



*The Education and Training Inspectorate -
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**Department of Education
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Department of Culture, Arts and Leisure**



INVESTOR IN PEOPLE

Education and Training Inspectorate

Report of an Inspection

South-Eastern Education and Library Board Youth Provision in the Lisburn Area

Inspected: March 2008

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1. BACKGROUND/CONTEXT

1.1 The Lisburn area is the largest of the five youth service divisions within the South-Eastern Education and Library Board (SEELB) youth service. The area coincides with the Lisburn District Council area. It spans approximately 174 square miles of south-west Antrim, north-west Down, and includes the villages of Glenavy, Dundrod, Dromara, Hillsborough and Moira. Figures supplied by the organisation state that the total population of Lisburn is approximately 108,000 with a mixture of urban and rural communities, and 24.5% of the population is under 16 years of age. Within Lisburn there are a number of areas recognised as having multiple levels of deprivation including Twinbrook, Colin Glen, Kilwee, Old Warren, Knockmore and Hillhall. The SEELB youth service strives to target resources in those areas most in need.

1.2 An area youth officer (AYO) responsible for the overall management of the provision is based in offices in Lisburn. There is an Assistant Senior Education Officer who has overall responsibility for the management of the SEELB youth service. A senior youth officer has line management responsibility for the five AYO's within the Board area. To assist with the management and administration of the Lisburn area, two administrative bases have been set up, one in central Lisburn covering central and north Lisburn, and one in Poleglass covering the greater Colin area.

1.3 There are 12 full-time workers, 64 part-time paid youth workers and almost 1,600 registered volunteers in the Lisburn area. Following a recent re-organisation of staff, the majority of the full-time workers have been employed in new posts within the past six months (Appendix 1). There are six part-time workers-in-charge, who are employed for between three and 20 hours and are attached to large part-time youth centres including Laurelhill; St Patrick's, Lisburn; Stevenson's, Dunmurry; and in the Seymour Hill and Conway estates. Other part-time groups are categorised and funded under a sponsorship scheme of four bands; the amount of financial assistance depends on the number of young people attending, the centre's opening hours and whether or not the group owns its own premises (Appendix 2). The total number of sponsored and registered units in the area at the time of the inspection was 92.

1.4 The Lisburn division has developed an area strategy for the period 2007-2009; it aims to contribute to the development of a future where all young people:

- are able to enjoy themselves, realise their potential and participate as active citizens in a secure and peaceful society;
- know their rights and responsibilities and have these rights protected and promoted; and
- are valued, understood, involved and feel safe and supported.

1.5 The strategy highlights key elements including:

- effective processes for the identification of need and planned responses;
- full participation by young people;

- partnership with the community/voluntary sector and other statutory organisations;
- effective delivery of services;
- appropriate support to key providers;
- effective child protection;
- effective quality assurance; and
- funding from a range of appropriate sources.

2. EVIDENCE BASE

2.1 A team from the Education and Training Inspectorate (Inspectorate) visited organisations and held discussions with key stakeholders during two separate weeks in March 2008. A pre-inspection briefing was held with key staff prior to the inspection and on the first day of the inspection a meeting was held with all of the full-time staff. Each staff member made valuable presentations to the inspection team summarising key elements of his/her work. The inspection process was outlined by members of the inspection team.

2.2 A total of 45 hours of direct youth work practice was observed over 25 youth work sessions and discussions took place with over 70 young people. In the discussions held with the young people, in the centres visited, almost all stated they felt safe and knew who to approach for help in the case of child protection or matters dealing with poor behaviour. Almost all stated they had formed positive relationships with the youth workers. In addition, the Inspectorate observed a range of programmes including school-based work, activity-based programmes, outdoor education activities and group-work sessions. They also attended individual support and supervision sessions between managers and staff, as well as the monthly area team meeting. All of the full-time staff were visited on at least one occasion and members of the inspection team met with locally-based community advisory groups, two voluntary youth centre management committees and a group of volunteer part-time youth workers from uniformed organisations. The volunteer youth worker group was complimentary about the services provided by the SEELB youth service and commented on the good support from the AYO and the administrative staff in the divisional youth office.

2.3 The arrangements for the inspection of pastoral care and child protection included the opportunity for parents to complete a confidential questionnaire prior to the inspection. Approximately 250 questionnaires were issued to the parents; just over 9% were returned to the Department of Education (DE) and 13 contained additional written comments. The responses from the questionnaires indicated high levels of satisfaction with most aspects of the life and work of the youth services provided by the SEELB. In their written comments, the parents praised the work and dedication of the staff, the inclusive nature of the activities and the attention to the safety of their children while attending programmes. A small number raised concerns including the variety of trips on offer. The few matters of concern were raised with the AYO.

