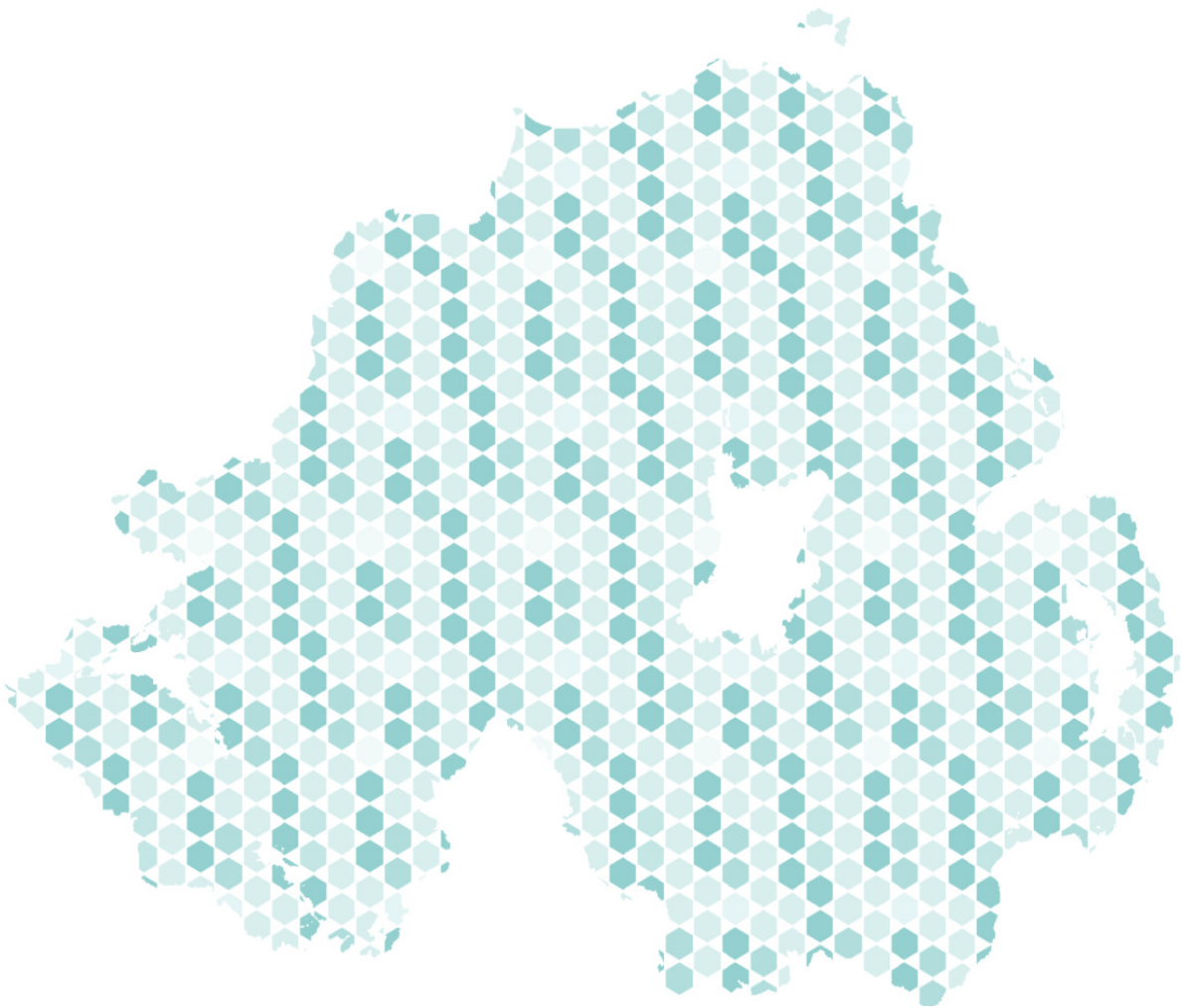


YOUTH INSPECTION



Education and Training
Inspectorate

North-Eastern Education and
Library Board Youth Provision
in the Ballymena/Moyle Area

Report of an Inspection
in October 2011



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

CUSTOMER
SERVICE
EXCELLENCE



CONTENTS

Section	Page
1. INTRODUCTION	1
2. FOCUS	1
3. OVERALL FINDINGS OF THE INSPECTION	1
4. LEADERSHIP AND MANAGEMENT	2
5. QUALITY OF THE PROVISION FOR LEARNING	3
6. THE QUALITY OF ACHIEVEMENTS AND STANDARDS	4
7. CONCLUSION	5
APPENDICES	

