



# Sub Reporting Guide

## Accessing Your Sub Report

Managers who have a Sub Report set up in the system can access it directly through their iMatter account.

1. Log in to your account at:  
<https://nhsscotland-sep.webropol.com/Account/Login>
2. Once logged in, the portal page will appear, as shown below.

The screenshot shows the Staff Experience Portal interface. At the top, there is a navigation bar with 'STAFF EXPERIENCE PORTAL' and 'Home' on the left, and 'User management Diana Hudson' on the right. Below this is a dropdown menu for 'Select Questionnaire' and a filter for 'Reports for year 2021 (01/01/2021 - 31/12/2021)'. The main content area is divided into two sections:

**Health and Social Care iMatter Questionnaire for Team:** This section shows an 'Up to date response rate' and an 'Employee Engagement Index' of 94. A list of report buttons includes 'Team Report 2021', 'Directorate Report 2021', 'Yearly EEI & Response Rates', 'Team Yearly Components Report', and 'Directorate Yearly Components Report'. A 'STORYBOARD' button is also visible. A red box highlights the 'Team Report 2021' button, and a text box explains that this section is for the team directly managed.

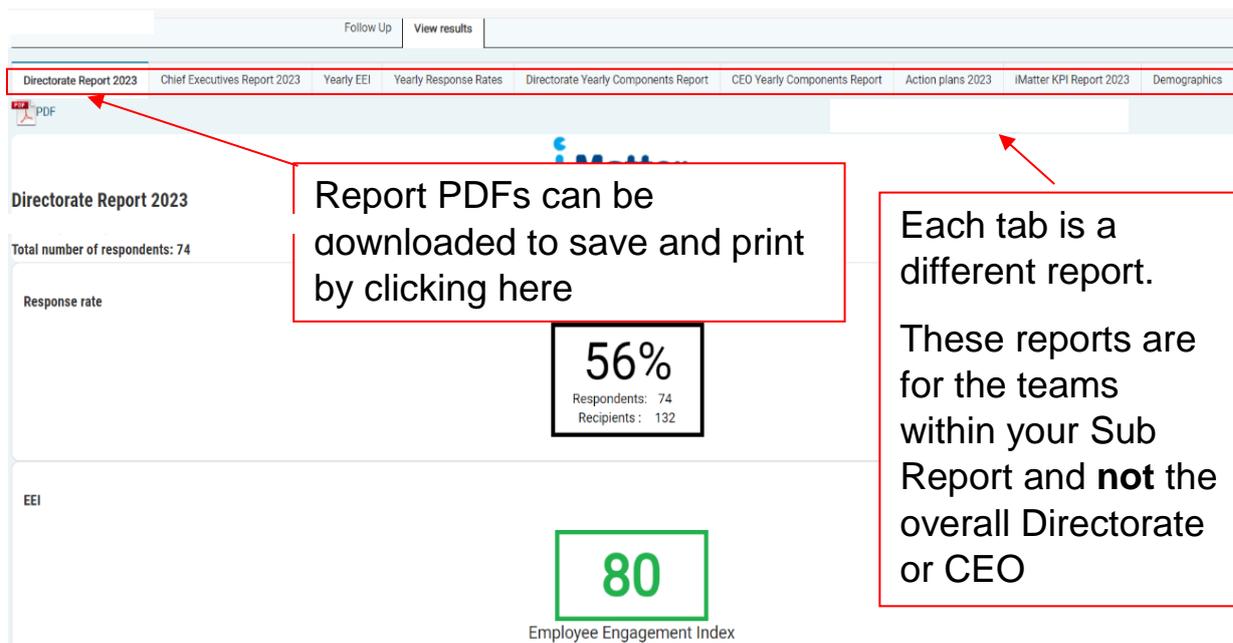
**Health and Social Care iMatter Questionnaire for Directorate: Directorate (Sub Report):** This section shows an 'Up to date response rate' and an 'Employee Engagement Index' of 78. A list of report buttons includes 'Directorate Report 2021', 'Chief Executives Report 2021', 'Yearly EEI', 'Yearly Response Rates', 'Directorate Yearly Components Report', and 'CEO Yearly Components Report'. A red box highlights the 'Directorate Report 2021' button, and a text box explains that this section is for the Sub report set up for the area/service overseen. A red arrow points from this text box to the 'Directorate Report 2021' button.

