

ABERDEEN CITY COUNCIL

COMMITTEE	Staff Governance
DATE	3 September 2018
REPORT TITLE	Retention of Investors in People Gold Accreditation – People and Organisation
REPORT NUMBER	RES/18/144
DIRECTOR	Steven Whyte
CHIEF OFFICER	Morven Spalding
REPORT AUTHOR	Keith Tennant and David Forman
TERMS OF REFERENCE	Purpose of Committee 5 Remit of Committee 3.1

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to make Committee aware of the retention of the Investors in People Gold accreditation in People and Organisation.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 notes the retention of the Investors in People Gold accreditation in People and Organisation; and
- 2.2 instructs the Interim Chief Officer - People and Organisation, to proceed to assess the content of the feedback report from Investors in People and continue the process of action planning for further improvements.

3. BACKGROUND

- 3.1 Investors in People (IIP) is a nationally recognised framework that helps organisations, through assessment and action planning, improve their performance and realise their objectives through the effective management and development of their people.
- 3.2 The former HR Service attained the IIP Gold accreditation in 2015, having formally held the Silver award. An assessment against the standard is undertaken every 3 years to evaluate whether it has been met, with interim assessments held at the end of the first two years.

3.3 The assessment involved interviews with a range of employees in People and Organisation on a one to one and on a group basis. Following this a report was compiled by the assessor detailing findings, decision and whether any enhanced awards had been achieved. It was confirmed in the feedback report to the Council of July 2018 that the accreditation level of Gold had been successfully retained by People and Organisation.

3.4 There are nine standard indicators used to measure organisations against for the Gold award, as below, with these covered in sub sets over the 3-year review cycle:-

- Leading and inspiring people
- Living the organisation's values and behaviours
- Empowering and involving people
- Managing performance
- Recognising and rewarding high performance
- Structuring work
- Building capacity
- Delivering continuous improvement
- Creating sustainable success

3.5 The business benefits of the accreditation can include:

- Connecting people more directly with the organisation's business strategy, particularly in times of change
- Developing a common understanding of the organisation's purpose and individuals' roles in achieving this
- Encouraging flexibility and resilience, through trust and openness
- Creating energy and building commitment, which supports innovation and creativity
- Transferring information and ideas, clearly and concisely, in order to achieve tasks more effectively
- Positively influencing staff morale, improving productivity and the quality of customer service
- Better sharing of knowledge and good practice within the organisation
- Creating a more collaborative and supportive environment which people feel part of and do not want to leave

3.6 It should be noted that IIP now has an extended framework for attaining accreditation beyond the core standard. These levels are measured against hierarchical criteria that progress from what is referred to as 'Developed', 'Established', 'Advanced' and 'High Performing'. The revised framework is more stringent than previously, and this is reflected in the numbers of organisations expected to attain the higher awards. The Gold award is expected to be achieved by just 2% of organisations, which now includes People and Organisation in the Council.

4. FINANCIAL IMPLICATIONS

4.1 There are no financial implications arising from the recommendation in this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from the recommendation in this report.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	There is no financial risk.	N/A	N/A
Legal	There is no legal risk.	N/A	N/A
Employee	There is no risk to employees.	N/A	N/A
Customer	There is no risk to customers.	N/A	N/A
Environment	There is no environmental risk.	N/A	N/A
Technology	There is no technological risk.	N/A	N/A
Reputational	There is no reputational risk to the Council.	N/A	N/A

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The effective management and development of people is important in maintaining employee morale and engagement. With levels of employee morale and engagement linked to productivity and resource efficiency, having the IIP Gold accreditation in People and Organisation should assist the Council in delivering services as cost effectively as it can. Given the role that the Council plays in fostering an

	environment where the local economy can thrive, having an engaged workforce delivering efficient cost-effective services is a key element of achieving this.
Prosperous People	N/A
Prosperous Place	N/A
Enabling Technology	N/A

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	N/A
Organisational Design	N/A
Governance	N/A
Workforce	Links to the Workforce design principle in that having IIP Gold status in People and Organisation, which will help connect people more closely with the organisation's business strategy, will contribute to the culture the Council is aiming to provide.
Process Design	N/A
Technology	N/A
Partnerships and Alliances	N/A

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

IIP Feedback Report for People and Organisation.

10. APPENDICES

None

11. REPORT AUTHOR CONTACT DETAILS

Name	Keith Tennant
Title	Policy and Advice Officer
Email Address	ktennant@aberdeencity.gov.uk
Tel	01224 - 523094

And

Name	David Forman
Title	People and Organisation Adviser
Email Address	dforman@aberdeencity.gov.uk
Tel	01224 - 523089