

YOUTH INSPECTION



Education and Training
Inspectorate

Glengormley Area Youth
Project, County Antrim

Report of an inspection in
May 2018



The Education and Training Inspectorate
Promoting Improvement

Providing inspection services for:

Department of Education
Department for the Economy
and other commissioning Departments



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1. Context

Glengormley Area Youth Project is managed by the Education Authority (EA) and provides youth services across the Glengormley area. Two area youth workers deliver outreach and detached services in the New Mossley, Ballyduff and Newtownabbey North areas of Newtownabbey. There is a youth support worker-in-charge employed for 24 hours each week attached to Glengormley youth centre and who is supported by eight part-time youth support workers and four volunteers. There has been a change in roles and responsibilities of staff within the area recently, as well as a reorganisation of youth services including the closure of New Mossley youth centre. There are currently two vacant youth work posts, a full-time centre-based youth worker and a senior youth worker/team leader. At the time of the inspection Glengormley Youth Centre was in the first week of a new programme, the process of registration was taking place and the current numbers of young people registered was low. During the centre based activities there was an average of 15 young people attending each session, the numbers of young people availing of outreach sessions fluctuated between zero and 21 per session.

The small number of parents who took part in discussions with inspectors spoke confidently about the centre, the programmes for their children and how the staff were providing positive support, care and welfare for their children.

2. Focus of inspection

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

- evaluate the outcomes for the young people;
- evaluate the quality of the provision;
- evaluate the organisation's leadership and management and its capacity to effect and sustain improvement in its provision and outcomes; and
- inform the organisation's planning for improvement.

3. Overall findings of the inspection

Overall effectiveness	Important areas for improvement
Outcomes for learners	Important areas for improvement
Provision for learning	Good
Leadership and management	Important areas for improvement

Key findings

4. Outcomes for learners

The young people in the centre have completed successfully a small number of accredited courses, including seven who have successfully completed level 3 qualifications in the Creative and Digital Innovators¹ programme. Currently, four young people are being supported by the centre to work towards the Millennium Volunteers bronze award which is effectively developing their leadership skills. The programmes designed to address mental health issues such as the 'Oblivion' programme² and the New Mossley/Ballyduff young women's group are helping young people to develop important interpersonal skills and build resilience to help them meet future challenges in their progression through to adulthood.

While a small number of young people talk positively about their achievements, more work is needed to help the young people to evaluate and reflect on their learning and to develop strategies that empower them to apply their newly acquired skills to other areas of their life. The centre does not provide the young people with sufficiently clear information and guidance to help them plan personal progression pathways to volunteering and leadership. There needs to be greater emphasis on providing more opportunities for the young people to participate in programmes to develop further their leadership skills.

The young people who engage with the personal development programmes provided by the outreach staff are developing a critical understanding of the issues within their community, there are good examples of collaborative working to help them overcome personal barriers to learning. However, the young people need to develop further their thinking skills and capabilities to help them effect and influence change within their community.

5. Quality of provision

The curriculum for the junior members is broad and includes a wide range of activities and resources designed to develop their enjoyment, social skills and positive relationships. The curriculum is appropriately designed by the staff, after considerable consultation through a detailed regional and local assessment of young peoples' needs including consultation with over 100 members.

The area based youth work is effective with high level intervention strategies and appropriately targeted support for vulnerable and marginalised young people. The schools report their satisfaction with the youth work staff who provide effective support for pupils, many of whom present with significant personal and social issues. The effective links with the post-primary schools are enabling pupils to achieve a recognised qualification as well as having a more positive disposition to their learning.

The quality of the youth work observed ranged from having important areas for improvement to very good. In the most effective practice, the youth workers facilitate their groups well, in both discussions and activities, they develop the young people's knowledge, understanding and skills and create a safe, purposeful and positive environment for the young people. However, attendance throughout the sessions observed was low and is an important area for improvement. In the less effective practice the pace of the delivery was at times too slow and some of the less experienced staff require additional direction from the experienced staff to engage more effectively with the young people.

¹ Creator and Digital Innovators is a programme delivering a range of OCN accredited courses, introducing young people (aged 14-18) to creative industry career pathways.

² Oblivion mental health project makes use of a resource pack for youth workers to help tackle mental health issues among young people.

The small number of young people who spoke with the inspection team spoke positively about the personal and social development skills they had developed from the well-planned international visits including the 'Moving Beyond Conflict' programme to Croatia. In addition the Ballyduff women's group participated in a number of projects including a project on homelessness which is increasing their knowledge and understanding of social issues.

To support the staff and to improve further the quality of provision it is important that all of the youth workers can access and participate in relevant continued professional development; in particular, developing strategies that support effectively young people with additional needs, and to promote inclusion and access for them all. A greater emphasis is needed on the development of group work and how the outreach staff can complement this work within the centre.

