
INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

Information released title	Investors in People accreditation – Royal Household, procedures and file contents
Original request	<ol style="list-style-type: none"> 1. Please could you provide me with the full contents of the file marked 'RH'. 2. Please can you provide a copy of the information you hold supporting the claim that the Royal Household achieved Investor in People status on 10 June 2010. Please also advise and assist me by explaining how this squares with the claim that 'no information is held that clearly identifies the Royal Household'. 3. Please also provide me with all information held but not already on WhatDoTheyKnow.com relating to my previous request for recorded information (acknowledged on 26 November 2012) and the related internal review request (dated 26 January 2013). This should be taken to include any information created as a result of action taken to investigate the lack of clear records such as 'exploring this with the relevant Delivery Centre'. 4. Please could you provide me with any recorded information not already released to me that explains the lack of information held about the Royal Household. 5. Please could you provide me with copies of the procedures and policies in place to ensure that 'Investors in People' accreditation is carried appropriately and that proper records are created and retained.
Date of release	29/04/2013
Requester type	Individual

Information released:

Thank you for your request which we received on 2nd April. Your request is being handled under the Freedom of Information Act 2000.

Your response has been generated by the UK Commission for Employment and Skills. As you may know, 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 the licensing of regional and national delivery centres across the UK.

Your message made five requests for information held by the UK Commission for Employment and Skills:

1. Please could you provide me with the full contents of the file marked 'RH'.
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3. Please also provide me with all information held but not already on WhatDoTheyKnow.com relating to my previous request for recorded information (acknowledged on 26 November 2012) and the related internal review request (dated 26 January 2013). This should be taken to include any information created as a result of action taken to investigate the lack of clear records such as 'exploring this with the relevant Delivery Centre'.
4. Please could you provide me with any recorded information not already released to me that explains the lack of information held about the Royal Household.
5. Please could you provide me with copies of the procedures and policies in place to ensure that 'Investors in People' accreditation is carried appropriately and that proper records are created and retained.

The recorded information that you requested is communicated to you below.

1. Please could you provide me with the full contents of the file marked 'RH'.

As explained in our responses (dated 17th December 2012 and 9th March 2013) to your previous request, the UK Commission holds an internal database of organisations which have been assessed with a view to being awarded Investor in People status. This database contains a minimal record for an organisation named 'RH'. The information in the file 'RH' is as follows:

RH is a third sector organisation classified within the industry sector of 'leisure and other services'. RH is categorised as a large, London-based organisation with a sizeband of between 1,000 and 9,999 employees. This record was created when, according to the data, RH first became a client of the licensed centre, IBP Ltd, on 8th February 2012. This was also the latest date recorded to indicate when RH started 'Working with Investors in People'. The data indicates that it is a 'committed organisation' and that the outcome of a review is being awaited.

In line with our duty to provide advice and assistance I can confirm that IBP is a licensed Investors in People Centre covering London and the South East and South West of England. I can also confirm that a 'committed' organisation denotes an organisation that has developed an action plan and/or strategy

which defines how it is going to implement Investors in People and that an organisation 'working with Investors in People' is one that is working within the principles of the Investors in People Standard. I can also advise that all Investors in People organisations are reviewed in order to evaluate and improve performance.

As stated in the report of the Internal Review conducted earlier this year, we hold no further information in the file marked 'RH' and there is no information recorded which would identify the organisation to which this record relates further.

- 2. Please can you provide a copy of the information you hold supporting the claim that the Royal Household achieved Investor in People status on 10 June 2010. Please also advise and assist me by explaining how this squares with the claim that 'no information is held that clearly identifies the Royal Household'.**

I can confirm that the information was obtained following a telephone call between the UK Commission and the relevant licensed Delivery Centre IBP Ltd.

In its previous correspondence (dated 17th December 2012 and 9th March 2013), the UK Commission outlined the steps that it took to determine what recorded information it held in relation to this matter and provided the context to support your understanding.

- 3. Please also provide me with all information held but not already on WhatDoTheyKnow.com relating to my previous request for recorded information (acknowledged on 26 November 2012) and the related internal review request (dated 26 January 2013). This should be taken to include any information created as a result of action taken to investigate the lack of clear records such as 'exploring this with the relevant Delivery Centre'.**

Please see our response to question 2 above which explains how the relevant information was communicated to the UK Commission. The only recorded information we hold relevant to your request and as a result of our conversation with the Delivery Centre is as follows:

- That no further information is held by the Delivery Centre and the fact that the decision to record limited information was based on a decision made by the predecessor organisation to the UK Commission to preserve confidentiality;
- That the Delivery Centre referred to the Royal Household in its database as 'RH'. Please note that it was this fact which prompted a search by the UK Commission for an organisation with the same acronym, details of which are referred to above in the answer to question 1.

- 4. Please could you provide me with any recorded information not already released to me that explains the lack of information held about the Royal Household.**

The UK Commission holds no further information in relation to the subject matter of this request.

- 5. Please could you provide me with copies of the procedures and policies in place to ensure that 'Investors in People' accreditation is carried appropriately and that proper records are created and retained.**

The table below lists the relevant policies and procedures underpinning the work of the UK Commission as it develops and maintains the integrity of Investors in People and its licensed Centres as they deliver the Standard.

Title	Description
<i>Statement of quality requirements for licensed Investors in People Centres</i>	<p>This Statement details the quality requirements to be provided by licensed Investor in People Centres and includes requirements stipulated in relation to the provision of management information.</p> <p>This document is available here.</p>
<i>Investors in People Customer Charter</i>	<p>This Customer Charter outlines the support and standards of service that organisations can expect to receive as a customer using Investors in People to improve their performance. The Charter describes the range and level of service that organisations can expect from any one of the UK Commission’s Licensed Investors in People Centres around the UK.</p> <p>This document is available here.</p>
<ul style="list-style-type: none"> • <i>Information Pack for Investors in People Centre Licence Applicants</i> • <i>Appendix 14: Technical Requirements for Investors in People Centres</i> 	<p>This information pack provided supplementary information to a tendering exercise to award licences to Centres to deliver Investors in People in England between 2011 and 2014. It outlined the services to be provided by licensed Investors in People Centres, which included the ability of Investor in People Centres to develop and maintain an effective Customer Relationship Management database and to provide client management information to the UK Commission that met specific technical data requirements. These requirements were delineated in more detail in appendix 14: Investors in People Centre Technical Data Requirements.</p> <p>The Information Pack is available here and its Appendix 14: Investors in People Centre Technical Data Requirements is available here.</p>
<i>Investors in People Policy and Practice Guide For Investors in People Specialists.</i>	<p><i>Investors in People Policy and Practice Guide for Investors in People Specialists</i> is designed to be a comprehensive handbook for specialists helping organisations achieve their goals and objectives.</p> <p>This guide can be purchased from the Investors in People shop, available through The Stationery Office.</p>
<i>Investors in People Policy and Practice Guide For Internal Review.</i>	<p>This guide is designed to provide policy and guidance for Internal Reviewers and Lead Specialists when undertaking an Investors in People internal review.</p> <p>This guide can be purchased from the Investors in People shop, available through The Stationery Office.</p>

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 or complaint, you have a right of appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Or telephone, 08456 30 60 60 or 01625 54 57 45 or visit the ICO website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely,

Freedom of Information Team,
UK Commission for Employment and Skills