

REPORT

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| To: CORPORATE SERVICES COMMITTEE | | Subject: INVESTORS IN PEOPLE (IIP): INTERNAL REVIEW OF CORPORATE SERVICES |
| From: EXECUTIVE DIRECTOR OF CORPORATE SERVICES | | |
| Date: 29 April 2009 | Ref: JO'H/BN | |

1. Purpose of Report

1.1 The purpose of this report is to advise the Corporate Services Committee of the outcome of the Investors in People Internal Review of Corporate Services undertaken in January and February 2009.

2. Background

2.1 North Lanarkshire Council achieved IIP accreditation for the Council on 10 December 2008. The Chief Executive of IIP Scotland formally presented the accreditation to the Senior Officers Briefing on 18 February 2008.

2.2 North Lanarkshire is the fourth Local Authority in Scotland to gain Corporate IIP recognition.

2.3 A three year assessment schedule for Council Services is in progress.

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| Corporate Services | January 2009 |
| Environmental Services | May 2009 |
| Housing and Social Work Services | 2010 |
| Finance and Customer Services | 2010 |
| Learning and Leisure Services | 2011 |
| Chief Executive's Office | 2011 |

2.3 Strategic evidence for the review was gathered by the Managing Assessor, appointed by IIP Scotland who interviewed the senior management team and a team of Internal Reviewers conducted the review in all Divisions of Corporate Services. Twenty nine per cent of staff in Corporate Services were interviewed.

3. Findings

3.1 Following the interviews IIP Scotland have confirmed that the Corporate Services continues to meet the Investors in People Standard.

3.2 A number of strengths and areas of good practice were identified including

- Improved service planning process
- Strong communications strategy
- Structured and meaningful team briefing processes
- Recent improvements to the Performance Review and Development process
- Continued development of e-learning packages

3.3 Potential areas for development were also identified in the report and these will inform the Corporate Services IIP Action Plan for 2009/10.

4. **Recommendation**

- 4.1 The Committee is recommended to note the achievement of Corporate Services in retaining the IIP accreditation and
- 4.2 in line with the strategy for North Lanarkshire Council, Corporate Services will be incorporated into the Council's annual rolling review programme. This will ensure that all services of the Council are assessed at least once within every three year period by the Internal Review Team, led by the Managing Assessor.


Executive Director of Corporate Services

Members seeking further information on the contents of this report should contact John O'Hagan, Executive Director of Corporate Services on Extension 2345.