2.4 A range of documentation provided by the organisation was examined prior to and during the inspection.

3. ACHIEVEMENTS AND STANDARDS

3.1 In almost all of the youth work sessions observed the young people responded well to the activities and educational programmes on offer. The very good range of learning experiences enabled young people to acquire new skills and interests including problem-solving and decision-making. One of the many examples included the Colin Youth Forum's preparation and participation in an SEELB-wide youth participation event. The young people were able to articulate their views on relevant issues affecting their community and possible solutions, and make well-prepared presentations to other young people and to youth work staff on issues relating to the protecting of the environment and drug misuse.

3.2 The youth work staff provided opportunities for young people to be involved in leadership roles in individual youth organisations and in the wider community. In almost all cases this work resulted in appropriate accreditation. Over 100 young people aged 16-18 participated in either a young adult development or trainee leader certificate course in the previous 12 months and young people as young as 14 are taking active leadership roles in the centres. Examples of good practice include the Colin/Ballybeen community relations programme which has been in operation for five years and involves young adults from both areas working on issues relating to culture and religion. An educational visit to Lesotho in South Africa will involve young people from across the Board area spending time working with disadvantaged young people for two weeks. In Seymour Hill, two young women have been leading activity-based programmes for girls in their local area for three years and are demonstrating a clear commitment to participation in their local community. There is evidence that the young people are developing positive relationships with youth workers and with each other. The majority of the young people attending individual projects or centres benefit from the good range of opportunities and acquire new skills and interests.

3.3 The AYO and the youth work team place a strong emphasis on the celebration of achievements through a number of local, area and SEELB-wide events, which are well-structured. For example, an event in the Colin Centre involved over 100 young people with a variety of activities and displays by the young people and the staff. In addition an annual event for the presentation of certificates takes place in the area and last year over 400 young people received certificates for participation. There were other good examples of young people's achievements being rewarded at local unit levels including positive verbal feedback, good displays of work and certificates for effective participation.

3.4 The total membership of units registered with the Lisburn division over the past three years is as follows:

Total membership over last three years	M 4-9	F 4-9	M 10-15	F 10-15	M 16-18	F 16-18	M 19-25	F 19-25	TOTAL
2005/06	1,731	1,771	2,638	2,331	435	310	164	132	9,512
2006/07	1,591	1,717	2,839	2,687	652	580	223	229	10,518
2007/08	1,572	1,844	2,742	2,673	682	565	470	305	10,853

The SEELB reports that the membership for 2007/08 indicates that 34% of 4-25 year olds in the area are attending the registered groups. The figures indicate therefore that the Lisburn division is working towards meeting DE's objective of engaging with 43% of the age cohort by 2010.

4. QUALITY OF PROVISION FOR LEARNING

4.1 Almost all of the full-time members of staff display a sound knowledge of issues facing young people in their area of responsibility, and encourage enjoyment and achievement for members. The collegiality between the staff was best demonstrated in the good interaction at team meetings and in the support of colleagues for those staff involved in particular projects. Almost all of the youth work sessions observed were good or better. In the best youth work observed, the outcomes for the participants were clear and the leaders used a variety of appropriate approaches, including effective group work.

4.2 Between the Lisburn division and local community and voluntary fora there are many examples of the excellent relationships which have resulted in enhanced provision for young people in communities with high levels of deprivation. A good example of effective collaboration between the formal and non-formal sectors is the Colin Area Integrated Development Fund (IDF) project, a three-year education initiative funded by DE. A team leader manages the youth intervention strand and a senior youth worker is employed to implement an after-schools programme, and to develop and maintain relationships with seven local primary schools, one post-primary school and an alternative education provision. Even though the project is at an early stage, the youth work staff have worked well with teachers and community representatives to establish the main objectives of the programme. There is a need to ensure that all of the staff, teachers and youth workers continue to collaborate to achieve the objectives and to share working methodologies in order to maximise the project's potential effectiveness.

4.3 There is good evidence of strategic planning as a result of effective community partnerships with Colin Neighbourhood, Old Warren and Lagmore. The SEELB have responded well to support young people's needs including providing structured activities for young people who are unattached to any youth activity in these areas. There is a good variety of interventions which include detached street work in the Twinbrook area, young men's development work in Old Warren and area outreach work in Lagmore with young people who have no specific youth facility.