In this report, proportions may be described as percentages, common fractions and in more general quantitative terms. Where more general terms are used, they should be interpreted as follows:

Almost/nearly all	-	more than 90%
Most	-	75%-90%
A majority	-	50%-74%
A significant minority	-	30%-49%
A minority	-	10%-29%
Very few/a small number	-	less than 10%

In assessing the various features of the provision, Inspectors relate their evaluations to six descriptors as set out below:

DESCRIPTOR
Outstanding
Very Good
Good
Satisfactory
Inadequate
Unsatisfactory

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THE REPORT

ASEO	Assistant Senior Education Officer
AYO	Area Youth Officer
DE	Department of Education
ETI	Education and Training Inspectorate
ICT	Information and Communications Technology
NEELB	North-Eastern Education and Library Board
NI	Northern Ireland
SYO	Senior Youth Officer
SYW	Senior Youth Worker
YWIC	Youth Worker-in-Charge

1. INTRODUCTION

1.1 Ballymena and Moyle are two of the youth divisions within the Antrim, Ballymena and Moyle area of the NEELB. The area is managed by an AYO. He is supported in his management of the statutory and voluntary youth provision by two SYWs, for whom he has line management responsibility. There are four statutory and one voluntary youth centres which operate four evenings each week. These centres are located in areas of greatest need including Doury Road, Ballykeel and Ballee. In addition, there is a cohort of area-based youth workers who work in schools and provide outreach and detached projects. They are managed separately at a local level by an area-based SYW (team leader) and at NEELB level by an SYO.

2. FOCUS

2.1 The inspection focused on:

- the young people's achievements and standards;
- the quality of the provision; and
- the quality of the leadership and management, including processes for self-evaluation leading to improvement.

The appendices at the end of the report detail the evaluations of the three areas under focus as agreed with the NEELB: the quality of the youth work delivered in schools; the quality of the youth provision in Waveney youth centre and the quality of youth work in rural areas.

3 OVERALL FINDINGS OF THE INSPECTION

In most of the areas inspected, the quality of youth work provided in this area is very good.

KEY FINDINGS

3.1 The quality of the leadership and management is good.

The NEELB youth service provides very good strategic leadership and demonstrates effective links with other relevant education providers within the board area to the benefit of the young people.

The area development plan includes appropriate targets to address the identified needs of the young people and the community.

3.2 The quality of provision for learning is very good.

The quality of the youth work sessions observed ranged from satisfactory to outstanding, with the majority being very good or better.

The staff provide very good support for local youth organisations in the development of rural youth work; they build effectively the capacity within the local communities to make adequate provision for the young people.

3.3 The standards achieved by the young people are very good.

The young people develop good personal and social skills that they use effectively in working with other adults to the mutual benefit of their centres and local communities.

The young people demonstrate consistently high levels of active participation and enjoyment across a wide range of relevant, age-appropriate programmes.

4. LEADERSHIP AND MANAGEMENT

4.1 The quality of the leadership and management is good.

KEY FINDINGS

4.1.1 The NEELB youth service has demonstrated very good strategic leadership. The current business plan illustrates clear links to other education providers within the NEELB, providing a holistic response to the identified needs of the young people.

4.1.2 The area plan reflects the business plan well; it is well structured with clearly identified outcomes. These outcomes reflect accurately the priorities for the young people and the community identified by the staff team. The views of the young people need to be represented more effectively in the plan.

4.1.3 The AYO leads his team well and makes good use of the supervision structures to support and challenge the staff to improve the quality of the youth provision for the young people. During one support and supervision session observed between the AYO and SYW, clear action points were agreed, recorded and used well to provide an appropriate focus for subsequent supervision sessions.

4.1.4 The area team provides very good support to part-time groups through well-planned annual visits. These visits are used well to share information, to promote programme development and the relevant training opportunities provided by the NEELB. The AYO completes more focused visits and shares his evaluation of the programme with the units. He needs to analyse these evaluations more effectively to influence future planning and improve the quality of provision.

4.1.5 The NEELB recognises the need for the AYO to be able to draw further on the expertise of other NEELB youth staff, who are deployed under a different management structure in the projects division. The findings of the inspection would support this development to maximise the outcomes for the young people.

4.1.6 The deployment of the SYW in Ballymena and Moyle has made a significant impact in developing youth provision in rural areas including Martinstown and the Glens of Antrim. The NEELB needs to devise a long-term strategic plan and to review the deployment of youth work staff to sustain adequate youth provision in rural areas.

