with emissions from important sectors of the national economy, such as forestry or agriculture.

Another important point raised was that there is often a difference in action between the different levels of government *within* a country. In other words, there could be a lot of action from a municipal or state/provincial government but low interest at the federal (national) level or visa versa. This is certainly the case in North America, where

***“Government policy should reflect contemporary realities, the will of the people and seek what is best for the people not only in the medium term but in the long run... decades ahead”***

- Joseph Carvana, Malta

a lack of action from federal governments in Canada and the US has led to many cities, states and provinces moving forward on their own. They have formed many interesting networks to share goals and approaches.

### ***Youth Perspectives on Global Cooperation***

When it came to the importance of international cooperation on climate change there was little disagreement; it was consistently ranked as an essential part of combating climate change and delivering sustainable development. The reasons given for this importance varied but all centred around the fact that global problems require global solutions. No country is immune to the impacts of climate change, nor can any solve the problem on its own. Co-operation between countries thus allows them to share approaches towards common goals and address the different impacts that climate change brings to different regions. Respondents also noted the important role that international cooperation has to play in terms of Technology Transfer and resources for Adaptation and Mitigation in the global South. These flows relate both to the differing capacities of nations and to their differing levels of responsibility for climate change, key to the principle of “common but differentiated responsibility” enshrined in the United Nations Framework Convention on Climate Change (UNFCCC, 1992). Another interesting set of perspectives shared focussed on individuals and grassroots organisations. Cooperation across borders creates an excellent opportunity for civil society to share experiences and approaches on advocacy, community organising and positive action. It also allows for the gradual emergence of a global consciousness on this issue. As one participant put it, “the construction of a common agenda of attitudes is more important than any other action.”

It was clear that respondents, no matter where they are from, expect their country to play an important part in forging a new global agreement for post-2012. The commitments proposed by respondents built on the unique focus and capabilities of each nation. Youth from industrialised countries expected their governments to play a leadership role by pursuing aggressive and binding emissions reduction targets for themselves. The policies developed to meet these targets can act as examples of successful strategies to share with the world. Respondents from rapidly-industrialising countries suggested they may choose to adopt voluntary national targets or firmer commitments on a sectoral basis, but also with the assistance and transfer of clean technologies from industrialised countries. Other countries are well placed to lead the world in the important area of forest conservation.

Respondents also made clear that youth can play the role of international leaders and network-builders themselves. Countless examples were shared of regional youth networks that have been built by the initiative of young people reaching across borders. Examples were also given of youth-led conferences, workshops and local events that sought to engage and motivate other young people. This drive and creativity showed itself in many thoughtful suggestions to explore new ways of connecting internationally and building movements using the internet, local organising and the creation of safe discussion spaces, as well as using art, music and public demonstrations to reach a broader audience.

### ***The Role of Youth in Climate Action***

While the effects of climate change already seem dire and are projected to become much worse, there is certainly room for hopefulness.

***“We cannot change the choices of the former generations but what we can do is to make the choice in our own life and show the path for the future generations.”***

- Tanja Kähkönen, Finland

Throughout the e-consultation it was abundantly clear that young people around the world are ready to claim their voice as key stakeholders in the fight against climate change and are ready to work hard for positive change.

Participants shared their views and proposals on how youth can be most effectively mobilised to drive and support action on Adaptation, Mitigation and the cross-border co-operation essential to solving this complex global emergency. The roles identified were numerous, but three main focal roles emerged:

### 1. Messengers and Catalysts for Community Action

A very key role for youth that underpinned the discussions of youth action in each area was that of raising awareness, educating and promoting positive change amongst peers, communities, and society as a whole.

What came through overwhelmingly was the call for environmental education and young ‘eco-citizenship.’ The second follows and flows from the first. Youth expect greater integration of environmental issues into education systems. With this foundation, youth feel empowered to reach out and educate the public, especially their peers. The majority of respondents spoke of powerful role that young people can play as inspirational educators and catalysts for change, reaching new audiences through art and literature, workshops, community programs, awareness campaigns and connections to other cultures and ways of life. Youth have the role of forging a “collective consciousness” on this issue, to build an inclusive movement on climate change and “set the standard of expectations” for our generation very high. As one thoughtful participant noted, to achieve this youth must first “be the change [they] wish to see in the world” (quoting Mahatma Gandhi). Youth must be the ones to live these ideals and lifestyles as they encourage others to share them. To this end the creation of many networks and projects were suggested, with a focus on local action for sustainable development. Respondents reported that many groups and networks have already been created by youth to instill this awareness, to “disseminate tips and initiate positive action” on reducing emissions and to promote sustainable living.

It is clear that in many cases, youth already play the role of messengers and catalysts for change and co-operation. They are energetic, committed and creative idealists who are able to question assumptions. This energy and passion must be harnessed to deliver the promise of sustainable, socially equitable development.