In the sessions observed, the staff were working well with some young people who displayed challenging behaviour. A majority of the staff indicated to members of the inspection team that they would benefit from additional support and training in this type of work.

4.4 The AYO provides valuable and valued support to a number of other voluntary and community projects which have a strong community input. The Ngage Project in the Knockmore estate is a positive response to anti-social behaviour and provides alternatives to alcohol and drug misuse. The rural outreach initiative based in the Maze is working well with young people who feel isolated in a rural community. Both projects along with others are good examples of a positive response by the Lisburn division to meeting the differing needs of the young people.

4.5 The Colin Area Youth Project finished at the end of March 2008 and the staff from the project have made a valuable contribution to the area including the ongoing development of an active area youth forum. The part-time area youth worker attached to the Colin area youth forum provides good leadership and facilitation for the young people. Youth forum members were able to articulate the skills developed and the positive experiences they had as a result of their involvement with the forum.

4.6 The part-time youth workers-in-charge are dedicated and are providing good services in centres including Seymour Hill, Dunmurry, Moira, Laurelhill, and St Patrick's, Lisburn. These centres are providing a valuable service for young people in a safe environment. Examples of good practice include the positive behaviour programme which takes place in Laurelhill and is understood and accepted by almost all members. There is good participation by young leaders in the implementation of programmes in Stevenson's Youth Centre. The worker-in-charge also works as an extended schools co-ordinator in the local post-primary school during the day and better links between the school and the youth centre could lead to increased membership for the centre. St Patrick's Youth Centre in Lisburn has a management committee that meets on a regular basis and receives work reports from the worker-in-charge. In the meeting observed, the committee worked effectively together as a group to meet the needs of young people in the area. The staff has been using temporary accommodation in Lisburn Leisure Centre during the refurbishment of the parish centre over the last two years. The activity-based sessions are well organised and well attended. In spite of the limitations of space and difficult working conditions in this temporary accommodation, the youth workers provide a valuable service.

4.7 The full-time voluntary centres provide a good variety of programmes to meet the needs of the young people with whom they work. The Young Men's Christian Association (YMCA) based in Lisburn city centre is engaged in some innovative projects, including a joint initiative between the Police Service of Northern Ireland (PSNI) and ten young people with specific attention disorders. The contribution of the youth worker-in-charge is valued by the parents and others involved in this initiative, and he has developed good relationships with these young people. The Saint's Youth Centre in Twinbrook has good quality staff who provide a varied programme of recreational and educational activities on five nights each week. The full-time youth worker is dedicated and positive relationships are formed between the staff and the young people in the centre. There is a need to extend the afternoon provision and include better formal links with the extended schools provision in the area.

4.8 Through the observations of visits to youth organisations, there are good levels of participation at training courses provided by the SEELB, on child protection, and part-time leadership by volunteers. From the discussions held and observations made by the inspection team, it is evident that volunteers make an outstanding contribution to the youth service in the Lisburn division.

4.9 There needs to be a review of the current staffing complement to allow for additional support to new and emerging community-based youth groups in areas like Seymour Hill, Derriaghy and Lagmore.

5. LEADERSHIP AND MANAGEMENT

5.1 The AYO has been in an acting-up position for almost three years. In that time she has with her staff demonstrated a commitment to excellence, through the development of a well-conceived area-based strategy document. The area strategy has been developed in consultation with the full-time staff and with other units and stakeholders within the division. It is informed by the individual work plans of the full-time staff and through consultation with various youth fora and the new part-time area workers' forum. It is based on the needs of young people as identified through discussion with the young people and in some cases through questionnaires and audits of existing provision.

5.2 The area plan is informed by action plans submitted on an annual basis by the full-time youth workers and curriculum agreements from level 1 and 2 units (Appendix 2). Area training plans are based on the training needs of the young people and staff in each of the local areas.

5.3 There is good quality strategic leadership at all levels and the senior management team is fully aware of the issues in the Lisburn area. The AYO and senior youth officer complete monitoring visits that are recorded and provide good quality supervision to staff. Officers and staff use an effective quality assurance process to set individual youth worker targets against identified needs.

5.4 Almost all of the representatives from the part-time registered units stated their satisfaction with the administrative systems in place for their support. The groups were pleased with the availability and quality of training in child protection and youth leadership courses. The AYO provides opportunities for feedback from part-time units through satisfaction surveys and regular meetings and monitoring visits.

