

# Investors in People

Jim Carrington-West



# The National Picture



**One of only two Local Authorities to hold platinum (East Devon)**

**Top 1% of accredited organisations**

# The Assessment

**108 Criteria, 9 Themes**

**Staff Survey**

**Evidence Portfolio**

**1:1 Discussions**

**Focus Group Discussions**

**Observation – absorbing culture and attending meetings**

# Themes

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

# Themes Outcomes

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

# Your overall survey score.

## Benchmark



- YOUR BENCHMARK
    - **781**
  - AVERAGE IIP BENCHMARK \*
    - **728**
  - AVERAGE INDUSTRY BENCHMARK
    - **682**
- Showing results for Public Administration and Defence

## Some figures...

99%

Understand how their role contributes to the organisation

96%

Share your organisation's values

95%

Consider their objectives are set in line with the organisation's strategy

96%

Consider senior management communicates the organisation's ambition

90%

Feel appreciated for the work they do

74%

Feel rewarded in ways that match their motivations



## Some headlines...

People regularly referred to all your values when giving examples of why they enjoyed working at Sevenoaks District Council.

People felt colleagues worked together well and were responsive when asking for help. 'The customer is anyone who isn't me' mattered to people.

People had pride working for your organisation and it was frequent to hear people say that Sevenoaks District Council was the best organisation they had worked for.

The word 'caring' was the most repeated word in all focus groups.

People frequently made reference to senior leaders being approachable, friendly and transparent with information.

## More headlines...

Your organisation's response to supporting customers through Covid was considered exceptional by people.

People felt that hybrid working had increased motivation levels as people felt trusted to work from home and also that communication both at an individual level and team level had remained strong.

Many people highlighted that a strength of your organisation was that you didn't hold people back who had the desire to progress and also that people were given every opportunity to progress.

Your organisation's caring approach combined with both line managers and senior leaders consistent use of recognition were the key points raised why people felt appreciated.

# Recognition

- Part of a regional group of organisations sharing knowledge and learning at regular events
- Invited to speak at National events
- Shared knowledge with numerous organisations directly, many from the private sector
- Previously won Investors in People awards including Excellence in Leadership and Management and Leader of the Year
- Presented awards to International organisations on behalf of Investors in People
- Invited to put in a submission for the Platinum Organisation of the Year award (250+ employees) for the 2023 liP International Awards