

INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

Information released title	IIP accreditation of PHSO
Original request	<ol style="list-style-type: none"> 1. Please may I know the precise date when Investors in People awarded PHSO the Bronze Award Investors in People? 2. What criteria did PHSO prove they had that qualified them for the Bronze Award Investors in People? 3. Was the Bronze Award solely on account of its internal structure of looking after its workforce? I note that much is made on the website of IIP that managing staff satisfaction is very important. 4. Or was the Bronze Award provided also for meeting the criteria of serving the public and citizens with good, accurate assessments and reports in respect of complaints taken to them either via MP's [for Parliamentary Ombudsman] or as the Second Tier Complaints resolution for the NHS [for the Health Ombudsman]?
Date of release	29.04.2015
Requester type	Individual

Information released:

1. The Parliamentary and Health Services Ombudsman (PHSO) achieved the Investors in People (IIP) award at Bronze level on 25th March 2011.
2. In 2011, PHSO were assessed against the IIP Framework, which highlights the essential indicators of effective people management. To achieve the Standard IIP accreditation, an organisation must meet the Framework's 39 evidence requirements. For aspirational organisations, Bronze, Silver and Gold levels of accreditation are available. As an IIP Bronze organisation, PHSO achieved 26 additional evidence requirements. You can read more about these evidence requirements on the [Framework V page](#) of the IIP website.
3. I can confirm that, like all IIP accredited organisations, PHSO received the award by demonstrating that it met specific evidence requirements that related solely to best practice in people management. IIP is a management framework for high performance through people.



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4. IIP is a voluntary good practice framework which awards accreditation based on organisation-wide corporate policies and practices related to people management, rather than an organisation's wider performance in the delivery of its core remit.

The trade mark term "Investors in People" only relates to the fact that an organisation has met the requirements of our Standard. It does not imply any wider responsibilities in the relationship between an employer, its people and the wider community it serves.