4.1.7 The NEELB deploys four area youth workers in six schools in the area. The quality of provision for youth work in schools is very good. The area plan needs to reflect the rationale and strategic principles for the arrangements for school-based youth work. The NEELB needs to clarify the roles and responsibilities between the school and the youth worker in order to increase the awareness of the role of the youth worker, the mutual exchange of information regarding the young people's progress and the sharing of relevant school policies.

4.1.8 The NEELB has made considerable investment in the accommodation of three of the full-time centres. This investment needs to be kept under review to ensure that the centres are used to their full potential for the respective communities.

4.1.9 The staff make good use of the ICT systems, at all levels, to promote improvement. The Club Management System (CMS) is an effective programme that provides centres with additional support to interpret data for quality improvement; the system has been well evaluated over the past two years. The management team is developing appropriately a comprehensive strategic plan to build on the previous learning from the CMS and to put in place effective systems to help staff identify and record achievement.

4.1.10 The AYO needs to develop further self-evaluation processes to ensure that a greater balance between quantitative and qualitative evaluation is reflected in the three-year reviews of youth centres and other documents.

4.1.11 The NEELB has very good comprehensive arrangements in place for safeguarding children and young people. These arrangements reflect the guidance issued by DE. The Designated Youth Officer for Safeguarding makes annual visits to all statutory youth centres to ensure compliance. Training is provided on an annual basis with a three year mandatory update for all controlled part-time staff.

5. QUALITY OF THE PROVISION FOR LEARNING

5.1 The quality of the youth work provision is very good.

KEY FINDINGS

5.1.1 The quality of the youth work sessions observed ranged from satisfactory to outstanding, with almost two-thirds being very good or better. In most of the sessions observed, the individual session planning matched well the needs of the diverse range of needs and abilities of the young people.

5.1.2 The staff work effectively in partnership with the young people to involve them in the planning and management of their own programmes. The staff need to continue to develop a more coherent participation strategy for the young adults involved in youth councils.

5.1.3 Most of the staff understand and implement effectively the process of assessing need within their areas. The CMS initiative provides youth centre staff with the necessary training to use relevant data to assist in the assessment process.

5.1.4 The current curricular provision is appropriate and provides a wide range of learning opportunities and experiences to meet the differing needs within the area. The SYWs have recently introduced helpful guidelines for centre leaders to capture the achievements and progression of young people in an appropriate range of suggested curricular areas.

5.1.5 The staff have established and maintained a wide range of appropriate links with relevant partners and stakeholders, including the Police Service of Northern Ireland, local community partnerships and education providers. These well-developed links provide a minority of young people with important social skills which they use in their education and work.

5.1.6 The AYO and the area team have developed effective links with local communities to build their capacity to sustain the youth provision and to add value to the resources available

in the statutory youth service. With limited resources, the organisation needs to keep under review the level of staff against the priorities and targets set.

5.1.7 The inspection team observed central training provided by one of the SYWs. In the high quality session, he created a good learning environment, providing a good balance between giving information and supporting the students to contribute to group discussions and complete relevant tasks. The input was well prepared and the pace allowed for the students to ask questions and check their understanding.

5.2 The quality of the care, guidance and support of young people is very good.

5.2.1 Almost all of the young people demonstrate high levels of motivation and engage enthusiastically with youth workers. The young people respect themselves, their peers and the youth workers, and have developed positive relationships with adults in the wider community.

5.2.2 Inclusion and acceptance of others is a high priority in the area and young people are working well together in interagency programmes which promote inclusion and better community relations.

5.2.3 Individual young people and their parents are well supported by youth workers who attend multi-agency meetings in an advocacy role.

6. THE QUALITY OF ACHIEVEMENTS AND STANDARDS

6.1 The quality of achievements and standards is very good.

KEY FINDINGS

6.1.1 The young people demonstrated a good sense of fun and enjoyment in almost all of the sessions observed. They enjoy good working relationships with one another and work together very well to improve their own learning. The older members were observed working well with their younger peers, supporting and leading them in a range of projects.

6.1.2 The young people develop good personal and social skills that they use effectively in working with other adults to the mutual benefit of their centre and local communities. A minority of young people across the area have developed their communication skills to engage with local political representatives. In one rural community young people used their good written and oral communication skills to challenge local politicians effectively on youth issues. In discussions held with adults from the local areas, there is now a more positive perception of young people as contributors to their local community.

6.1.3 The consistently high levels of active participation by the young people reflect their enjoyment and commitment across a wide range of relevant, age-appropriate programmes. The programmes, which include community relations, citizenship and inclusion, help to prepare the young people to develop their own identity, to respect differences and to address inequalities.