Click 'Directorate Report' to access your Sub Report

### You can also view your Sub Report by following these steps:

1. Click 'Select Questionnaire' on the portal page.
2. In the drop-down menu, you will see options for:
  - Your team report
  - Your Sub Report (this will include "(Sub Report)" in the name)
3. Select the Sub Report from the list.

Once opened, the Sub Report will display an aggregated report of responses from recipients across all the teams included in the Sub Report.



## Yearly EEI Report

The yearly Employee Engagement Index (EEI) report will display:

- Each team within your Sub Report.
- An indication of whether the EEI has improved compared to the previous year.

Key indicators:

- 'No report' – No team report was achieved for that year.
- '–' (dash) – The team was not in the system during that particular year.

This view provides a quick comparison of engagement trends across all teams included in your Sub Report.



Yearly EEI

EEI numbers and improvements from last year

Teams within your Sub Report will be listed here

Organisation	2019	Improvement	2021	Improvement	2022	Improvement	2023
	-		89		No report		93
	89	↓	86	↓	83	↑	85
	78	↓	52	↑	71	↑	75
	No report		No report		No report		No report
	84	↓	68	↑	72	↓	51
	72	↓	39	↑	74	↑	83
	No report		82	↑	85	↓	82
	92	↓	89	↑	95	→	95
	82	↓	64	↑	76	↑	81
	82	↓	72	↑	82	↓	<b>86</b>

The overall EEI score for the teams in your Sub Report is shown in bold at the bottom of the table

### Yearly Response Rates

The Yearly Response Rates tab enables you to:

- Analyse whether the response rates for teams within your Sub Report have improved, decreased, or remained the same year on year.
- Identify trends in engagement and participation across multiple reporting periods.

This feature provides valuable insight into team consistency and areas that may benefit from additional focus.



Yearly Response Rates

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Organisation	Response rate						
	2019	Improvement	2021	Improvement	2022	Improvement	2023
	100%	→	100%	→	100%	→	100%
	68%	↓	39%	↓	26%	↑	53%
	100%	→	100%	↓	94%	↓	83%
	50%	↑	75%	↓	67%	→	67%
	59%	↑	83%	↓	81%	↓	60%
	100%	↓	50%	↑	71%	↓	14%
	-		100%	↓	75%	↑	100%
	68%	↓	35%	↑	36%	↑	38%
	90%	↓	63%	↓	50%	↑	56%
	73%	↓	61%	↓	60%	↓	56%

# Yearly Components Report

The Yearly Components Report provides:

- The average response score for each question across all teams in your Sub Report.
- Scores are visually represented using a colour-coded system:
  - Green
  - Yellow
  - Amber
  - Red

This colour coding makes it easy to identify areas of strength and those requiring attention at a glance. A key is included within the report.

Directorate Report 2023	Chief Executives Report 2023	Yearly EEI	Yearly Response Rates	Directorate Yearly Components Report	CEO Yearly Components Report	Action plans 2023	iMatter KPI Report 2023	Demographics
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### Directorate Yearly Components Report

