

The matrix Standard

Annual Continuous Improvement Check (CIC)

Customer name	Lionheart in the Community (LITC)		
Customer key contact	Alice Piller Roner		
Customer ID	C16625		
Project number	PN 202052		
Assessor name	Sue Harding		
CIC1 due date	25/11/2024	CIC2 due date	
CIC1 completed on		CIC2 completed on (see yellow section below)	
Decision		CIC2 Decision	

YEAR 1: Please comment below in Section 2 the progress made, if any, against the development areas suggested during your assessment. You may have additional areas where you wish to detail further developments which can be captured in Section 3. Your assessor is interested in the areas of your Information, Advice and Guidance (IAG) that you have developed over the last twelve months. It is not necessary to provide extensive notes, as your assessor will be interested in discussing the areas noted with you.

During the CIC discussion, your assessor will discuss any issues, changes, or challenges you have faced during the last 12 months and will reflect on the progress of improvements to your IAG. This will also be an opportunity to discuss your three-year Accreditation Review assessment.

Section 1	Section 2
Areas for Development (AfD) suggested in your assessment report	Please state what actions, if any, you have taken to address the AfD and the impact it has had on your service. You may wish to give examples of supporting evidence.
<ul style="list-style-type: none"> Alongside LITC's vision and mission, it could be helpful to promote LITC's values more widely, so that stakeholders know and understand what LITC's values are, and how 	We have engaged more closely with all stakeholders, in particular through: -LITC newsletter -New Non-Executive Directors (2)

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these apply to its provision. Staff could participate in sharing ideas for what LITC stands for, to gain their involvement and identify the values they share with the organisation. (1.1)	-Alumni engagement programme -Quarterly Staff days with a clear focus on values and community engagement
<ul style="list-style-type: none"> LITC's current vision is 'to harness the power of sport and education to inspire young people and impact communities around the world'. As the scope and focus of provision continues to change slightly, LITC could consider reviewing this vision statement to see whether an amendment to indicate the ratio of education to sport is now more appropriate in promoting LITC's overall vision to stakeholders, along with the element of sustainability. (1.1, 7.1) 	As part of our stakeholder engagement strategy we have looked at clarifying our message and making our vision clearer to external stakeholders. We have involved internal and selected external stakeholders in the review of our mission statement (in line with impact statements and organisational values) and the revised text will be formally discussed and approved at our first quarterly meeting for 2025.
<ul style="list-style-type: none"> Feedback is obtained and analysed from recipients to inform on their experience and outcomes, as well as what works well and any potential areas for continuous improvement. It is suggested that LITC reviews how more specific feedback could be sought from learners on the value of IAG received as part of their learner journey, and any resulting outcomes from this, rather than as at present, including this under teaching and learning overall. Such feedback could then be 	<p>We have improved the way in which we analyse feedback by expanding the definition of what constitutes IAG support, as our offer includes both standard paths (e.g. learners enrolling on our courses), as well as more informal support (e.g. young people using our offices/workspaces; international trips etc).</p> <p>We specifically ask for feedback on how the advice received has supported the YP career/education prospects.</p> <p>We have included specific guidelines for front-line staff to support YP with the use of social media and platforms such as LinkedIn to improve</p>

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analysed and promoted – in the impact report and on the new website, to promote the value of the IAG that LITC provides, and the outcomes achieved. One or two questions could be linked to objectives included in the IAG policy. (7.1)	their prospects and share how their experience of our programmes has helped them achieve goals and progress further.
<ul style="list-style-type: none"> Linked to the area above, the new website is almost complete, and includes more information that is accessible and easy to locate. However, further improvement could be made by including a section on IAG, to make clear to learners what they can expect from LITC, how to access it, and what is available throughout their learner journey. This could clarify expectations at the outset and include potential outcomes that could result from the IAG available. Consideration could also be given to adapting the internal learner journey process flowchart into an outward facing learner journey flowchart, to provide learners with a visual journey document from enrolment through to completion, including IAG touch points at each stage. This could be added to a dedicated IAG section on the website. (3.1) 	The new website is now fully functional, with IAG sections available for the wider public and specifically for each student using the member-only area.
<ul style="list-style-type: none"> On International programmes such as Reach, while 	We now ask partner organisations to rate the following:

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<p>participants feedback is monitored through 'before and after' reports on their experience, the impact for partner organisations from LITC's participants' input is not measured. One suggestion could be a 1 – 5 scale of how impactful the programme was to the organisation, included in the survey, accompanied by a question of what the key impact was for them. A scale measure could also be adopted on participants final survey to demonstrate whether and how well their planned outcome from participating in the programme was achieved. (7.1, 7.2)</p>	<p>-Impact of the engagement with LITC on: staff; programmes; community served</p> <p>-Impact of the internship/mobility programmes on: staff; programmes; community served</p> <p>Programme participants are asked at start to assess what they believe their contribution to the receiving organisation will be, again assessed on daily reports and finally self-assessed on their final report (final reports are not presented in a restricted format, but have a minimum/maximum word count and require specific points to be covered).</p>
<ul style="list-style-type: none"> Some delivery staff and a senior manager hold advice and guidance qualifications, and there is an objective for all the Quality team to undertake one. As part of staff development, and continuous improvement, LITC could encourage more tutors and IQAs to undertake an advice and guidance qualification to ensure consistency in understanding of their role in IAG provision. (2.5) 	<p>Since last year we have engaged one additional IAG-dedicated member of staff (Sofia) and have held training sessions for all IQAs and Tutors twice this year.</p> <p>We have also moved one of the senior IQAs (Ibi) to a full-time learner engagement role to improve contact time with learners and YP.</p>
<ul style="list-style-type: none"> Marketing is currently undertaken by one person who also has other areas of responsibility. The new website is in the final stages prior to launch, and to ensure this remains 	<p>We continue to rely on external support for our marketing needs, we have engaged Young People and programme graduates that are supported by one of our partner organisations (Find Your Feet) to work on ad-hop projects and programmes.</p>

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current, and that social media is updated on a regular basis, LITC could consider how more staffing resources are dedicated to a marketing role, to ensure that LITC's name continues to be promoted and recognised for the work it does, the services it provides, and the impact it can make through its community links. (2.8, 3.2)	
<ul style="list-style-type: none"> Staff have the opportunity to provide feedback at team meetings, at their regular one to ones with line managers, and informally. However, it may be useful to consider sending out a staff and associate survey at an appropriate point each year, to gain formal feedback on what is working well and what staff think could be improved on. Results could then be analysed for any emerging trends, and to inform areas for continuous improvement. (7.1) 	We have introduced quarterly staff surveys and meet quarterly for staff days looking at everything from strategy and direction, to team-bonding and well-being.



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Other Developments

Section 3
Please state any other areas where you have improved your IAG and details of the actions you have taken.

Assessor Comments	
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What Next	Date
CIC Year 2 due by	25/11/2025
Accreditation Review to be conducted by	25/11/2026

YEAR 2: Please comment below in Section 1 (Year 2) the areas of your Information, Advice and Guidance (IAG) that you have developed over the last twelve months. The list below gives you some prompts on the areas where you may wish to provide updates on your developments (this list is

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not exhaustive or prescriptive). It is not necessary to provide extensive notes, as your assessor will be interested in discussing areas noted with you. It is anticipated that the notes you provide will not exceed 2 pages (although may be slightly more or less).

- Reflection on the last year
- Updates on areas discussed last year
- Policies, plans and procedure
- Delivery
- Resources
- Review and evaluation
- Future developments

During the CIC discussion, your assessor will discuss any issues, changes, or challenges you have faced during the last 12 months and will reflect on the progress of improvements to your IAG. This will also be an opportunity to discuss your three-year Accreditation Review assessment.

Section 1 – Year 2
Please describe the developments you have made to your IAG in the last 12 months

Assessor Comments	
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What Next	Date
Booking form for Accreditation Review to be submitted by (this should be submitted at least 12 weeks prior to the due date)	
Accreditation Review to be conducted by	

Guidance notes:

1. The annual **matrix** Continuous Improvement Check allows you to demonstrate on an ongoing basis the developments you are continuing to make to the Information, Advice and Guidance (IAG) you are providing in order to support individuals. You may wish to provide examples to share with your assessor of these changes and your assessor may ask for supporting evidence of the changes adopted.
2. The CIC will usually be conducted remotely, either by telephone or Zoom/MS Teams etc.
3. You need to complete the relevant **Section 2 (and if appropriate, Section 3)** and return to your assessor prior to the CIC discussion. The starting point for the discussion in Year 1 will be the Areas for Development suggested in your assessment report, although you do not need to adopt all, or any, of these suggestions. The focus of the **matrix** Standard is that of continuous quality improvement to your Information, Advice and Guidance (IAG) and therefore you need to show your assessor the changes you have made in the last 12 months.
4. Following the CIC discussion, your assessor will make a judgement on your improvements and confirm this by completing the Assessor Comments section of this document and returning it to you and to The Growth Company.
5. It is expected that your CIC will be completed on, or around the anniversary date of your accreditation. CIC's are an integral part of the assessment and accreditation process for the **matrix** Standard and therefore it is important that these are completed in a timely manner to ensure that your accreditation is not withdrawn, or additional fees incurred.