

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

17 July 2007

**Report of the Chief Leisure Officer and the
Cabinet Member for Leisure, Youth and Arts**

Part 1- Public

**Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken
by the Cabinet Member)**

1 LEISURE SERVICES BUSINESS UNIT (LSBU) – INVESTORS IN PEOPLE (IIP)

Summary

This report updates the Board on the progress towards reaccreditation to the IIP standard for the LSBU and recommends use of LSBU reserve funding to support the submission.

1.1 Background

1.1.1 IIP is a national standard that recognises people as the greatest asset within an organisation and is designed to provide a framework that ensures people have the right knowledge, skills and motivation to work efficiently.

1.1.2 The standard has 10 core indicators contained within an approach that encourages an organisation to:

- develop strategies to improve the performance of the organisation;
- take action to improve the performance of the organisation; and
- evaluate the impact on the performance of the organisation.

The approach may be summarised within a continuum of Plan, Do and Review designed to improve the performance of the individual, team and organisation aligned to personal and business plan objectives.

1.1.3 The scheme is administered by Quality South East (QSE) who are licensed by Investors in People UK to undertake assessments and offer pre and post recognition support to organisations seeking or already accredited to IIP.

1.2 The LSBU

1.2.1 The LSBU employs around 350 staff in total, including a wide variety of permanent and casual workers on a full, part time and seasonal basis. Whilst staff are

employed on a similar contract to other TMBC employees, working practices vary in accordance with the nature of the facilities and the leisure industry as a whole.

- 1.2.2 It has, therefore, been the Council's policy that the LSBU seek accreditation to the liP standard independently of the rest of the Council. This was successfully achieved for the first time in July 2004. The award is valid for 3 years and the LSBU is now due for reaccreditation.

1.3 Progress

- 1.3.1 Bearing in mind a number of management resource issues that have confronted the LSBU over the past 12-18 months the Leisure Contracts Manager (LCM) has successfully negotiated a short extension of time with QSE (2 months). Relevant staff have subsequently attended a workshop seminar with QSE to assist in devising an action plan. The action plan is currently being implemented by the LSBU Management Team.
- 1.3.2 An assessor has been appointed by QSE and a planning meeting will take place with the assessor a week after the date of this Board. The action plan will be reassessed at this stage and the LCM will make a decision whether external support is required to assist the preparation.

1.4 Funding

- 1.4.1 The cost of reaccreditation is in the order of £3,000. Further external support referred to in sub-section 1.3.2 may cost up to a further £2,000 if required. Whilst the LSBU revenue estimates do not provide for this expenditure the LCM has identified LSBU reserve funding in liaison with the Director of Finance that may be used for this purpose.

1.5 Legal Implications

- 1.5.1 Nil.

1.6 Financial and Value for Money Considerations

- 1.6.1 The LSBU has an earmarked reserve fund that may be used to support the liP assessment.

1.7 Risk Assessment

- 1.7.1 The LSBU Operational Risk Register acknowledges the risks associated with the failure to adequately train staff. It highlights in particular the potential for loss of professional/public credibility to the organisation and consequent potential financial loss. liP is identified as an existing and ongoing control to prevent these risks.

1.8 Recommendations

1.8.1 It is, therefore, **RECOMMENDED** that:

- 1) The LSBU proceeds with a submission for reaccreditation to liP as outlined in the report; and
- 2) The LSBU reserve is utilised to support the costs of the submission and external support as required.

The Chief Leisure Officer confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

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File Reference MG303

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