*“We should always remember that people affected by climate change are our brothers, sisters, fathers, mothers. We have great responsibilities to help the most vulnerable members of society.”*

- Nafiz Zaman, Bangladesh

Another interesting role identified was that of conduit of research and policies from governments to communities. As was clearly identified in discussions of Adaptation and Mitigation, youth can play the role of communicators and drivers of behavioural change, acting as “the channel of connection between political power and effective actions to society.” This flows the other way as well, and the need to express expectations of government, through mobilization and creative action – especially around key international negotiations – was identified often.

### 2. Engaged Advocates for Policy Change

Youth understand an urgent need to both engage with policy processes to create change from within and to drive them from outside by building public support bold for policy visions. The need to “speak up to decision-makers who are not taking action” was identified as a major role. It was also noted that, while opportunities to engage in the public sphere sometimes exist, young people may need encouragement to do so. In many cases these opportunities do not yet exist. This is another area where young people can take the lead; in advocating for such opportunities and ensuring they are well used when available.

Policy processes at all levels were noted for their poor representation of youth. There is large support for having a clearer voice to government policymakers and international bodies. The importance of young people as primary stakeholders means that youth should be engaged at each level. The strengthening of youth organisations was seen as a key way to facilitate this, as these groups can present a unified voice and encourage more young people to participate. Youth representation and input into international negotiations – noted by many respondents as very important – could be achieved through these same youth organisations, linked together through international networks.

Youth engagement in policy-making was also emphasised for both Adaptation and Mitigation policy.

### 3. Practical, Project-level action

Many respondents felt that young people could play a very important role in suggesting, planning and implementing community-based adaptation projects and long-term adaptation plans. The same was equally true for mitigation projects and longer term community planning. In both cases, the need for greater training and capacity-building was identified, along with the need to create more space and support for youth involvement.

It was also suggested that young people can play a big role in the private sector, by launching their own Social Enterprises to reduce emissions, adapt to climate change and address poverty at the same time, by creating a new breed of businesses with truly “sustainable DNA” and by using their power as consumers to encourage companies to sell cleaner products and reduce their emissions.

Many concrete examples proved that youth-led initiatives in both of these categories are already springing up around the world. Further, young leaders have been quick to harness the power of the web to connect these projects, share their experiences and forge innovative new campaigns.

### ***Supporting Youth Action – Key Recommendations***

Generally, youth do not feel adequately supported by their governments or international institutions, but family and societal support has been an important factor in sustaining actions. In the case of many grassroots coalitions, such as Energy Action in the United States, youth have created their own strong support networks, often by using ICTs, social networks and innovative new approaches to movement building. Youth have an extraordinarily important contribution to make to safeguarding their own future. With the right support this positive force can be scaled up and released, forging new inter- and intragenerational partnerships towards sustainable development and greatly accelerating progress on climate change. Many constructive suggestions for how this support could be operationalised were made throughout the e-consultation. We will

draw out here several of the needs outlined that are most relevant to governments and international institutions.

#### Resources for Education and Outreach

Many felt that there were inadequate resources for young people on climate change issues. This is of particular importance given the role that young people can play in sharing these resources and solutions with their peers and communities. Youth have a tremendous role to play in motivating the changes needed to develop sustainably. This can be greatly facilitated with the creation and dissemination of widely-accessible, understandable resources for youth, as well as the integration of environmental issues and sustainability into school programs. These materials could be greatly improved by ensuring they are well written and compelling. The importance of ensuring rural schools and teachers are well supported was also noted.

Better education is also needed about opportunities for involvement that already exist. In many cases young people are not aware of the programs or organisations they could be involved with and more effort needs to be made to connect them.

#### Training, capacity-building and financial support

Governments can help train and empower youth by integrating them into government programs, providing them with opportunities to gain experience and contribute their creativity, knowledge and passion. Programs are needed to train and empower youth to be involved in community adaptation planning, disaster response and project work. Likewise, youth involvement with mitigation projects and policies – particularly those directed towards public education – can bring tremendous co-benefits.

Secondly, they can support youth projects financially with small grants, and help to establish new youth organizations. They can assist further by sharing their expertise and offering *recognition* for the importance and successes of youth-led initiatives. This is a very important point. Young people need to know their actions are making a difference and are being recognized. In the words of one participant, “the government has to support and embrace youth actions against climate change wholeheartedly lest cynicism seeps in.”

#### Policy Engagement

Youth need a platform where their voice can be heard within government on issues that directly concern them. The need for this was very clear in the discussion on current government support for youth. While many participants felt there was some support in many areas, *very few* felt youth were being included in policymaking. Young people must be recognised as major stakeholders and have a space to take part in decision-making that disproportionately affects younger and

***“It is certainly an imperative to engage the youth on the topic of climate change given the fact that it will be the youth themselves who will steer the world in the years to come.”***

- Nathan Ming Kun Aw, Singapore

future generations. Tokenistic gestures from politicians are not enough and do not support the high potential of youth to contribute. Young people need to be engaged with climate policy – both its development and delivery – in a genuine way. This participation should be encouraged at all levels (from the village to international fora) and young people must take the responsibility to make use of such opportunities. This is not only because, as one respondent noted, “we are the future, and we should be allowed to have a say about the environment that will be ours for years to come.” There are also many pragmatic benefits to this engagement. There is much empirical evidence to suggest inclusion with policymaking creates ownership. In few policy fields will this ownership be as vital as it is with climate change for successful policy delivery.

