

## **8. INVESTORS IN PEOPLE ACCREDITATION (TR)**

### **1. Purpose of the report**

To update Members on Investors in People (IIP) assessment and accreditation.

### **2. Key Issues**

- To retain Investors in People accreditation
- To achieve our ambition and improve PDNPA performance across IIP indicators.
- To retain IIP Health and Wellbeing Award under a new framework

### **3. Recommendation**

- 1. For the committee to note the paper and support future ‘One Team’ initiatives**

#### **How does this contribute to our policies and legal obligations?**

4. Corporate Strategy 2019-23. To be an agile and efficient organisation. To have a workforce which is more diverse, healthy and highly engaged.

**KPI 18:** Maintain low sickness levels

**KPI 19:** Create a highly engaged workforce

**KPI 20:** Foster an inclusive working environment in which everyone feels that they belong

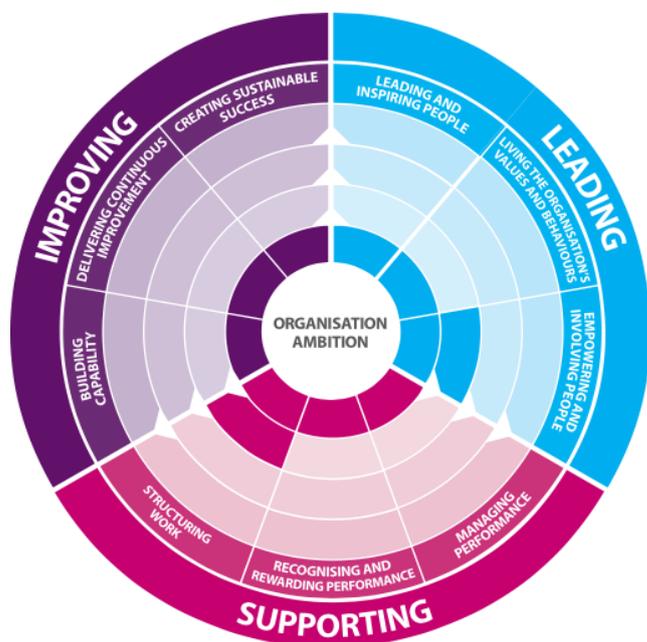
### **5. Background Information**

The PDNPA first achieved Investors in People (IIP) accreditation in 2013. Accreditation lasts for a period of three years and has been retained in 2016 and 2019.

In 2019 the PDNPA was assessed against a new and improved IIP framework. Led by a UK government commission review, hundreds of academics, business leaders, industry experts and practitioners were involved in the creation of the new framework, IIP Standard, the sixth generation. Research into the characteristics of organisations that are able to achieve sustained, improved results over the long term were used as a foundation. The result is a simple framework for sustainable performance through people. The IIP Standard introduces a four-stage performance model which ranges from ‘Developed’ to ‘High Performance’ across nine indicators which are based on the features of organisations that consistently outperform industry norms.

In 2019 the PDNPA achieved a strong Developed level.



