Investors in People – Silver Reaccreditation

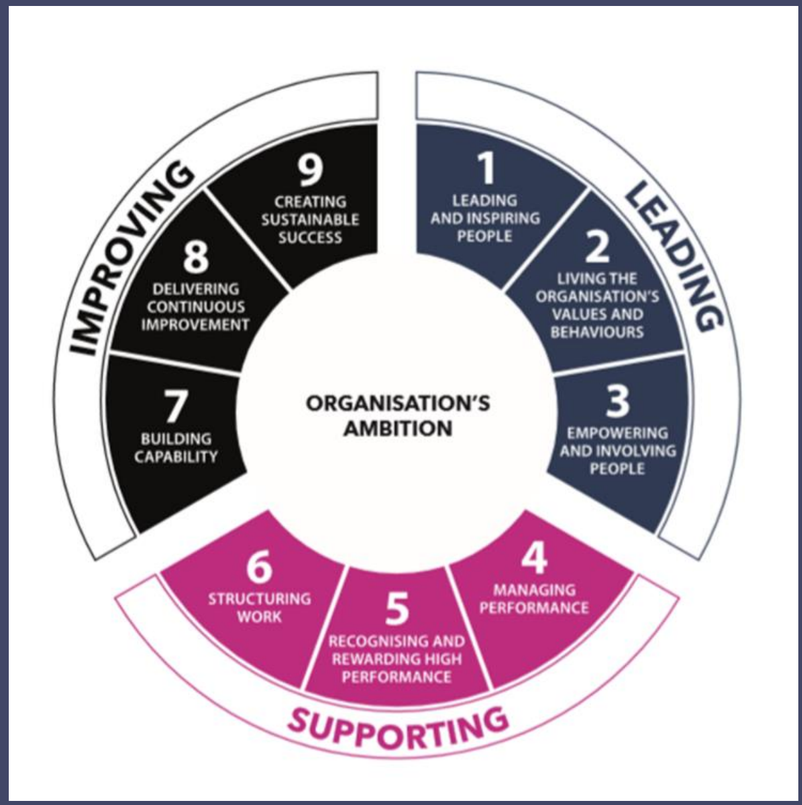
The Investors in People Framework

- **Investors in People** measures how well organisations are doing at leading and supporting their staff; and the impact of people strategies and initiatives.

- It comprises nine indicators - key areas for excellence in people management. Each indicator is sub-divided into three themes that organisations are assessed against.

- The framework sets out the criteria for different levels of accreditation: Standard, Silver, Gold and Platinum.

- The Trust first achieved Investors in People accreditation in May 2011 which was reaccredited in April 2017. We achieved Silver accreditation February 2020 and again October 2023



Our approach to accreditation

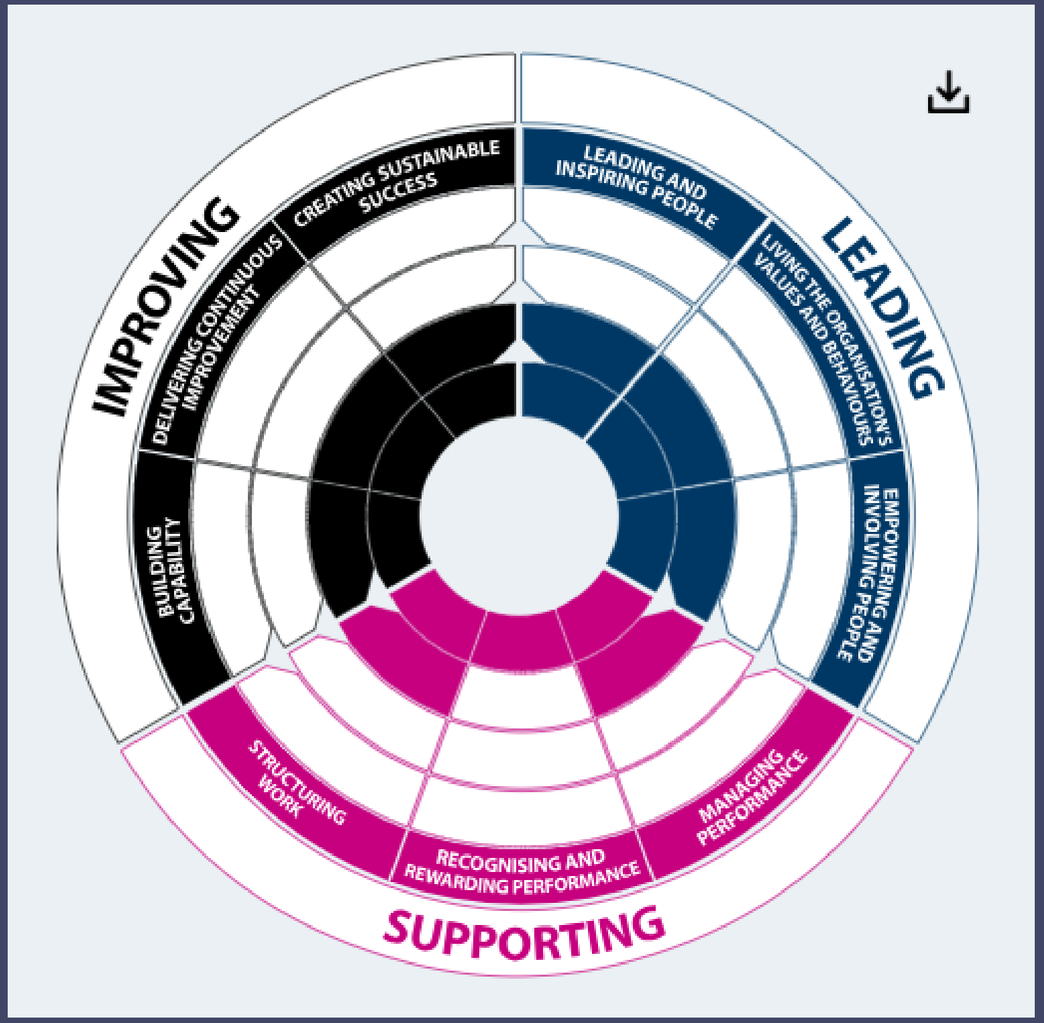
- Our Trust is the only Trust in Northern Ireland that has taken a Staged, Rolling Review approach to IiP accreditation.
- SE Trust works with operational staff as IiP Internal Reviewers
  - Dual Role i.e. IiP Assessors and Champions.
- Our aim is to engage with our work colleagues (our people) to hear how better people practices could support them to improve their experiences and the services we deliver.
- This ensures our assessments remain real, reflecting frontline pressures and both organisational and service priorities

