



*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**

**Shantallow Youth Centre  
Londonderry**

**January 2015**

## **FOLLOW-UP TO THE INSPECTION OF SHANTALLOW YOUTH CENTRE, LONDONDERRY**

The Education and Training Inspectorate (ETI) carried out an inspection of Shantallow Youth Centre in June 2013 when the overall effectiveness was evaluated as unsatisfactory. The ETI indicated that a follow-up inspection would take place and that, in the interim, follow-up visits would evaluate the progress being made in bringing about the necessary improvements.

The inspection report highlighted the following area for improvement:

- the leadership and management, as a matter of urgency, to improve all aspects of the centre's provision; in particular to implement a broad and balanced curriculum, which reflects the needs and aspirations of the young people, and the local community.

The post-inspection action plan was of a good quality, and identified the actions the organisation had made, and planned to make, regarding the area for improvement identified in the report. In addition, the staff reported that they were very satisfied with the level of support received from the Western Education and Library Board (WELB).

The ETI carried out two interim follow-up visits in March 2014 and September 2014, and a follow-up inspection in January 2015.

In the interval since the inspection, the following actions that affect the work of the organisation have taken place.

- The full-time youth worker post has been replaced by a new management structure which includes a part-time youth support worker-in-charge of the extended provision, and a part-time youth support worker-in-charge of the core programme.
- The senior youth worker from the WELB has supported the centre well through facilitated six-weekly supervision sessions for the part-time youth support workers-in-charge.
- There is an extended programme which has resulted in additional opening times from five evenings to seven evenings per week.
- The registered membership has increased by approximately one-third from 114 to 152; not including the numbers from outreach and detached work.
- The curriculum has been developed to include group work and programmes that are relevant and age-appropriate for the young people, including an increase in learning opportunities in areas that impact on their lives, such as, anti-bullying, drugs and alcohol, and safe choices.
- There is increased partnership working between the formal education and the Shantallow Community Residents Association and DIVERT<sup>1</sup>, particularly during the summer programme to ensure the curriculum engages marginalised young people further.

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<sup>1</sup> DIVERT is an alcohol and drugs programme based in the North West.

- The support for staff has been increased to include monthly staff meetings and an annual residential training week-end.
- There has been improvement in the training programme for staff, including, first aid, promoting positive behaviour, CRED<sup>2</sup>, child protection, substance misuse and mental health awareness training.

Since the original inspection, the following important improvements have been effected as a result of a clearly defined improvement agenda.

- The strategic management team, consisting of the WELB area youth officer and senior youth worker and the part-time youth support workers-in-charge, demonstrate well the capacity for sustained self-improvement. This has been achieved through linking the coherent planning cycle, with the area plan, the curriculum development agreement and the action planning process to address the needs and aspirations of the young people.
- There has been significant improvement in the youth work provision; all of the sessions observed were evaluated as good or very good.
- The two part-time youth support workers-in-charge are working effectively to deliver a comprehensive, broad and balanced curriculum. This now offers increased opportunities for young people to access employment and further education through the provision of accredited and non-accredited training, for example, the accredited drugs and alcohol project involving 12 senior members of the youth centre.
- The good external links with formal education are well planned for, including the transitions programme with Steelstown Primary School, and the follow-on ASPIRE<sup>3</sup> programme with St Brigid's College which supports young people settle well into post-primary school.
- There are now opportunities for the young people to become more aware of mental and physical health issues, and where to access support.
- The good levels of participation by the young people, including the involvement of senior members as volunteers, such as, the INTURN<sup>4</sup> group of three volunteers, who have contributed well to the life and work of the centre, through their involvement in the delivery of programmes.
- There is significant increased participation by the young people, including the role of the active members committee, in influencing the work of the youth centre.
- The evidence files of the part-time youth workers are of a good quality and include good project planning and evidence of young people progressing in their learning.

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<sup>2</sup> Community Relations, Equality and Diversity in Education.

<sup>3</sup> ASPIRE is an after-school year 8 personal development programme.

<sup>4</sup> INTURN is a Peace III funded programme that enables young people to gain nationally accredited Youth Work qualifications while receiving a training allowance.

## **Conclusion**

In the areas inspected, the quality of education provided by this organisation is now good. Shantallow Youth Centre is meeting effectively the educational needs of the young people; and has demonstrated its capacity for sustained self-improvement.

The ETI will continue to monitor and report on the organisation's progress in addressing the area for improvement over a 12-24 month period.

The area for improvement is the need to:

- plan for more purposeful engagement with the senior members attending the centre, particularly during recreational sessions.

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