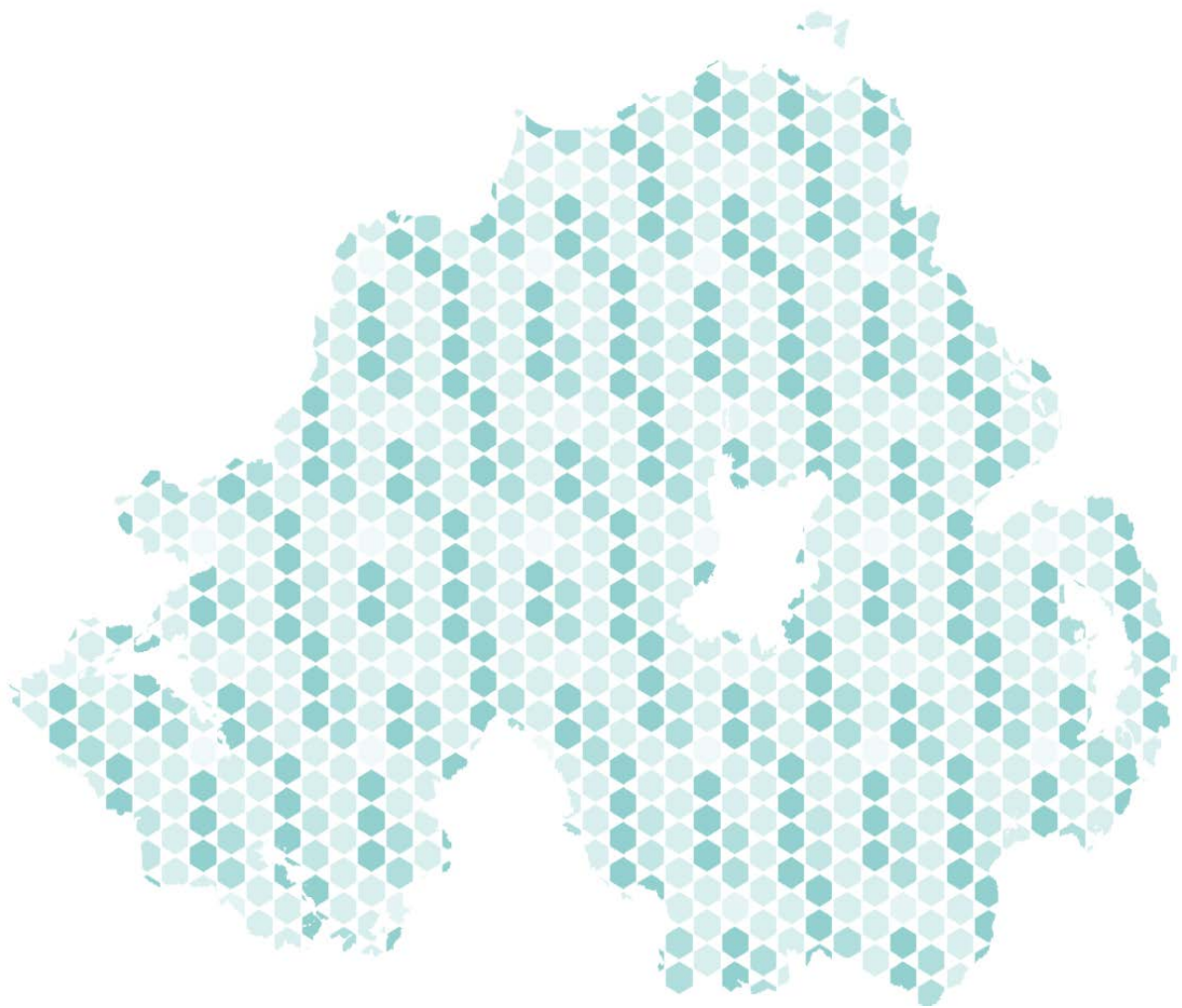


YOUTH INSPECTION



Education and Training
Inspectorate

Saints Youth Centre,
Twinbrook

Report of an Inspection in
November/December 2015

Quantitative terms used by the Education and Training Inspectorate

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%

Performance levels

The Education and Training Inspectorate (ETI) use the following performance levels when reporting on Achievement and standards, on Provision for learning and on Leadership and management:

Outstanding
Very good
Good
Important area(s) for improvement
Requires significant improvement
Requires urgent improvement

Overall effectiveness

The ETI use one of the following inspection outcomes when evaluating the overall effectiveness of the organisation:

The organisation has a high level of capacity for sustained improvement in the interest of all the learners. The ETI will monitor how the organisation sustains improvement.
The organisation demonstrates the capacity to identify and bring about improvement in the interest of all the learners. The ETI will monitor how the organisation sustains improvement.
The organisation needs to address (an) important area(s) for improvement in the interest of all the learners. The ETI will monitor and report on the organisation's progress in addressing the area(s) for improvement. There will be a formal follow-up inspection.
The organisation needs to address urgently the significant areas for improvement identified in the interest of all the learners. The ETI will monitor and report on the organisation's progress. There will be a formal follow-up inspection.

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1. Focus of inspection

In order to promote improvement in the interest of all young people, the purpose of inspection is, through effective linking of internal and external approaches, to evaluate the:

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

2. Context

The Saints voluntary youth centre was purpose built in 1980 and is adjoining Saint Colm's High School in Twinbrook. The centre is managed by a management committee and is open on five evenings each week. The current full-time centre based worker was appointed in January 2015, there are seven part-time paid youth workers and six volunteers, one of the part-time youth workers is also the centre's administrator. The centre has been through a period of significant change in the last two years resulting in its core funding being withdrawn by the Education Authority in 2013 and then re-instated in October 2014.

There are a range of programmes available for the young people to access including group work, residential experiences and a summer activity programme. The pupils from Saint Colm's High School use the centre during lunch and break times, and a private independent after-schools club use the centre five afternoons a week.

According to data supplied by the centre there are 223 members which includes a significant increase in the membership of the 5-9 age group in the last year, approximately 20 young people are engaged in the outreach programme¹.

3. Overall findings of the inspection

Overall effectiveness	Important areas for improvement
Achievements and standards	Important areas for improvement
Provision for learning	Important areas for improvement
Leadership and management	Important areas for improvement

4. Achievements and standards

The high numbers of young people, who attend the centre regularly, across all of the different age groups, is a key feature of the provision. In particular, there has been a significant increase in the number of 4-7 year old junior members attending in the past eleven months and an increase in the senior 16-18 age group. It is appropriate that the centre has targeted and improved the attendance of the older girls this year although the main hall is still dominated by male oriented activities.

¹ Membership statistics are included in appendix 1

The young people enjoy participating in the good range of activities and programmes provided for them, such as the drama and arts sessions for the junior members. For the minority of the young people engaged in group work programmes, they are learning new skills and gaining knowledge. However, there is a need for them to be supported to be able to apply and develop more effectively the skills learnt during the sessions and for the young people to be more involved in programmes which support and progress their social and personal development. The meaningful engagement by a small number of young people in programmes which encourage healthy lifestyles and positive mental health should be developed further across the membership to build resilience, confidence and increase coping strategies for those young people who face difficult issues in their lives.

While there has been progress in a short space of time in developing the junior and senior committees and in the work to improve their participation in decision making, the young people need to be more aware of how to take action to affect and influence change, to best meet their own needs and those of others.

The behaviour of a minority of the young people is at times challenging and this can take away from the enjoyment for the rest of the members. The staff need to develop further the necessary skills to be able to deal more effectively and consistently with behaviour that falls below an acceptable standard.

A minority of the young people have completed successfully a small number of appropriate accredited training courses which demonstrates their willingness to further their training and employment opportunities. More action is needed to plan and develop a broader programme of accredited training matched to the young people's needs and aspirations and which build upon their existing skills, knowledge and interests.

5. Provision for learning

The quality of the youth work sessions observed ranged from good to requiring significant improvement; with half of the sessions evaluated as good. In the most effective practice the staff planned well for the group work programmes in a range of appropriate topics that interest and engage well the young people in their learning. These sessions are relevant to the young people's identified needs and include a focus on positive mental health, drugs and alcohol, young women's work and drama. In the sessions evaluated as less than good, the planning rarely involved the young people, attendance was low and the programmes did not engage the young people sufficiently.

The quality of the programmes provided by the external tutors is providing a minority of the members with interventions which interest, engage and progress the young people in their learning. There has been some positive work in relation to young people presenting with addiction issues with the help of external agencies.

