

CAMBRIDGE CITY COUNCIL

REPORT OF: Vicki Davidson Organisational Development Manager
TO: Joint Staff Employer Forum 20/4/2010

For information

**OUTCOME OF THE INVESTORS IN PEOPLE ASSESSMENT-
December 2009**

1 INTRODUCTION

The Council was successful in achieving Investors in People status following a Council wide assessment against the Investors in People (IIP) Standard in December 2009.

2. BACKGROUND

As a City Council we are very proud to have held Investors in People status since 1995. We have had an assessment every 3 years against the 10 standards which cover three main areas – **‘Developing Strategies to improve the performance of the organisation’, ‘Evaluating the impact on the performance of the organisation’ and Taking action to improve the performance of the organisation.’**

All of these are key to good people management and staff engagement.

In December 2009 we had our formal 3-year assessment against the IIP standards when our Assessor – Sarah Garwood met 83 members of our staff and members.

In February 2010, Sarah met the Chief Executive and the Leader to confirm that we had successfully retained our Investor in People status, which we will hold for a further 3 years.

The assessment report highlights that Cambridge City Council has great strengths, such as the huge effort people put into their jobs and their customer and Council loyalty, which has ensured that the Council maintains a high level of performance. However, the Assessor did pick up on 2 indicators where improvements could be made (recognising staff

contribution and continuous improvements). Both of these are key to successful change management and culture change, both of which the City Council is undergoing. In particular Sarah thought that there needed to be continued focus on effectively managing change and that the Council could learn from other organisations that do this well.

During her assessment Sarah did identify some key strengths and areas of good practice:

- Existence and people's understanding of the Council's aims and objectives
- The way learning and development activities are planned to help achieve the Council's aims and objectives
- The way the Council encourages people to contribute their ideas to improve performance and ensures everyone receives the development and support the need
- People's understanding of the capabilities required by managers to lead, manage and develop people effectively
- Managers' effectiveness in supporting the development of people
- The way the Council encourages people to take ownership and responsibility for decision making
- The effectiveness of learning and development
- People's understanding of the impact that learning and development has on performance

A short article was published in City Briefing in February 2010 to thank staff and managers who took part in the meetings and to let all staff know the good news.

4. CONCLUSIONS

The full assessment report has been discussed at Corporate Management Team and will be reviewed at Departmental Management team meetings during April and May. As there are some improvement areas suggested, an action plan will be developed. The Assessment report and action plan when developed will be published on the HR intranet.

BACKGROUND PAPERS: The following was used in the preparation of this short report:

The Assessment report prepared in January 2010, by Sarah Garwood, our IIP assessor.

If you wish to have review this report, or for any further information please contact Vicki Davidson on extension 8108.