

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

22 September 2010

Report of the Chief Leisure Officer

Part 1- Public

Matters for Information

1 LEISURE SERVICES BUSINESS UNIT – INVESTORS IN PEOPLE AWARD

Summary

This report updates the Board on the success of the Leisure Services Business Unit in achieving Gold Investors in People (IiP) status.

1.1 Background

1.1.1 Members may be aware that the Leisure Services Business Unit successfully achieved the IiP award in 2004 and 2007. The award is valid for three years and a review became due in July 2010. The standard has been revised to allow organisations to seek a more detailed profile of the main criteria and gain bronze, silver or gold status. The assessment took place over a three day period, during which a cross section of staff at all the indoor leisure facilities were interviewed.

1.2 Outcome

1.2.1 The Leisure Services Business Unit is assessed independently of the Council and the assessor was very complimentary of the commitment shown to induction, training and development of staff as well as communication and involvement.

1.2.2 At the end of the assessment, the assessor was pleased to confirm that the Leisure Services Business Unit has retained recognition to the award with gold status. The assessor summarised the overall approach as follows; *“... the values of the service are clear to all staff and inform the way in which everyone is expected to work. These reinforce the positive ‘can do’ culture the management team are seeking to establish across all roles. This is helped in no small part by the enthusiasm the majority of staff feel for their jobs. The values are expressed succinctly as: ‘Clean, Safe & Happy’ and all staff described how this influenced the way they work”*

1.2.3 The scheme is managed in London & South East by Improving Business Performance which has confirmed that there are 5,743 businesses in the region recognised as Investors in People. At present the Leisure Services Business Unit is the only leisure facilities organisation and one of just 52 businesses in total to achieve Gold status in the region.

1.2.4 A copy of the full report can be made available to Members electronically or in hard copy on request.

1.3 Future Actions

1.3.1 The review report contains suggested future actions which will be incorporated into the Leisure Services Business Unit Service Improvement Action Plans over the forthcoming twelve months.

1.4 Legal Implications

1.4.1 None.

1.5 Financial and Value for Money Considerations

1.5.1 The assessment costs were funded from the central training budget.

1.6 Risk Assessment

1.6.1 The Leisure Services Business Unit 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.

1.7 Policy Considerations

1.7.1 Human Resources.

Background papers:

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File Reference: MG303 – Investors in People Review Report

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