

YOUTH INSPECTION



Education and Training
Inspectorate

The Ogras Centre, Coalisland,
County Tyrone

Report of an inspection in
May 2016

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. Inspection method and evidence base

A team of two inspectors observed a total of 130 young people in 11 youth work sessions and also held three focus group discussions with young people. The inspectors held discussions with representatives of the management committee, staff from the Education Authority (EA), the part-time youth work staff and volunteers. In addition, the inspectors examined relevant documentation including the current service level agreement and the organisation's process for self-evaluation. The team also observed a group work session with a local training provider and a year eight transition programme with the local post-primary school. The arrangements for the care guidance and support for young people was also evaluated.

The key questions and quality indicators which guide inspection and self-evaluation of youth organisations, which were applied to this inspection, are available in the ETI publication *Together Towards Improvement: a process for self-evaluation at*: <http://www.etini.gov.uk/together-towards-improvement-a-process-for-self-evaluation-youth-sector.pdf>

2. 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.

3. Context

The Ogras Centre (centre) is a voluntary part-time youth centre situated in Coalisland, County Tyrone. The youth worker-in-charge is employed through core funding from the EA for 12 hours per week which is supplemented with 24 hours per week through the Department of Education's extended provision funding. There are eight part-time paid staff, ten adult volunteers and 40-50 young volunteers who assist with the summer programme and other activities during school holidays. The centre is open five evenings during the week and a daytime session on a Saturday. The worker-in-charge also works two daytime sessions per week in a post-primary school and with a local training organisation.

According to data supplied by the centre there are currently 297 members which includes the numbers engaged in the outreach and detached work. The centre has been operating at a greatly reduced capacity for the last five months due to an extensive refurbishment programme and a significant number of new members have joined or rejoined in the last two weeks since the centre has returned to normal operational hours; there is a year-on-year increase in the overall membership.

An area youth worker employed by the EA is based in the centre whose remit includes the development of training for staff and volunteers and the promotion of the Area Youth Council.

4. Overall findings of the inspection

Overall effectiveness	Capacity to identify and bring about improvement
Achievements and standards	Very good
Provision for learning	Good
Leadership and management	Good

5. Achievements and standards

The young people enjoy very good relationships with one another and have a strong association and commitment to the centre and to the wider community. This is evidenced by the high numbers of them who attend the centre regularly and who enjoy the specialised programmes including a three week summer scheme, the 'Spooky Trail' at Halloween and special activity programme at Christmas.

The young people develop and use their creative skills through the arts and crafts sessions, which are particularly popular with the junior members. The staff are aware of the need to develop further the activities to match the aspirations and expectations of the large number of new junior members.

As the young people progress through the centre, they are provided with age appropriate programmes that develop well their personal and social development. Almost all of them progress to leadership roles by the time they are 14 years of age; 42 young people were trained as volunteer leaders through the well organised Team Ogras initiative. The young people are developing a strong sense of social responsibility and very good leadership skills which they use effectively in and out of the centre.

The young people have very good communication skills and engage effectively with one another. They speak with maturity and clarity about the respect they have for the staff and about the values and the skills they achieve through attending the programmes in the centre. While there is no formal participative structure, the views of young people are constantly taken into consideration through discussions and questionnaires; they participate confidently in decision-making and problem-solving in the centre.

The young people, who would not normally use the centre, engage well through the outreach and detached work; the 16 plus age group drop-in session is well attended and their behaviour and maturity is exemplary.

6. Provision for learning

The quality of almost all of the youth work sessions observed was good or very good. In the best practice, the staff plan well for the sessions and match the activities to the needs and interests of the young people. The youth workers in the group work sessions make good use of open questions to develop the discussion, there is good challenge to the young people's thinking to ensure a clear understanding of the topic and learning.

While there are records of the young people's involvement in the group work and evaluations carried out, to inform the future planning for the activities within the centre, there is a need for staff to track their development and learning throughout the programmes. The staff carry out effective evening evaluations focusing on improving the provision and highlighting the good practice in the centre.

The staff team work well together to engage the young people and to address the issues that the young people face in their lives and in the local community. The staff know the young people well and listen actively to their views to help inform their future planning.

The staff encourage the young people's further engagement through opportunities for volunteering and the development of their leadership skills including the training for the summer scheme. Two of the staff have successfully completed the Open College Network Level 2 and 3 in Youth Work. The staff also benefit from a range of training opportunities including CRED¹, autism awareness and disability awareness, to build their capacity to work effectively with the young people who attend the centre.

There is a broad and highly effective curriculum to meet the needs and interests of the young people, giving opportunities for the young people to progress through the club, including regular trips and residential opportunities. A key strength of the provision is the emphasis on inclusion of young people irrespective of their background or ability. The Saturday Club, for young people with physical disabilities and additional learning needs, and the full participation of newcomer and traveller young people in the centre provides a highly inclusive youth work setting.

The staff make very good use of external agencies to address particular curricular areas such as drug and alcohol awareness. The centre is developing further the gender work particularly for young women.

The quality of the care, guidance and support is very good. The working relationships between the staff and the young people are mutually respectful and support the development of the young people's personal and social skills. There is an atmosphere of belonging and fun within the centre where everyone is valued. The staff know the young people and their families and are well placed to give them support as necessary. The young people have a sense of ownership and pride in the centre and in the positive impact they have on the local community. There is an effective induction programme for new members on their first night in the centre.

7. Leadership and management

The management committee who meet regularly with the staff are aware of their roles and responsibilities and are strategically working towards the establishment of a clear and agreed vision for the future direction of the centre. A comprehensive service level agreement helps guide the work of the centre, the targets and associated objectives demonstrate that the centre is operating well above the expectations for similar part-time youth centres. In order to improve further, the centre needs to develop the methods used to evaluate the service level agreement so that the associated actions demonstrate continuous improvement.

The EA is providing valuable support through the additional part-time hours for the extended provision and in addition provide good support through the area youth worker who is based in the centre. There is a highly effective partnership between the youth worker-in-charge and the area youth worker that gives a clear focus on continuous quality improvement across the centre and helps recruit, train and sustain the involvement of volunteers.

¹ The Community Relations Equity and Diversity policy aims to contribute to improving relations between communities by educating children and young people and by providing opportunities for them to build relationships with those of different backgrounds and traditions through formal and non-formal education within the resources available.

The staff team meet regularly, they are deployed appropriately on each night and the leadership provides appropriate continuous training and development for all of the staff. The staff are a cohesive team who work well together in the best interests of the young people.

The centre has established highly effective partnerships with key organisations within the community, including the Southern Trust, the local Resident's Association and the Neighbourhood Renewal Partnership. There are effective links with formal education through the ongoing work with the local post-primary school. For example, the well planned Transitions programme for year eight pupils is adding value to the educational experiences of the pupils and helps them settle in to their new environment.

On the basis of the evidence available at the time of the inspection, the youth centre has comprehensive arrangements for safeguarding which reflects the guidance from the Department of Education. In discussions with the inspection team, 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 or well being.

8. Overall effectiveness

The Ogras Centre demonstrates the capacity to identify and bring about improvement in the interest of young people, including the need for the management committee and staff to develop further the actions to promote improvement through a robust evaluation of the aims and targets in the service level agreement. The Education and Training Inspectorate will monitor how the organisation sustains improvement.

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	38	16	39	12	16	9				130
2013/14	61	19	33	26	15	13			46/21	167
2014/15	52	16	65	28	20	8			62/18	269
Current	44	24	82	32	13	5			23/6	229 + 68 new members

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