



*The Education and Training Inspectorate -  
Promoting Improvement*

**Providing Inspection Services for  
Department of Education  
Department for Employment and  
Learning  
Department of Culture, Arts and Leisure**



## **Education and Training Inspectorate**

### **Report of a Follow-up Inspection**

**Pilot's Row Youth and Community Centre  
Derry**

**February 2012**

## **FOLLOW-UP TO THE INSPECTION OF YOUTH PROVISION IN PILOT'S ROW YOUTH AND COMMUNITY CENTRE, DERRY**

The inspection of Pilot's Row Youth and Community Centre in the Western Education and Library Board (WELB) in April 2009 highlighted the following strengths: the good opportunities for a minority of the young people to achieve appropriate accreditation in youth work courses; the very good quality of the provision for the members of the afternoon junior club as a result of the good organisation and commitment of the staff involved; the good variety of activity-based programmes on offer which meets well the needs of the young people and encourages active participation; the attractive and caring environment and the mutual respect which exists between the young people and the youth workers; the very good youth work skills of the senior youth worker; and the good opportunities provided for a minority of the young people to progress to leadership roles.

The inspection identified the need for improvement in the following areas:

- to define clear roles and responsibilities for all of the staff, especially the full-time staff, to support the new strategic and operational objectives of the youth centre;
- to utilise more effectively the planned and unplanned learning experiences for the young people in the intermediate and senior clubs; and
- to include in the strategic action plan more focused targets which can be monitored, evaluated and reviewed against the outcomes for the young people.

The Education and Training Inspectorate (Inspectorate) carried out an interim follow-up visit in June 2011 and a follow-up inspection in February 2012. The Inspectorate held discussions with the deputy head of youth service, the area youth officer (AYO), the senior youth worker, the part-time staff, a group of members and examined a range of documentation.

In the interval since the inspection, the following actions which affect the youth provision within the centre have taken place:

- a new AYO was appointed in September 2011 following a gap of six months from the retirement of the previous officer; the deputy head of youth service took over temporary line management responsibilities for the period;
- the WELB made significant management changes in the organisation of their youth provision with a wider brief for the AYO to include the Limavady area and, in addition, a newly-appointed team leader also supports the work of the centre. Roles and responsibilities across the staff team have been agreed and improved further since the inspection;
- the area youth worker, under the very good support and supervision of the senior youth worker, is now responsible for the development of the Pilot's Row Youth Centre programme, as well as the support and supervision of all of the part-time staff in the centre. A plan-do-review recording sheet introduced by the area youth worker, which is included in the improved evidence files for part-time staff, is helping to record more effectively the young people's evaluation of their programmes;

- in the last 12 months the part-time staff have received eight specific training sessions that is developing further their youth work skills, including group work, the role of youth work, programme planning and child protection; and
- the very good development of a new service level agreement (SLA) guidance pack by the WELB is providing clearer guidelines for the setting of targets and objectives for the centre. The centre intends to implement further improvements next year based on the good feedback from the AYO.

The follow-up inspection has identified the need for improvement in the following key area:

- a robust evaluation of the achievements and outcomes for the young people as a result of the targets set in the SLA.

The quality of youth provision provided by Pilot's Row Youth and Community Centre is now good. The follow-up inspection has identified some aspects of the areas for improvement to be addressed but equally the organisation has demonstrated the capacity to address these.

The Inspectorate will monitor the organisation's progress on the area for improvement.

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