While the planning for the group work is of a good quality, there is a need to plan more effectively for the development of the young people's knowledge, understanding and skills, particularly in the unstructured recreational and general activities sessions where there is a need for more positive interventions by the staff with the young people. There is a need not just to target the most vulnerable young people but to develop and use more effective interpersonal skills to build relationships to help them feel a greater sense of ownership for the centre.

The progression of senior members into leadership roles requires improvement; there is a need to involve the young people more effectively in the planning for their programmes and for them to contribute better to the development of the centre's policies and procedures.

The staff team work well together to improve the quality of the experiences for the young people; they participate fully in the nightly briefings, before and after the evening sessions; and they demonstrate a willingness to improve their own practice and develop their youth work skills.

The current provision for young people during the day consists of lunch-time and break-time provision for the adjoining post-primary school; this requires further development. The staff have identified appropriately that they need to plan more effectively for these sessions and provide additional day time services more generally for the young people.

The quality of the care, guidance and support arrangements provided for the young people has important areas for improvement. The centre promotes a welcoming and supportive atmosphere and the young people benefit from the genuine and good-humoured relationships amongst the staff and the opportunity to meet and work with their peers. The young people reported that they feel safe in the centre, and are aware of what to do if they have any concerns about their safety and well-being. There is, however, a need for the staff to implement more consistently the centre's positive behaviour policy. It is not clear enough how the care, guidance and support for a minority of young people who are presenting with significant barriers to learning and employment are being addressed. The interior of the building needs refurbished to create a more inspirational and positive environment for the young people that involves them in the design, in particular the seating in the coffee bar area and broken equipment needs replaced urgently.

6. Leadership and management

The new management committee work hard to overcome the significant legacy challenges, and while many challenges still remain, the recent appointments have helped stabilise the governance of the centre. Going forward, it will be important that the staff and the management agree a vision for the future direction of the centre, with the involvement of the young people, that is informed by robust self-evaluation and action planning to bring about the necessary improvement.

The centre is in the first year of a new and comprehensive service level agreement with the Education Authority. In order to improve planning further, a greater focus should be given to setting appropriate targets with measureable outcomes for the young people and to engage further with the wider community to help achieve the overall objectives of the centre. While it is positive that the centre has rebranded and has involved young people in parts of the management of their own programmes, the young people need to take a more active role in the governance and management of the centre.

The centre is in the process of rebuilding the staff team, developing partnerships and planning for a more effective provision. There has been ongoing work by the centre in training and developing a new team of part-time staff and volunteers in a short space of time. While the systems for supporting the staff are in place, there is a need to review the induction process for new part-time staff and volunteers and to continue to develop individual support and supervision for all of the staff. The part-time staff work well together and they possess a range of skills and abilities that most of the young people respond well to. In the unplanned and drop-in sessions the staff would benefit from further training in understanding and working with young people who have challenging behaviour.

Links with external providers and support organisations are at an early stage of development following the period of significant change and challenge. Previous links are being re-established, however, significant confidence building is required to lay the foundation for their future development, particularly with the local school.

On the basis of the evidence available at the time of the inspection, the youth centre has satisfactory arrangements in place for safeguarding children and young people. These arrangements broadly reflect the guidance issued by the Department of Education; however, there is a need to carry out a review of the safeguarding policies, in particular, the drugs and alcohol, promoting positive behaviour, and the anti-bullying policies. Risk assessments need to be completed for the continuation of the junior programme and for the registration process.

7. Overall effectiveness

Saints Youth Centre needs to address important areas for improvement in the interest of all the learners. The ETI will monitor and report on the organisation's progress in addressing the areas for improvement. In particular, there is a need:

- to involve the young people more fully in the development of the centre;
- for the staff team to receive further training in understanding and working with young people who have challenging behaviour; and
- to carry out a robust self-evaluation that informs more effectively the centre's action planning process and brings about the necessary improvements.

There will be a follow-up inspection in 12-18 months.

Table 1 - 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		
2012/13	13	14	30	37	55	3	12	1		165
20 13/14	37	50	29	27	3	1	0	0		147
2014/15	23	33	43	35	17	5	2	0		158
Current	42	39	55	34	19	12	2	0		203
									20	223

Health and safety

1. The continued use of the school sports hall needs to be reviewed, to ensure the health and safety of the members.

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