

## matrix Annual Continuous Improvement Check Year 2

Customer Name	Alliance Learning Ltd
Customer Contact	Kelly Perkin
Customer ID	C14019
Project Number	PN 100887
Assessor Name	John P G Smith
Continuous Improvement Check Due Date	20 May 2017
Continuous Improvement Check Completed Date	4 May 2017
Registered matrix Assessor Decision	Maintaining Accreditation

**Guidance Notes:**

1. Organisation to complete Section 1 and return to the Registered **matrix** Assessor prior to the Continuous Improvement Check Discussion  
 Registered **matrix** Assessor to complete Section 2 on completion of the Continuous Improvement Check Discussion

**NB:** Continuous Improvement Checks (CIC) should be completed 3 weeks either side of the 12 and 24 month anniversary of the organisations accreditation date. An organisation not completing their CIC within this timescale, will risk de-accreditation from the **matrix** Standard

Section 1	Section 2
<p><b>Please describe the areas for Continuous Improvement (AfCI) you have addressed over the last 12 months.</b>  <b>(This may include areas followed up from your last CIC plus any additional areas you have identified)</b></p> <p>Mental health continues to be a dominant theme amongst all of our full safeguarding issues. Mental health training for 2 of the designated officers was identified to support our learners more effectively and has now been completed. Both will now be recognised as "Mental Health First Aiders" and this exact course is one which Theresa May wants to be rolled out to all schools in England.          The training highlighted that there are more potential mental health problems than we were aware of and helping to support people is not a quick fix. We would anticipate more time will be taken with learners in future and have now identified a 3<sup>rd</sup> safeguarding officer to share the cases. 2 Designated Safeguarding Board members attend quarterly</p>	<p><b>Registered matrix Assessor Comments</b></p> <p>The fact that mental health was identified as such a prominent factor demonstrates the effectiveness of learner support in place, and the fact that appropriate staff training was sourced and accessed, with the subsequent designated First Aiders being established, and the appointment of an additional safeguarding officer, is good evidence of an organisation for which continuous improvement is central.          Staff are now more confident about speaking to learners about such matters, and identifying signals/triggers, and links with external specialist support agencies have increased to enable appropriate and speedy referrals; the approach (and see also below) has also been instrumental in bringing learners' attention to the issue, enabling them to disclose if</p>

safeguarding review meetings with The Exec and safeguarding team to challenge policies and keep up to date with all cases. This is in addition to the monthly meets held by The Exec's and Safeguarding officers.	necessary and access support to enable them to stay on programme. The involvement of Board members as described is also a welcome strand of this highly responsive approach.
Initial Assessment of learner starting points – Guidance has been produced for all potential sign up starts to ensure that Initial IAG is robust and sets clear expectations of the standards between learners, customers, employers and Alliance Learning. (See Attached Childcare AA The Apprenticeship Process Explained). One of these presentations has been completed for each occupational route.	This was prompted by review revealing that significant numbers of learners were leaving programme and the cause tracked back to inconsistencies in some initial IAG in making clear the commitments and expectations; the Process Explained document is clear, easily accessible and places strong emphasis on expectations and the support available. Early indications are that this has been an effective way of reducing drop out.
We have also produced a '10 point Star' which is used to thoroughly assess the mental health of learners and explore potential issues at home. This is in its early stages and is now completed at sign up and reviewed at mid-point IAG (4.2) (See attached 10 point star)	See also above. This is an excellent example of innovation and ongoing review, as the Star continues to develop; evaluation highlighted that some of the original questions or statements on the Star might be interpreted as judgemental and thus less likely to elicit truthful answers. The process has encouraged learners to self assess honestly and participate in group discussions about the issues.
The reviews of learners have been expanded to include documented IAG at each visit as well as a more robust approach to the Prevent Duty and Mental Health issues. This is ensuring that various topics relating to terrorism is keeping our learners safe and stimulates good discussions on different types of extremism. All observations of review have been judged at least good or better over the last 12 months. (See attached review guidance and exemplar review)	A development very much in line with national policy requirements and in response to identified need; the development is a formalisation and standardisation of the on-programme review process which did not always fully document discussions and interventions. The process focuses much more on careers and personal issues than hitherto, contributing to better whole person development.
Monthly Alerts are put on OneFile to enhance learners understanding of any changes to their programme, legislation and our levels of expectations. This includes any updated displays so that all learners benefit from seeing updates to information in centre. (See attached screenshots of monthly alerts)	This is a welcome development that ensures all learners are kept fully up to date automatically and is particularly important for those who do not attend at the Alliance centre. The screenshots show that the updates are clear and engaging as well as fully informative.
A new presentation has been completed and is displayed in both receptions on the TVs to show our full IAG offer including: British Values and Prevent Bike to Work Scheme Course offers (please see attached presentation)	This is a 'circular' display with series of slides incorporating information on current provision, the topics described and additional news and success stories. Observation has shown that learners, when visiting the centre, watch and enjoy the presentation as they wait for the classes or appointments.

Please see attached Self-Assessment Report (January 2017) and QIP.

A very comprehensive SAR and QIP; among a number of issues highlighted are concerns about older learners struggling with/seeing the relevance of Functional Skills, while the performance of the Childcare programme has much improved as a result of the recruitment of additional staff and managers.

**Notes for the Organisation:**

- Organisations are required to demonstrate their continuous improvement activities and the potential impact of these to their Registered **matrix** Assessor, on an annual basis.
- The Continuous Improvement Check discussion will be undertaken remotely.
- Your Registered **matrix** Assessor may also ask for any supporting evidence to reflect upon as part of the check. This could include a Self Assessment Review (SAR), Quality Improvement Plan (QIP), internal action plans and audit information. Feedback outcomes where applicable can also be used to inform and build on the discussions.
- After your Continuous Improvement Check has been completed please provide Assessment Services with your organisations views about the process using the following link to our feedback questionnaire. <http://bit.ly/1Uv8hHC>.

During the Continuous Improvement Check discussion your Registered **matrix** Assessor will:

- Discuss any issues or changes or challenges your organisation may have faced over the last 12 months which have impacted on your progress.
- Reflect on the progress you have made against the Areas for Continuous Improvement (AfCIs). (As long as there are valid, reliable reasons for this, it is also possible that on reflection or following changes within your organisation, that previously identified AfCIs are no longer appropriate.)

After your Continuous Improvement Check discussion your Registered **matrix** Assessor will:

- Make a judgment on sufficiency and relevance of the evidence provided.
- Confirm the outcome of the Continuous Improvement Check by completing this report and sending a copy to the organisation and Assessment Services.
- Discuss your three year reaccreditation assessment.