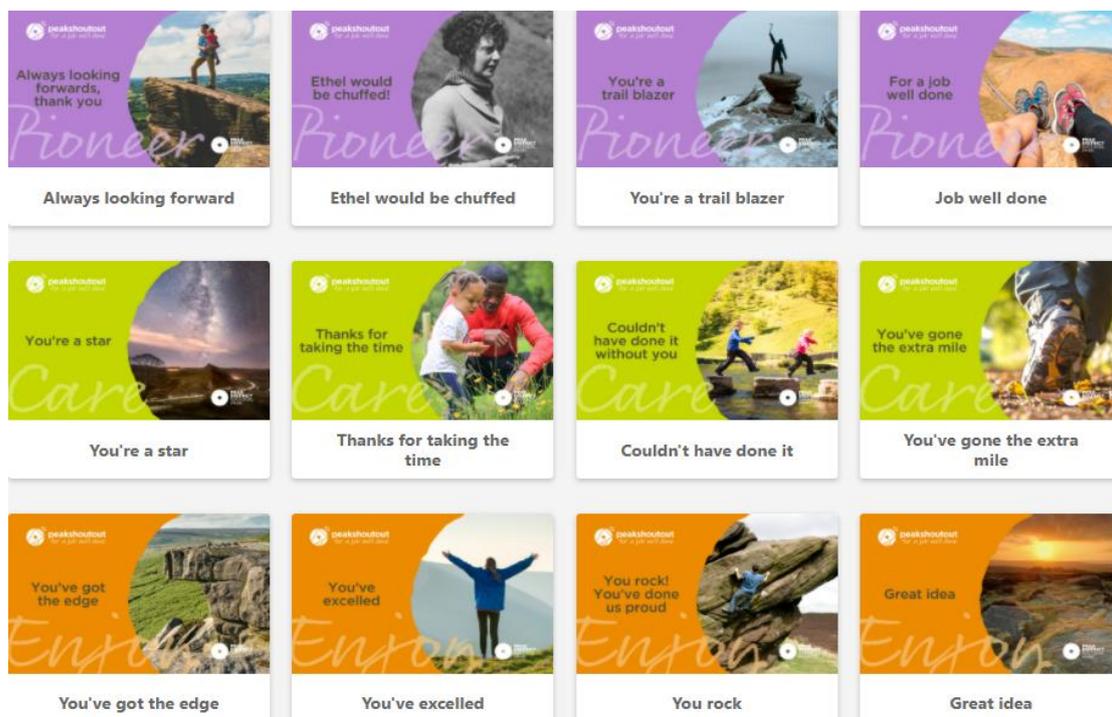


In May 2019 the PDNPA received a detailed assessment report which included development points for each indicator to help create opportunities for improvement. From this feedback the PDNPA developed an IIP Action Plan and created a Delivery Group with representatives from every service and chaired by the Chief Executive Officer. Interim assessments at 12 and 24 months by the practitioner were favourable despite the impact of Covid lockdowns.

As well as Health and Wellbeing, the Delivery Group identified three priority areas:

**Identify and communicate our core values**, – CARE, ENJOY and PIONEER were launched in April 2020 by Sarah Fowler. Since then, the values have been integrated into the recruitment and selection process with the values and behaviours set out in every role's person specification. The values also underpin the new individual performance appraisal process introduced in 2021. Posters and wall transfers options were designed in-house and voted for by the IIP Delivery Group and can be seen throughout Aldern House.

**Improve recognition and reward** – this helps build better employee engagement and create a culture of appreciation. Particularly over the last two years it has been important to find different ways to say thank you or well done. A recognition platform 'PeakShoutOut' has been developed as well as a range of eCards based on the core values and behaviours for employees post appreciation of their colleague's work. Actual postcards have also been produced and distribution across our properties particularly to be used by volunteers, casual workers and Members.



There is a One Team Celebration Day planned on 8 September. There will be individual and team awards for each value. Nominations for these awards will take place in June.

**Promote equality, diversity and inclusion** – this group led on the review of the Equality Policy, creation of an action plan, 'Equality at Work' online learning for one team, and collation of baseline equality data. Going forward, the group want to build on understanding gained with more accessible EDI development resources.

At the same time in April 2019, the PDNPA chose to also be assessed against the IIP Health and Wellbeing award, which was achieved at Developed level.



Since then, the IIP Health and Wellbeing framework has evolved so that it now measures how well organisations support their people's social, physical and psychological health at work.

Achieving accreditation - requires genuine commitment from leaders, passionate employees and everyone focused on the ambitions of the organisation. To employees it signals a high performing culture and a commitment to their development and success. To 'customers' it signals quality products or services. To stakeholders it signals a leadership team to trust.

To achieve accreditation, the PDNPA must be assessed by a licensed practitioner against the global policies and requirements set out by Investors in People. Tracy Duggan has been our practitioner in 2019 and 2022.

The assessment is conducted using a mixture of online surveys, interviews, and leadership discussions. Every assessment is conducted against all the criteria; it is an efficient but robust process to deliver an accurate picture of performance.

Stage one – Discovery. The management team completed a self-assessment report for their service which were explored with the practitioner at a two-hour workshop on 31 March.

Stage two – Online assessment. Understanding employee's views is at the heart of the assessment, and employees were asked a set of 40 online questions to quickly collect data and test alignment against the IIP standard. Our response rate was 69% (167 out of 242)

Stage three – Employee interviews and observations. The practitioner selected 28 employees from across the organisation to be interviewed. The interviews are about delving further into key themes emerging from the online assessment. Each interview lasted at least 30 minutes and were a mixture of face to face, video and telephone calls. The practitioner also observed one of the recorded February Staff Briefings, the April Health and Safety Committee, and the IIP Delivery Group meeting in March.

7. Accreditation report – at time of writing this report, we do not know the outcome to our assessment. Whatever the outcome, we will be able to benchmark our performance against our previous assessment by exploring the data in the assessment report.

### **Are there any corporate implications members should be concerned about?**

#### **Financial:**

8. Investors in People assessment = £10,500.  
IIP Health and Wellbeing award = £4,250.  
Accreditation is for 3 years.

#### **Risk Management:**

9. Investors in People Standard is a four-stage performance model which sets out a pathway for continuous improvement. It allows for direct comparison year on year and across sectors. The Standard demonstrates to our staff PDNPA commitment to their development and success. Regular assessment ensures a focus on delivery of recommendations set out in IIP action plan. Open and honest feedback from the IIP assessment on our people practices and policies enables the PDNPA to find ways to support and engage our workforce to maintain organisational health.

#### **Sustainability:**

10. The Investors in People Standard sets out a pathway for organisations to achieve sustained, improved results over the long term.

### **11. Equality, Diversity and Inclusion:**

See background information.

### **12. Report Author, Job Title and Publication Date**

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