What was involved?

- Extensive project spanning 3-years (2020-23). Here's some key facts ...

- We trained 21 Internal Reviewers - 12 new people and 9 returning
- Issued 11,086 assessment surveys to our staff (9,940 previously)
- Received 3,221 survey responses from our people (12% higher than previous cycle)
- Co-ordinated 23 internal review assessments
- Met with 659 people to gather their views (104 more than previous cycle)
- Produced 28 reports (3 more than previously)
- Attended 23 feedback meetings
- 14 presentations and updates, involving 63 people for the final assessment

Our Result


IMPROVING
LEADING
SUPPORTING
CREATING SUSTAINABLE SUCCESS
LEADING AND INSPIRING PEOPLE
DELIVERING CONTINUOUS IMPROVEMENT
LIVING THE ORGANISATION'S VALUES AND BEHAVIOURS
BUILDING CAPABILITY
EMPOWERING AND INVOLVING PEOPLE
STRUCTURING WORK
RECOGNISING AND REWARDING PERFORMANCE
MANAGING PERFORMANCE

Key Feedback

- **What we're good at**:
  - Living the Trust's Values & Behaviours
  - Structuring the way we work
  - Involving & Empowering people

- **What we could do better:**
  - Recognising & Rewarding high performance
  - Leading & Inspiring people
  - Building capability
  - Creating sustainable success

To be proud of

Your people responded rapidly to ever changing circumstances and demands, stepping up and stepping down services, introducing new models of care, working remotely, and increasing the use of digital technology; working collaboratively with teams, health and care partners, and communities throughout the pandemic

A range of enabling strategies are being implemented as you navigate an increasingly complex environment, including winter preparedness and service rebuilding plans, and transformation agenda

Your improvement and change agenda has been widespread. People are exploring and adopting new approaches, solving problems, implementing new systems, and dealing with pressing policy and service delivery challenges. You have been leading the way regionally with Encompass.

The core values exemplify what the Trust stands for and are an essential element of your identity. You are committed to developing an open, just and learning culture encouraging people to speak up about concerns

You have a cohesive and proactive programme of regular communication activities, with information shared via multiple channels

Your learning provision is meaningful and linked to supporting professional needs; leadership and management development has been a key part

You used the rich source of information on staff experience derived from surveys and listening activities to inform direction of travel in your People Plan and have strengthened your commitment to health and wellbeing.

What our people want

- Time to ensure they can deliver their best care for patients and service users
- To feel safe and supported at work
- Visible, consistent, collaborative and inclusive leadership so they feel informed and connected
- Time for personal and team development
- The Trust to attract and retain great people to ensure every area is resourced to meet demand
- Further support for staff health and wellbeing
- Transparent and two way communication & involvement in decision making
- Leadership and line management capability at all levels

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