

INVESTOR IN PEOPLE CASE STUDY: THE ENVIRONMENT AGENCY



ENVIRONMENT IN GOOD HANDS

England and Wales' treasured landscape is in good hands thanks to The Environment Agency's commitment to staff development and its strategic long-term planning for the future.



INVESTOR IN PEOPLE

The agency's 12,000-strong workforce, based across England and Wales, are its best asset as it works towards creating a cleaner atmosphere, better quality of life and a healthier, richer and more diverse environment in which people and wildlife can flourish.

The independent government agency monitors the environment to ensure that national guidelines and policies are adhered whilst acting as an expert consultee in a bid to promote regeneration and sustainability.

Investors in People (IiP) assessors found that despite the sheer size of the organisation, coupled with differing regional priorities, the agency is well run and benefits hugely from a long-term visionary strategy, 'Making it Happen'. This strategy sets out the agency's aspirations over a 20 year period until 2021.

To meet the challenges ahead, the agency has placed great emphasis on equipping people with the right skills and knowledge.

The organisation shares its plans for the future with its workforce and, through giving individuals ownership of their Personal Development Plans, empowers people to raise their level of performance. This may be through NVQs, degrees or other qualifications suited to a person's role.

Endorsing the core IiP values and adopting strong communications processes, quarterly reviews, annual appraisals, management development programmes, health and safety procedures and equality practices, The Environment Agency have developed a dedicated and committed workforce passionate about the future of the environment.

The development of people has helped the organisation reduce the number of accidents, improve Risk Appraisal scores, achieve better outcomes relating to Operator Pollution and reduce the turnover of Environment Officers. Furthermore, The Flood Defence Foundation degree course at the University of Newcastle has enabled the agency to develop its own in-house engineers.

Penny Lee, Head of Organisation Development & Training, said: "People development is central to achieving our strategy to improve the environment for people and wildlife in England and Wales. This is recognised by the fact that we have achieved the Investors in People (IiP) standard."

"Keeping people development at the heart of what we do ensures we continually improve our skills and how we work. Using the IiP Standard to guide our learning and development strategy helps us get the most from our investment in Learning & Development."

Staff commented: "I really feel that I make a difference and that it is appreciated." Another commenting on training and development said: "It has enabled me to have the skills to increase the

performance of eight other people.” “Better level of service to those we regulate. Better level of confidence in what we do by those we regulate.”

Background Information

Investors in People is all about recognising that people are at the heart of organisations. Getting the best out of staff has a direct impact on the success of organisations.

The Investors in People accreditation helps organisations identify and implement proven methods to help staff achieve organisational objectives. Thousands of organisations across the South West continue to recognise the value delivered by Investing in People today.

Quality South West are the Investors in People Assessment & Recognition Centre for the South West. Contact our Advisory Team on (01452) 413641 to find out more.