

## Report on the Key Issues Arising from Inspections 2014-2016 and Youth Service Planning Support for these Going Forward

All ETI Youth inspections reports for the period July 14 - July 16 have been reviewed and a summary of the areas for improvement raised by these collated. The following provides a summary of the key issues emerging from this process and plans to support these going forward.

**Evaluation** was noted as the single most common area for improvement raised by this analysis, with the following issues noted for improvement:

- A Stronger Focus on Learning Outcomes.
- More Regular and Focused Evaluation to Inform Action Planning.
- Improved Evaluation of Impact to ensure it meets the Identified Needs of Young People.
- More Effectively Engaging Young People in the Planning/Implementation and Evaluation of Programmes.
- Improved Quality of Self-Evaluation by the Staff Team.

The Outcomes Based Reporting pilot was identified as an important Practice Development Group (PDG) work stream which will pick up on the above issues and, linked to this, evolving PDG work on Quality Assurance. It was recommended that the above issues inform forthcoming objectives for the Outcomes Based Reporting and Quality Assurance work areas; related evaluation reports should therefore help PDG to monitor progress resulting from the work.

A number of other related operational issues were also raised by inspection reports during this period. These included:

- How to establish a shared vision for the centre/project.
- Development Planning – including how to produce a plan that is appropriately targeted and resourced, effectively meets the diverse needs of young people and has defined clear roles and responsibilities for all staff.
- Establishing, embedding and sustaining effective methods of communication among all staff.
- Sustaining Improvement.
- Improving retention levels for senior members.

These issues relate directly to Quality Assurance. It is therefore recommended that they also inform forthcoming objectives for this work area; again with related monitoring and evaluation reports should help PDG to monitor progress.

**Training and Support of Staff**, particularly part-time and voluntary staff, was the second largest area for improvement recorded by analysis of the inspection reports. These issues have been passed to the sub-group working on the emerging PDG Workforce Strategy. It is recommended that this sub-group consider how best to respond to the following practice areas for improvement, particularly for part-time and voluntary staff:

- Group Work Skills
- Generic Youth Work Skills
- Challenging Behaviour
- Young people's participation in the management and delivery of youth work