5.5 There are frequent support and supervision sessions between the AYO and all full-time staff, and in the sessions observed support was good and the supervision provided was helpful. There is a need to ensure that there is a greater emphasis on self-evaluation and action-planning processes to identify and assess more fully the qualitative outcomes for the young people.

5.6 A total of £575k is allocated to the Lisburn area through the SEELB core budget for youth service and an additional £360k has been externally funded through various funding streams including IDF, Lottery and Belfast Regeneration Office (BRO). The Board staff has made significant efforts in securing additional resources for special programmes and initiatives through external funding and this work is often in addition to providing core services. There is a need to ensure that the additional workload for staff is effectively monitored and managed.

6. STRENGTHS AND AREA FOR IMPROVEMENT

6.1 The strengths of the provision include:

- the very good range of learning experiences that enable young people to acquire new skills and interests;

- the high numbers of young people who accept responsibility and participate actively in decision-making processes in individual youth organisations and in the wider community;
- the sound local knowledge and the collegiality of the youth worker team, who plan well for programmes which encourage enjoyment and achievement for young people;
- the excellent relationships which are established and maintained by the AYO with a wide range of local community and voluntary forums and organisations, and result in enhanced provision for young people in communities with high levels of deprivation;
- the effective communication and administration systems to support part-time registered units; and
- the good quality of strategic leadership at all levels of management within the Lisburn division.

6.2 The area for improvement is:

- the need to develop further the self-evaluation and action-planning processes in order to identify and assess more fully the qualitative outcomes for the young people.

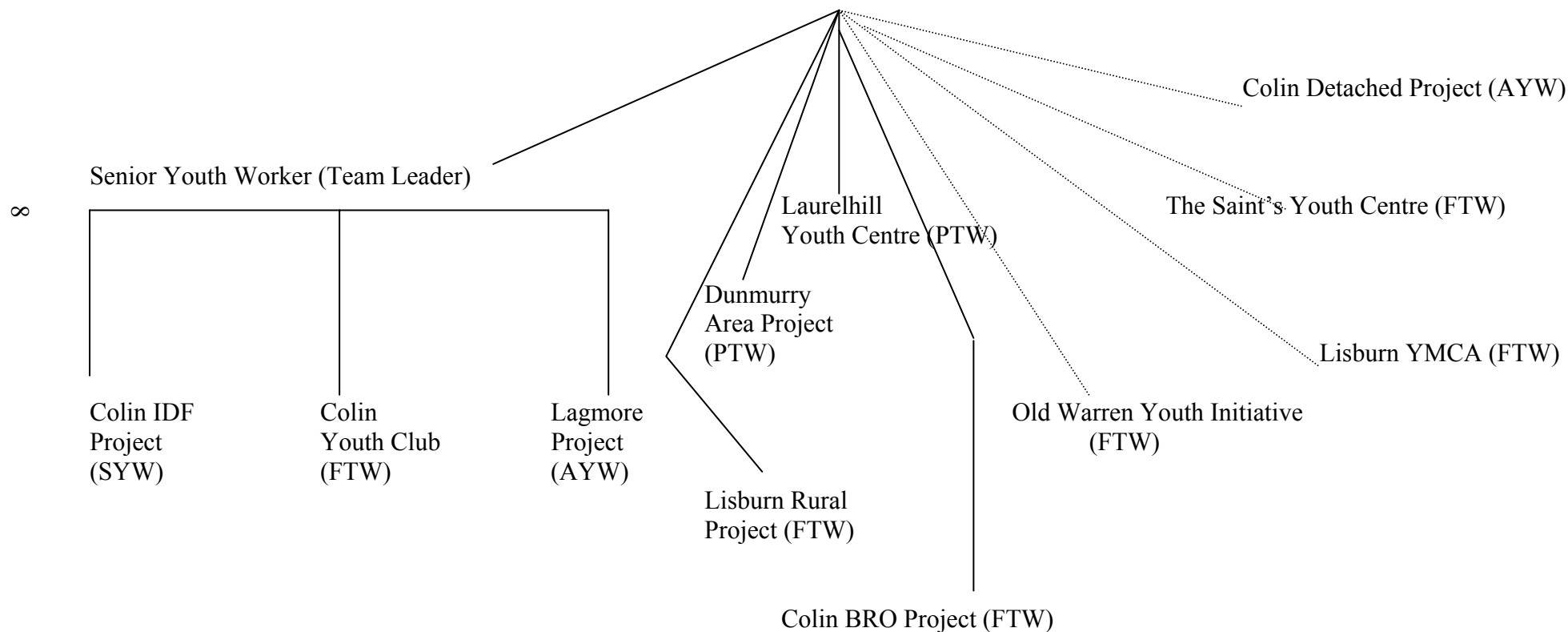
7. **CONCLUSION**

7.1 The quality of the youth work provided in the Lisburn division of the SEELB youth service is very good. The educational and pastoral needs of the young people are being well met. The local community can have confidence in the Lisburn division's capacity for sustained self-improvement.

