
INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

Information released title	Investors in People accreditation – Legal Services Commission
Original request	Please confirm if the Legal Services Commission ever had the award of Investors in People. If it was granted please confirm when it was granted and why it was taken away.
Date of release	20/06/2013
Requester type	Individual

Information released:

Thank you for your request which we received on 22nd May concerning information held on the Investors in People accreditation status of the Legal Services Commission.

Your response has been generated by the UK Commission for Employment and Skills. In April 2010, responsibility for the Investors in People Standard was passed from government to the UK Commission. These arrangements mean that the UK Commission took over guardianship of the Investors in People Standard and framework, including responsibility for ensuring continued high quality through the licensing of regional and national delivery centres across the UK.

I can confirm that the UK Commission for Employment and Skills holds some of the information you requested. Your original request asks us to supply two pieces of information:

Please confirm if the Legal Services Commission ever had the award of Investors in People. If it was granted please confirm when it was granted and why it was taken away.

I can confirm that the Legal Services Commission achieved the Investors in People award on 13th March 2009. The organisation was no longer working with Investors in People as of 13th March 2012.

In response to the latter part of your second question, we feel it would be helpful to provide a little context to the Investors in People framework and procedure, in order to correct the implication that the award was removed.

The Investors in People framework is based on three key principles to help focus on organisational priorities and improve performance through people:

- **Plan:** Develop strategies to improve performance
- **Do:** Take action to improve performance
- **Review:** Evaluate and improve performance

In following these principles, Investors in People accredited organisations are subject to a review at least every three years. Reviews can help to signpost areas of the business that need more attention and flag up parts of the Investors in People framework that could help an organisation to boost their performance. The emphasis is on continuous improvement.

When their Investors in People accreditation is due for renewal, organisations reflect on whether or not to gain re-accreditation, based on factors such as perceived costs and benefits and changing business situation. A small number choose not to pursue Investors in People re-accreditation. This was the case for the Legal Services Commission.

The UK Commission does not hold information on why an organisation holding an Investors in People award does not seek re-accreditation, however in line with our duty to provide advice and assistance, it may be helpful to draw your attention to the Legal Services Commission's [Annual Report and Accounts 2011/12](#) and in particular to p. 24 which explains:

Due to the pace and high level of internal change we are experiencing, the Executive Team have taken the decision not to renew our Investors in People accreditation. However, as an organisation we will continue to use the frameworks and standards set out by Investors in People in everything that we do.

Investors in People is a voluntary good practice framework under which Investors in People prefer to continue to work with organisations regardless of their circumstances in order to improve their performance and that of individuals through the development of all their people.

Accreditations have been removed from certain organisations in the past for extreme incidents, such as fraud and health and safety breaches. I can confirm that this was not the case for the Legal Services Commission, who made a decision themselves not to pursue Investors in People accreditation.

If you are unhappy with the way your request has been handled, you can request a review by writing to Secretariat Services at the following address:

UK Commission for Employment and Skills
Renaissance House
Adwick Park
Wath upon Dearne
South Yorkshire
S63 5NB

If you remain dissatisfied with the handling of your request, you have a right of appeal to the Information Commission at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Their telephone number is: 08456 30 60 60 or 01625 54 57 45 and you can visit the ICO website: www.ico.gov.uk.

Yours sincerely,

Freedom of Information Team,
UK Commission for Employment and Skills