**Conclusion**

Globally, youth hold a tremendous amount of energy, passion and creativity, all of which are needed to envision and implement positive solutions to the climate crisis. Their inclusion in these efforts at all levels is an essential step towards achieving sustainable development. A generation is waiting to be engaged. As this report shows, this engagement can be greatly advanced with targeted support for youth and a commitment to include youth in policymaking at all levels as critical stakeholders. This support and inclusion can be integrated within current climate policy packages, but is ideally included at the policy design phase – youth engagement and partnership can be a core aspect of climate policy from the beginning.

While its impacts accrue to the future, addressing climate change today is a problem for all generations. It is time to build this intergenerational partnership. Working together, the global community can tackle climate change as one.

## OECD Consultations Appendix

### **Building Citizen Centred Policies & Services**

Total number of participants: 111

Total number of countries: 43

Albania	Egypt	Malawi	Singapore
Australia	France	Malta	Somalia
Bangladesh	Germany	Mexico	South Africa
Brazil	Ghana	Morocco	Spain
Bulgaria	Haiti	Nepal	Trinidad & Tobago
Burundi	India	Netherlands	Turkey
Cameroon	Indonesia	Nigeria	United Kingdom
Canada	Italy	Norway	United States
Colombia	Jordan	Philippines	Yemen
Dominican Republic	Kenya	Russia	Zimbabwe
Ecuador	Liberia	Sierra Leone	

#### Week 1 Questions:

- Do you feel the views of young people are sufficiently included in designing public policy? What are the barriers to participation?
- What steps can governments take to facilitate greater youth participation?

#### Week 2 Questions:

- Do you feel that the public services offered in your country reflect the needs and wishes of young people? What is your experience in using public services?
- What can governments do to improve their public services and make sure they reflect the needs of their citizens?

#### Week 3 Questions:

- Do you think governments are good in using technology to make public information and services available for their citizens?
- How can governments use technology to have a closer dialogue with young people about public policies and services?

## Climate Change

Total Number of Participants: 260

Total Number of Countries: 74

Albania	Gabon	Mexico	Somalia
Argentina	Gambia	Moldova	South Africa
Australia	Germany	Morocco	South Korea
Bangladesh	Ghana	Namibia	Spain
Benin	Guatemala	Nepal	Tanzania
Bolivia	Haiti	Netherlands	Togo
Brazil	India	New Zealand	Trinidad & Tobago
Cameroon	Indonesia	Nigeria	Tunisia
Canada	Italy	Norway	Turkey
Central African Republic	Jamaica	Pakistan	Uganda
Chile	Japan	Palestine	United Kingdom
Colombia	Jordan	Peru	United States
Congo, DR	Kenya	Philippines	Uzbekistan
Côte d'Ivoire	Lebanon	Portugal	Venezuela
Denmark	Madagascar	Russia	Vietnam
Dominican Republic	Malaysia	Saudi Arabia	Yemen
Ecuador	Malta	Senegal	Zambia
Egypt	Mauritania	Sierra Leone	
Finland	Mauritius	Singapore	

### Week 1 Questions:

- Has your community already been affected by climate change? (if so, how and what has been done so far to cope with these changes?)
- What sorts of impacts do you expect to see in the coming years?
- In your opinion, does your government have a sufficient plan to manage and adapt to these impacts?
- What role can young people play in Adaptation planning and delivery?
- Are young people adequately supported in this area? (If not, how can this be improved?)

### Week 2 Questions:

- In your opinion, is reducing emissions (mitigation) an important priority for your government right now? Do you think it should be?
- What has been done in your country so far to reduce emissions? Do you think there are opportunities to do more? What do you think will be the main challenges?
- What role should young people play in climate change mitigation? (for example: environmental education, innovation, public engagement, living and promoting more sustainable lifestyles, designing and running projects).
- Please share any examples of successful youth programs in your region.
- How can youth action against climate change be better supported? Who should provide the support? (Government, community groups, schools, environmental organisations...)
- To date has your government made an effort to engage youth on the topic of climate change? Should this be a priority and why?

### Week 3 Questions:

- Do you feel that international cooperation on climate change is important? Why or why not?
- Do you think your country should play a leading role in creating a new international agreement to tackle climate change? What sort of contribution should your country make? (for example, should your country agree to binding emissions-reduction targets or should it only commit to voluntary actions?)
- Do you feel your country is fully participating in the Kyoto Protocol and respecting the commitments it has made in the past?
- What roles should young people play in the international process? How can young people better support international cooperation on climate change?
- How can YOUTH cooperate internationally to have a bigger impact? What would a global youth climate change movement look like and how would it serve youth?