No follow-up inspection is required.

MANAGEMENT CHART – LISBURN DIVISION

YOUTH OFFICER – LISBURN



SYW – Senior Youth Worker; AYW – Area Youth Worker; FTW – Full-time Youth Worker; PTW – Part-time Youth Worker

LEVEL 2 UNITS

Dunmurry Area Project
Lisburn Rural Project
Laurelhill Youth Centre
Colin Youth Development Centre
Colin Detached Project
IDF Project (Colin)
Lagmore Outreach Project
Colin Area Project
Old Warren Youth Initiative
The Saint's Youth Centre
Lisburn YMCA
St Patrick's Youth Club
The Logic Café, Moira
Dromara Village Youth Club

OTHER SPONSORED UNITS

Level 1 Band 1

1st Maze Boys' Brigade
Anahilt Girls' Brigade
Ballinderry Church Lads' Brigade
1st Ballymacash Rainbows/Brownies/Guides
Dromara 1st Boys' Brigade
2nd Dromara Girls' Brigade
1st Hilden Scout Group
1st Hillsborough Guides
Lambeg 1st Scout Group
2nd Lambeg Girl Guides
Lisburn Senior Gateway
Loughagherry 1st Boys' Brigade
1st Moira Boys' Brigade
Priesthill Youth Club
1st Seymour Hill Scouts
Drumbo Girls' Brigade
Hillsborough Young Farmers
7th Lisburn Boys' Brigade
Carr Baptist Youth Council
Synago Christian Youth Group
Priesthill Methodist Girls' Brigade
339th Hillsborough Elim Girls' Brigade
1st Hillsborough Rainbows
Youth Initiatives
Lisburn Fire Cadets
12th Lisburn/Wallace High School Guides
2nd Lisburn Scouts

1st Ballinderry Guides
Trinity Methodist Girls' Brigade
Trinity Methodist Youth Club
IONA Youth Club
Trinity Youth Club, Boardmills
Trinity Girls' Brigade, Boardmills
Lisburn Baptist Thursday Night Children's Meeting
Friday Fun Club, Hillsborough

Level 1 Band 2

Aghalee Parish Youth Council
Anahilt Scouts
Broomhedge Parish Church Lads' Brigade & Church Girls' Brigade
Cargycreevy Youth Council
Derriaghy Youth Council
Glenbawn Youth Group
1st Hillsborough Boys' Brigade
3rd Lisburn Boys' Brigade
Lisburn Baptist Church Youth Fellowship
Maghaberry Methodist Youth Council
Magheragall Presbyterian 1st Boys' Brigade
Magheragall Presbyterian Girls' Brigade
Magheragall Parish Youth Council
Sloan Street Presbyterian Girls' Brigade
St Columba's Youth Council
St Hilda's Parish Youth Council
Hillsborough Presbyterian Girls' Brigade
Moirra Presbyterian Girls' Brigade
Our Lady Queen of Peace Catholic Guides
Maze Community Association
Our Lady Queen of Peace Youth Club

Level 1 Band 3

Church of the Nativity Guides
Derryvolgie Youth Council
Dundrod Presbyterian Youth Council
Dunmurry Crusaders
Dunmurry Presbyterian Church Youth Council
1st Hillsborough Scouts
1st Lisburn Young People's Association
Seymour Hill Methodist Youth Council

Level 1 Band 4

Christ Church Youth Council
Elmwood Youth Council
Kilmakee Youth Council
Legacurry Youth Council
Lisburn Cathedral Youth Council
Lisburn Congregational Youth Council
St Mark's Youth Council
St John's Moira Parish Youth Council
Hillhall Presbyterian Church Youth Council
Railway Street Youth Council
Seymour Hill & Conway Youth Council
Hillhall Youth Initiative
Glenavy Youth Project
Lisburn Methodist Youth

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