6.1.4 The young people increase their knowledge and awareness from issue-based group work, including sessions on sexual health, environmental awareness, racial discrimination and domestic violence. These programmes help to increase the young people's knowledge and understanding of relevant social issues and increase their sense of personal responsibility.

6.1.5 The leadership programmes help the young people to develop their confidence and self-esteem, and to design and implement programmes in their centres. These programmes are often provided 'in house' as opposed to central training which accounts for the decrease in the number of young people attending central training. This trend demonstrates the growing capacity of the centres to deliver accredited training and the demand for such training in individual centres and organisations. (See Appendix 3)

7. **CONCLUSION**

7.1 In the areas inspected the quality of youth work provided by the NEELB in the Ballymena and Moyle area is very good. The organisation is meeting very effectively the educational and pastoral needs of the young people, and has demonstrated its capacity for sustained self-improvement.

SUMMARY OF THE MAIN FINDINGS FROM THE AREAS UNDER FOCUS

1. THE PROVISION OF YOUTH WORK IN SCHOOLS

In the area inspected, the quality of provision for youth work in schools is very good.

The NEELB Youth Service in Ballymena and Moyle has youth work provision in six schools involving four youth workers. The programmes are planned around the identified needs of the young people and include individual and group work.

The strengths of the provision include:

- the planning of the individual programmes, which addresses appropriately the needs of the young people;
- the young people's engagement and enjoyment in their learning and their levels of achievement;
- the young people's participation in the evaluation of the programme and of their personal development;
- the very good practice in the individual and group work sessions observed;
- the involvement of the youth worker in supporting the young people through attendance at multi-agency meetings; and
- the quality of the self-evaluation which has identified appropriate areas for development to promote improvement.

2. THE YOUTH WORK IN WAVENEY YOUTH CENTRE

In the areas inspected, the quality of the youth provision within Waveney youth centre is very good.

Waveney youth centre is a controlled youth centre, situated close to the Doury Road in Ballymena. The youth worker-in-charge is employed for 24 hours each week and the centre is currently open four evenings and one day-time session.

The strengths of the provision include:

- the excellent inclusive ethos, which promotes mutual respect and good relationships, and is valued highly by the young people and their parents;
- the very good range of programmes and activities, which are matched well to the ages, needs and interests of the young people;
- the high levels of enjoyment and commitment demonstrated by all of the young people and the sensitivity, understanding and friendship they show to others;
- the very good involvement of the older members with their younger peers, supporting and leading them in a range of projects;

- the highly effective youth worker-in-charge, who leads well an enthusiastic and hard-working staff team; and
- the effective partnership between the youth worker-in-charge and the local Community Residents Association, which is mutually beneficial and serves well the needs of young people.

3. YOUTH WORK IN THE COMMUNITY – RURAL YOUTH WORK

The overall quality of the provision for rural youth work in the Ballymena/Moyle area is good.

The NEELB supports well the development of rural youth work throughout the Moyle area. Approximately one-third of the SYW's time is dedicated to help establish and develop rural youth provision in conjunction with local community organisations. The area and rural outreach workers provide very good quality support for young people in almost all of the sessions observed.

The strengths of the provision include:

- the strategic deployment of youth workers to provide support, and build capacity for, the delivery of adequate youth services within rural communities;
- the very good leadership training and support provided by the AYO and the SYW for rural community organisations;
- the good range of age-specific activities and well-organised group work programmes;
- the young people's involvement in the planning and delivery of the programmes and their positive response to the very good facilitation by the youth workers;
- the quality of the youth work sessions observed, which ranged from very good to satisfactory; and
- the good planning by the youth workers for most of the individual youth work sessions observed, which was highly reflective of the local ethos and culture.

An area for improvement is:

- the need for long-term strategic planning, including a review of the deployment of the professional youth work staff to ensure the ongoing sustainability of rural areas to deliver youth work programmes.

THE CONTEXT OF THE AREA AND THE INSPECTION

Figures supplied by the organisation indicate that Ballymena has a total population of 17,743 young people aged 4-25 years, with 49% (8,893) within the main youth service age range of 8-18 years, as defined by the NEELB. Forty-seven percent of the population in Ballymena live in areas classified as urban and 53% live in areas classified as rural. The co-existence of rural and urban communities has implications for the NEELB in developing adequate youth provision across the area.

