



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**

**Charter Youth Centre  
Belfast**

**January 2016**

## **FOLLOW-UP TO THE INSPECTION OF CHARTER YOUTH CENTRE, BELFAST**

The Education and Training Inspectorate (ETI) carried out an inspection of Charter Youth Centre in November 2013 and found the quality of the provision to be satisfactory. The ETI indicated that a follow-up inspection would take place and that, in the interim, a follow-up visit would evaluate the progress being made in bringing about the necessary improvements.

The inspection highlighted the following key areas to be improved:

- the professional development of the staff in youth work approaches, to improve their facilitation skills when working with groups of young people;
- the staff to manage consistently and effectively those young people who present with challenging behaviours; and
- the staff and the managers to plan for, and evaluate more effectively, the outcomes of the learning experiences for the young people.

### **The ETI carried out an interim follow-up visit in January 2015 and a follow-up inspection in January 2016.**

In the interval since the inspection in November 2013, the following actions that affect the work of the youth centre have taken place:

- continued stability within the centre despite community tension effecting the young people's behaviour;
- use of Millennium Volunteers to support the development of the programmes;
- ongoing professional development of staff; and
- development of the homework club which contributes to the young people's educational achievements and raising their expectations.

The post-inspection action plan was of a good quality and clearly identified the actions the organisation planned to make regarding the areas for improvement identified in the inspection report. In addition, the staff reported that they were very satisfied with the level of support and training received from the Education Authority (EA).

### **The following are the most important improvements since the original inspection:**

- the professional development provided for the youth worker-in-charge which included the certificate in youth and community work at the university of Ulster, a first aid course and further training in finance procedures;
- the comprehensive audit of the training needs of the part-time staff which were identified during staff meetings and supervision;
- the update training provided for staff including, youth work curriculum training, youth support worker training, community relations equity and diversity training, child protection training, managing challenging behaviour training, autism spectrum disorder awareness course and EPI training;

- the review of the code of behaviour and the implementation of ‘seven golden rules’ for appropriate behaviour targeted at the junior membership;
- the consistent approach by the staff in dealing with behaviour that is less than acceptable;
- the good use of the Education Authority’s evidence resource pack to help staff to record and reflect on their work and to identify the outcomes for the young people; and
- the good system of support and supervision provided by the area youth officer.

### **Conclusion**

In the areas inspected, the organisation now demonstrates that it now has the capacity to identify and bring about improvement in the interests of learners. The ETI will continue to monitor how the organisation sustains improvement.

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