Based on the evidence available at the time of the inspection, the organisation's approach to the care and welfare of the young people impacts positively on learning, youth work and outcomes for the young people. There is good attention paid to developing positive mental and physical health strategies. The young people report that they feel safe in the organisation and that they are aware what to do if they have any concerns about their safety or welfare.

6. Leadership and management

The leadership and management know the catchment area well and they have a good understanding of the issues that many of the young people face on a daily basis. While the area plan reflects well the Priorities for Youth³ and takes good account of the needs of the young people, there is an absence of a cohesive and coherent strategic plan for youth work across the Glengormley area that is understood and agreed with young people, staff, stakeholders and community partners.

Although there are well-developed partnerships with for example the local Police Community Safety Partnership and post-primary schools, there is a need to build further on links with local community stakeholders so that the identified needs of young people, particularly those who are vulnerable or at risk, are met more effectively.

Although some of the young people are involved in the management of the delivery of youth services in the area, the young people who are members of the Local Area Group⁴ spoke with members of the inspection team reported that they are keen to develop their involvement further in the group and have interesting and innovative ideas in delivering and managing new initiatives that would impact positively on the young people of the area.

The area youth workers are providing good leadership to the young people with whom they work, built on sound engagement and interaction skills. However, the current process for the supervision and support for the area youth workers is insufficient and needs to be reviewed. The lack of formal support, moderation and evaluation of the area youth workers work is having a negative impact on the quality of the work of staff who need a clearer rationale for the work. The use of the target monitor is assisting with the use of data to better inform evaluation and assessment for future planning with the full-time staff.

³ Priorities for Youth – is the overarching policy framework for the delivery of youth services in Northern Ireland.

⁴ The purpose of Local Advisory Groups are to provide advice to support the development and implementation of local Youth Service provision via Area Youth Development Plans and influence the development of the Regional Youth Development Plan.

The staff are deployed effectively and they are aware of their roles and responsibilities, there is an appropriate emphasis on critical reflection at the end of each session, recording formally these evaluations would enhance the further development of the centre. The staff team would benefit from further training on marketing youth work across the area, programme planning and on evaluating the outcomes for the young people.

Based on the evidence available at the time of the inspection, the arrangements for safeguarding young people reflect broadly the guidance from the Department of Education. However, the organisation needs to: review and update the guidelines for outreach and detached work including the completion of a written risk assessment for each area youth worker whilst on detached outreach work in the community.

7. Overall effectiveness

Glengormley Area Youth Project needs to address important area for improvement in the interest of all the learners. The ETI will monitor and report on the organisation's progress in addressing the area for improvement which include the need to:

- develop a cohesive and coherent strategic plan for youth work across the Glengormley area that is understood and agreed with young people, staff, stakeholders and community partners;
- review the guidelines for outreach and detached youth work to include a written risk assessment for each area of work; and
- increase the registration and the attendance of young people.

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

APPENDIX A

Newtownabbey North

Age group	4-8		9-13		14-18		19-21		22-25		Outreach/ Detached		Total
	M	F	M	F	M	F	M	F	M	F	M	F	
2015/16													
2016/17					25	29							54
2017/18			5	5	11	17					7	0	45
Current			*		7	8							18

New Mossley Area Projects

Age group	4-8		9-13		14-18		19-21		22-25		Outreach/ Detached		Total
	M	F	M	F	M	F	M	F	M	F	M	F	
2015/16													
2016/17			16	23	16	21							
2017/18			11	7	25	43					90 *Recorded from Dec 17		176
Current			*	*	18	21					20		42

Glengormley/New Mossley Youth Club

Age group	4-8		9-13		14-18		19-21		22-25		Outreach/ Detached		Total
	M	F	M	F	M	F	M	F	M	F	M	F	
2015/16	8	8	93	87	100	76	3	0	0	0			375
2016/17	12	10	89	93	104	81	0	0	0	0			389
2017/18	0	0	68	83	30	16	0	0	0	0			197
Current	0	0	8	8	*	*	0	0	0	0			24

Source: data as held by the organisation. * fewer than 5.

Inspection method and evidence base

A team of three Education and Training Inspectorate (ETI) inspectors observed a total of 65 young people in 7 youth work sessions. The inspectors held discussions with Education Authority (EA) officers, full-time and part-time staff and young people. In addition, the inspectors scrutinised the youth workers' evidence files and the organisation's self-evaluation reports. They also evaluated the organisation's arrangements for care, support and for safeguarding young people.

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 Achievements and outcomes, 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 learners. It requires external support to do so. The ETI will monitor and report on the organisation's progress in addressing the areas for improvement. There will be a formal follow-up inspection.

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