Figures supplied by the organisation indicate that the Moyle area has a total population of 4,799 young people aged 4-25 years, with 41% (1991) within the main youth service age-band of 8-18 years, as defined by the NEELB. Sixty-seven percent of the population in the Moyle area live in areas classified as urban and 33% live in areas classified as rural.

According to figures supplied by the NEELB, 28% of the young people in the Moyle area attend the range of youth provision and 39% of the young people in Ballymena attend the range of youth provision. In Ballymena, a majority (58%) of the youth provision is provided by registered uniformed organisations (see Appendix 3). The NEELB needs to continue to measure the trends and patterns of attendance, including the number of young people attending the statutory provision to inform the effective deployment of staff.

The inspection team observed the work of almost all of the full-time staff, all of the centre leaders and observed 18 youth work sessions. Meetings and discussions took place with the ASEO, the Deputy Head of the Youth Service and the SYO with responsibility for staff training. Members of the inspection team had discussions and meetings with the AYO, all of the full-time staff, all of the centre leaders and members of the teaching staff including a Vice-principal in one of the schools visited. The AYO made arrangements for representatives from eight part-time youth organisations to meet a member of the inspection team. The inspection team examined a range of documentation provided by the organisation, including the area plans, service level agreements and records of monitoring visits and observed a supervision session.

Discussions took place with 40 young people in five different locations in relation to their health and well-being, the arrangements for safeguarding and the quality of youth provision.

STATISTICAL INFORMATION

BALLYMENA

Numbers of registered units:

	Registered Units 2010/11	Total Membership 2010/11
Controlled full-time	4	595
Controlled part-time	0	0
Voluntary full-time	1	98
Voluntary part-time	31	1819
Uniformed organisations	63	3990
Other e.g. outreach/projects	3	327
TOTAL:	102	6829

Membership statistics

Total membership

Age group	4-9		10-15		16-18		19+		Numbers involved in outreach/ detached	TOTAL
	Male	Female	Male	Female	Male	Female	Male	Female		
2007/08	1157	1269	1793	1675	398	345	117	100	318	7172
2008/09	1140	1226	2174	1751	432	337	89	80	409	7638
2009/10	1200	1300	1786	1548	314	263	97	80	334	6922
2010/11	1040	1349	1770	1514	331	340	74	84	327	6829

MOYLE

Number of registered units

	Registered Units 2011/12	Total Membership 2011/12
Controlled full-time	0	0
Controlled part-time	2	59
Voluntary full-time	0	0
Voluntary part-time	11	581
Uniformed organisations	10	
Other e.g. outreach/projects	2	468
TOTAL:	25	1108

Membership statistics

Table 2: Total membership

Age group	4-9		10-15		16-18		19+		Numbers involved in outreach/detached	TOTAL
	Male	Female	Male	Female	Male	Female	Male	Female		
2008/09	143	201	258	228	58	32	14	4	86	1024
2009/10	162	270	305	275	66	32	27	6	132	1275
2010/11	164	239	317	335	53	31	11	5	282	1437
2011/12	169	259	296	280	48	39	12	5	Not Available	1108

TRAINING PROVIDED FOR YOUNG PEOPLE AND YOUTH WORKERS IN THE AREA FROM SEPTEMBER 2009

Title of course including accreditation details	Number of young people enrolled	Number of adults enrolled	Percentage successfully completing the course and level of award
OCN Certificate in Youth Work		32	28
Moyle Trainee Leader Course	14	0	10
All Saints Unit Trainee Leader Course	23	0	19
Area Trainee Leader Course	22	0	21
Area Youth Development Course	7	0	7
Ballee Unit Youth Development Course	12	0	12
Kick-start Workshop		12	9
Mentoring Workshop		11	11
EMS Certificate in First Aid		33	28
Workshop in Suicide Awareness		24	18

Assist Level 2 Suicide Awareness		9	9
Workshop in Food Hygiene		36	33
Workshops in Art & Crafts – October		33	33
Workshops in Art & Crafts – January		34	26
Workshop in Bullying		11	9
Workshop in Working with Aggressive Young people		55	55
Workshop in Games		20	20
Child Protection Workshops VDA		117	112
Moyle Area Games Workshop		12	9
Ballymena Games Workshop		9	8
Adult Trainee Leader Course		9	9
Unit Staff Training		40	36
Child Protection Training – Deputy Designated Worker		8	8
Child protection Ancillary Staff		7	7

© CROWN COPYRIGHT 2012

This report may be reproduced in whole or in part, except for commercial purposes or in connection with a prospectus or advertisement, provided that the source and date thereof are stated.

Copies of this report are available on the ETI website: www.etini.gov.uk