1. iMatter Components 2023

iMatter Questions	Staff Experience Employee Engagement Components	Average Response			
		2019	2021	2022	2023
I am clear about my duties and responsibilities	Role Clarity	84	87	92	81
I get the information I need to do my job well	Clear, appropriate and timeously communication	90	90	88	89
I have confidence and trust in my direct line manager	Confidence and trust in management	88	78	90	88
I would recommend my team as a good one to be a part of	Additional Question	90	87	92	89
My direct line manager is sufficiently approachable	Visible and consistent leadership	90	78	90	88
I am treated with dignity and respect as an individual	Valued as an individual	88	75	85	88
I feel my direct line manager cares about my health and well-being	Assessing risk and monitoring work stress and workload	87	75	90	88
My team works well together	Effective team working	89	86	91	87
I understand how my role contributes to the goals of my organisation	Sense of vision, purpose and values	87	84	83	87
I have sufficient support to do my job well	Access to time and resources	88	75	87	80
I am confident performance is managed well within my team	Performance management	85	78	89	86
I am treated fairly and consistently	Consistent application of employment policies and procedures	87	75	85	86
My work gives me a sense of achievement	Job satisfaction	87	79	89	86
I feel involved in decisions relating to my team	Empowered to influence	82	70	83	84
I get enough helpful feedback on how well I do my work	Performance development and review	78	88	82	82
I am given the time and resources to support my learning growth	Learning & growth	78	71	79	81
I am confident my ideas and suggestions are listened to	Listened to and acted upon	81	69	80	81
I feel involved in decisions relating to my job	Empowered to influence	79	86	79	86
I feel appreciated for the work I do	Recognition and reward	79	69	79	80
I am confident my ideas and suggestion are acted upon	Listened to and acted upon	78	67	77	79
I would be happy for a friend or relative to access services within my organisation	Additional Question	84	74	81	78

## Action Plan Tab

The Action Plan tab shows which teams within your Sub Report have completed their Action Plans within the required 8-week timescale, as set by the iMatter Action Planning Key Performance Indicator (KPI).

- If an Action Plan was uploaded within 8 weeks, it will display as 100%.
- If an Action Plan was not uploaded within 8 weeks, it will display as 0%.

This feature helps monitor compliance with the KPI and identify teams that may need additional support to meet deadlines.

Directorate Report 2023	Chief Executives Report 2023	Yearly EEI	Yearly Response Rates	Directorate Yearly Components Report	CEO Yearly Components Report	<b>Action plans 2023</b>	iMatter KPI Report 2023	Demographics
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### Action plans 2023

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Actions plans completed within 8 weeks

Organisation	Action plan		Action plan		Action plan		Action plan	
	2019	Improvement	2021	Improvement	2022	Improvement	2023	2023
	100%	→	100%	→	100%	→	100%	100%
	100%	→	100%	→	100%	→	100%	100%
	100%	→	100%	→	100%	→	100%	100%
	100%	→	100%	→	100%	→	100%	0%
	100%	↓	0%	↑	100%	→	100%	100%
	100%	→	100%	→	100%	→	100%	100%
	100%	→	100%	→	100%	↓	100%	0%
	100%	→	100%	→	100%	↓	100%	0%
	100%	↓	89%	↑	100%	↓	100%	56%

## iMatter KPI Report

The iMatter KPI Report provides an overview of key performance indicators for each team within your Sub Report, including:

- Response Rate - The percentage of team members who completed the questionnaire.
- EEI Score - The Employee Engagement Index score for the team.
- Action Plan Status - Indicates whether an Action Plan was uploaded within the required 8-week timescale.

### Important Note:

- If 'no report' is shown, the team did not achieve the required response rate for a team report to generate. As a result, no EEI score is available.

This report helps managers track engagement, compliance with KPIs, and identify areas which may benefit from additional support.

Demographics

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**iMatter KPI Report 2023**

Total number of respondents: 74

**iMatter KPI Report**

Organisation	Response rates	EEI	Action plans agreed
	2023	2023	2023
	100%	93	0%
	83%	85	100%
	53%	75	100%
	67%	No report	100%
	56%	51	0%
	38%	83	100%
	60%	82	100%
	100%	95	0%
	14%	81	0%
	56%	80	56%

**Key Points to Note for Sub Reports**

- Teams can appear in more than one Sub Report.
- A manager can only be assigned one Sub Report, however, different managers can be set up with the same Sub Report where there is an appropriate business need.
- Sub Reports can be built for multiple levels, such as a service, site, or sub-service.
- Sub Reports can be updated at any time – for example, when Sub Report managers change or when additional reports need to be created.

**Questions?**

If you have any queries about Sub Reporting, please contact the NHSGGC iMatter mailbox at: [ggc.nhsggc.imatter@nhs.scot](mailto:ggc.nhsggc.imatter@nhs.scot)

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