



INVESTORS IN PEOPLE
Scotland

Name: Glasgow Science Centre
Profile: Charity
Size: 99 employees
Location: Pacific Quay, Glasgow
Website: www.glasgowsciencecentre.org



Background

Glasgow Science Centre, a £75m Millennium project, is the largest of its type in the UK and the second largest Millennium project in Scotland. The Centre officially opened its doors in 2001. Since then, its titanium buildings, sparkling on the banks of the river Clyde, have become one of the city's iconic sights and a must-see attraction for both public and schools alike.



Niall Cockburn, Human Resources Manager, tells us about Glasgow Science Centre's recent Investors in People recognition.

Why Investors in People?

"It was important for us to benchmark against a recognised standard, which would benefit our staff and allow us to focus in the direction we wanted. The Investors in People Standard has a focus on people principles that would benefit the company and it was a bonus to receive this accreditation as a milestone on our journey. Investor in People's experience meant they could prove that there are many positive and proven benefits in working towards the Standard. "

What differences has achieving the Standard made to your business and the way it works?

"It was important for us to take several steps back and review what we did as a company. Working to the principles of Investors in People however has made massive differences to us. For example, we now have a clear *Vision, Mission, Values* and *Strategy*, which were developed with input from all our staff."

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Has it changed what you do day to day?

“The company has now become more open and honest about what, how and when we do things. This has taken some time to develop and we still have some small challenges to work on.

Our leadership has developed. All managers are open and available in what they do and now take it in turns to chair all our staff meetings. We hold Ideas Weekends, after each 6 monthly employee questionnaire, where we ask our people for their ideas and views in relation to all departments. The line managers then respond to all comments.

Asking our teams what they think is a continual process and they are involved in developing the strategy for their teams. Everything we have done has improved the relationship we have with our people, increasing their motivation and providing us with some great benefits.”

Have there been any benefits to your bottom line and/or staff retention as a result?

“Yes, we have many benefits to report. We carry out two employee satisfaction questionnaires a year and the results have steadily improved. Our staff retention rate is now 80% (for 2006) an increase of 18% since 2004 and overall sick absence has dropped 8.8% over four years.

Our customer service ratings remain consistently above 8 out of 10 and our visitor return rate has increased to 47%. The learning and development we provide in some posts also gives a good grounding for those wanting to pursue careers in teaching.”

What is your overall philosophy about your relationship with your staff?

“As we seek our vision of being a world-class science centre, we must always remember that our main resource is our people. Developing our team is essential as they are the only ones that can meet this mission. We need to constantly motivate and inspire them to do so.”

How do you reward people whom have shown special initiative?

“In addition to public thanks at meetings, we have also developed a Reward and Recognition programme, recognising those that go ‘above and beyond’ in giving their customer something extra. All staff can nominate their colleagues when they have gone ‘above and beyond’ and they then vote on who they feel deserves the award. The winner is then announced and rewarded by the Chief Executive at all our staff meetings.

Our Media Stars award ensures that anyone making a significant contribution to media relations is nominated for a prize. Relying on staff to develop their own stories ensures they take great pride in the work they do and the promotion of the company.”

What would you say to anyone considering Investors in People?

“Value the principles of Investors in People and learn from them - don’t just do it to get the plaque on the wall. When you value your people, the accreditation will come naturally.”

