

QA Monitoring Visit Report

RAG Green

Ref: MV10



Lead Provider	CYN	Sub-Contracted Provider	Basement Studios	Lot	5
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Project /Prog & Location	Basement Studios The Station
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Date	19/02/2015	Sess. Time	7 pm	To	9.30pm	Monitoring Time	7.30-9.00 pm
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Number of C&YP	31	M	13	F	18	0 -7		8-12		13-19	31	19-24	
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Number of Workers	7	No. Vol Workers	2	CYP Vols		Inter-agency		Monitoring Officer Young Assessor	Marie Stoner SJ and JA
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Menu of Services	PA	y	Play		IAG		TS		4YP		Involvement & Volunteering	
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Methods & Settings	OA/ Drop	y	Group Work		1 to1		Det'd O/R		Sch		Other:	
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Assessment of Performance	
Green	Performance is good – fully meeting or exceeding criteria
Amber	Performance is acceptable - mostly meeting criteria but with potential for improvement
Red	Performance is poor - failing to meet criteria and requiring immediate corrective action

Data Set 1	Criteria	Assessment of Performance	Green
Individual Service Participants.	Attendance Registration IYSS Representative Referrals (DS2)	31 young people present. All young people are registered and their registration number is included on the sign-in/attendance sheet. Staff said the numbers have dropped recently but typically there is 40-50 young people. This data has previously been fed into CYC's Focus system, but is now being entered onto IYSS by CYN. The team use a 'Moving Forward' tool to record the level of young people's participation. Young people present represent an 'alternative' young person....there is a definite make up of individuals who have a particular preference of dress code, interests, music tastes and attitude. The young people identified themselves as 'alternative ' and liked attending The Basement Studio session because it was a space where they feel accepted, respected and safe.	

Data Set 3	Criteria	Assessment of Performance	Green
Output (Delivery)	Planned	The session was publicised on GPDT, the Station Website and the What's On Screen at reception. It offered young people a safe and stimulating social environment along with a specialist opportunity to develop a wide range of music-related skills and interests. The delivery is planned and evaluated on an on-going basis via sessional briefings & debriefings; monthly team meetings and the Forward Group meetings which have not been running but will start again at end of February. Basement's strategic planning is captured in reports to the management committee.	
	Publicised	All young people spoken with valued the service and were able to identify how they were benefiting from the provision, confidence, building and maintaining friendships, healthy life style etc	
	Branded		
	Engaging	The young assessors were impressed with the offer provided. They thought the young people had a safe space to meet friends, feel connected to people, speak with friendly and helpful staff and have an opportunity to play and develop skills with musical instruments.	
	Developmental	The curriculum content of the work is appropriately broad and holistic, addressing all keys aspects of young people's personal and social development. It is well planned, and delivered through effective working relationships to meet the needs of both the group and individual.	
	Accessible	A Black, Minority and Ethnic (BME) gap has been identified due to low attendance. Partnership work with Somalian Network is being developed to help address this. An influential Somalian intends to work at Basement Studio to try to readdress the balance of young BME people accessing the service.	
	Integrated		

Data Set 4	Criteria	Assessment of Performance	Amber
Involvement	Session/ Programme.	Young people are consulted about what they like to do though informal chats, information gathering e.g. through questionnaires, ideas board etc	
	Service	The Forward Group has unfortunately not been running recently because the young people out grew the group, some have had other commitments including participating in a youth work qualification and securing paid work.	
	Community		
	You said – we did	The benefit of a young person's steering group is recognised by management and staff as an important element of the delivery and is starting up again in February.	

Data Set 5	Criteria	Assessment of Performance	Green
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Individual Outcomes	Intermediate	<p>Young people were able to identify how accessing The Basement Studio has helped them develop; they were able to talk about the skills and knowledge they had gained.</p> <p>Staff were aware of the BYL Outcomes and have developed a more systematic in-house tool called <i>Moving Forward at Basement Studio</i> to record young people's participation and progress.</p> <p>The monitoring officer looked at examples of how the young people's progress is recorded and evidenced.</p>
	Final	
	Awareness Verifiable	

Data Set 6	Criteria	Assessment of Performance	Amber
Managing Context	School/Community	<p>Staff stated that young people gather outside The Station on the pavement before opening and this has caused issues for people passing. This is being addressed by making more use of the court yard space and encouraging young people to go there instead.</p>	
	Emerging issues		
	Strategic contribution		

Data Set 7	Criteria	Assessment of Performance	Green
Standards	H&S	The project Manager is designated as the Safe-guarding Lead. All but the newest staff and volunteers have been trained in Safe-guarding and Child Protection procedures. The staff are aware of First Response and Early Help and young people who have one to one sessions with CYN workers have been encouraged to attend the Basement Studio.	
	Safeguarding		
	Data Protection	Staff are aware of the policies and procedures	
	Equality	Management were developing a more planned & strategic approach to meeting the needs of BME young people through collaborative links with Somalian Network.	
	Complaints		

Summary of monitoring visit
<p>The session observed was recognised to be an example of very good practice, for all the reasons detailed above, and therefore worthy of wider dissemination. Of particular note:</p> <ul style="list-style-type: none">• the developmental content of the delivery• project management & leadership• the team - well trained and observed operating to an advanced level.• evidence of young people 's progress is tracked and can be easily linked to BYL intermediate outcomes• Young people's preparedness to vouch for the work's impact on their life. <p>The staff ratio is high but due to usually higher numbers and the very nature of the session offering music coaching and one to one targeted support for young people with complex needs the staff ratio is acceptable.</p>

Plan of action in response to elements RAG Rated Red

Provider' comments