

iMatter Sub Reporting Guide

Managers with a sub report set up on the system will be able to access the report from the portal on their iMatter account. Log in to your account <https://nhsscotland-sep.webropol.com/Account/Login> where the portal page below will appear -

STAFF EXPERIENCE PORTAL Home User management Diana Hudson ?

Select Questionnaire Reports for year 2021 (01/01/2021 - 31/12/2021)

Health and Social Care iMatter Questionnaire for **Team:** D. Hudson, iMatter support

Up to date response rate Employee Engagement Index

Team Report 2021
Directorate Report 2021
Yearly EEI & Response Rates
Team Yearly Components Report
Directorate Yearly Components Report

Action Plan STORYBOARD

This section here is for the team you directly line manage

Health and **Social Care** iMatter Questionnaire for Directorate: NHSGGC (A. MacPherson) HR & OD Directorate **(Sub Report)**

Up to date response rate Employee Engagement Index

Directorate Report 2021
Chief Executives Report 2021
Yearly EEI
Yearly Response Rates
Directorate Yearly Components Report
CEO Yearly Components Report

This section here is for the sub report set up for the area/service you oversee

STAFF EXPERIENCE PORTAL Home

Select Questionnaire

Show all questionnaires (HOME)

Health and Social Care iMatter Questionnaire
Team: D. Hudson, iMatter support, 12/07/2021

Directorate: NHSGGC (A. MacPherson) HR & OD Directorate (Sub Report)

Click 'Directorate Report' to access your sub report.

You can also access your sub report by clicking 'select questionnaire'. On the drop down menu, there will be an option to select your team report, or sub report. The sub report will include "(Sub Report)" in the drop down menu.

Once you have clicked in to the sub report, this will appear as below, showing an aggregated report of responses from recipients across all the teams included in your sub report -

STAFF EXPERIENCE PORTAL Home User management Liana Hudson

Health and Social Care iMatter Questionnaire NHSGGC (A. MacPherson) HR & OD Directorate (Sub Report) Follow Up View results Reports for year 2021 (01/01/2021 - 31/12/2021)

Directorate Report 2021 Chief Executives Report 2021 Yearly EEI Yearly Response Rates Directorate Yearly Components Report

CEO Yearly Components Report Action plans 2021 iMatter 4 KPI Report 2021

PDF

Report PDFs can be downloaded to save and print by clicking here

Each tab is a different report. These reports are for the teams within your sub report and **not** the overall Directorate or CEO

Directorate Report 2021

Total number of respondents: 22

Response rate

88%
Response rate
Respondents: 22
Recipients: 25

78
Employee Engagement Index

The yearly EEI report as shown below will list each team within your sub report and if the EEI has improved from the previous year. Where 'no report' is shown, this means that the team either did not exist previously, or there was no team report achieved.

Directorate Report 2021 Chief Executives Report 2021 **Yearly EEI** Yearly Response Rates Directorate Yearly Components Report

CEO Yearly Components Report Action plans 2021 iMatter 4 KPI Report 2021

PDF



Yearly EEI

Teams within the sub report will be listed here

| Organisation | 2017 | Improvement | 2018 | Improvement | 2019 | Improvement | 2021 |
|--------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|
| [Redacted] | No report | | No report | | No report | | No report |
| | No report | | 91 | ↓ | 90 | ↑ | 94 |
| | No report | | No report | | No report | | 74 |
| | 79 | ↓ | 78 | ↓ | 73 | ↓ | 71 |
| | 95 | ↑ | 99 | ↓ | 98 | ↓ | 94 |
| | 76 | ↑ | 79 | ↓ | 73 | ↑ | 82 |
| | 79 | ↑ | 81 | ↓ | 77 | ↑ | 78 |

67 - 100 Strive & Celebrate 51 - 66 Monitor to Further Improve 34 - 50 Improve to Monitor 0 - 33 Focus to Improve

The Yearly Response Rates tab will allow you to analyse if the response rates of the teams within your sub report have improved, decreased, or stayed the same year on year.

| | | | | |
|------------------------------|------------------------------|---------------------------|-----------------------|--------------------------------------|
| Directorate Report 2021 | Chief Executives Report 2021 | Yearly EEI | Yearly Response Rates | Directorate Yearly Components Report |
| CEO Yearly Components Report | Action plans 2021 | iMatter 4 KPI Report 2021 | | |



Yearly Response Rates

NHSGGC (A. MacPherson) HR & OD Directorate Organisational Effectiveness Sub Report (Diana Hudson)

| Organisation | Response rate | | Response rate | | Response rate | | Response rate | |
|--------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|--|
| | 2017 | Improvement | 2018 | Improvement | 2019 | Improvement | 2021 | |
| | 25% | ↑ | 100% | → | 100% | → | 100% | |
| | 100% | → | 100% | → | 100% | → | 100% | |
| | 64% | ↑ | 82% | ↓ | 67% | ↑ | 78% | |
| | 0% | → | 0% | → | 0% | ↑ | 50% | |
| | 64% | ↑ | 82% | ↑ | 100% | → | 100% | |
| | 0% | → | 0% | → | 0% | ↑ | 100% | |
| | 60% | ↑ | 85% | ↑ | 86% | ↑ | 88% | |

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The Yearly Components Report will show the average response score for each question and shown in Green, Yellow, Amber or Red.

| | | | | |
|---------------------------|------------------------------|-------------------|-----------------------|--------------------------------------|
| Directorate Report 2021 | Chief Executives Report 2021 | Yearly EEI | Yearly Response Rates | Directorate Yearly Components Report |
| iMatter 4 KPI Report 2021 | CEO Yearly Components Report | Action plans 2021 | | |



Directorate Yearly Components Report

1. iMatter Components 2021

| iMatter Questions | Staff Experience Employee Engagement Components | Average Response | | | |
|--|--|------------------|------|------|------|
| | | 2017 | 2018 | 2019 | 2021 |
| My direct line manager is sufficiently approachable | Visible and consistent leadership | 91 | 92 | 93 | 92 |
| I feel my direct line manager cares about my health and well-being | Assessing risk and monitoring work stress and workload | 88 | 92 | 93 | 92 |
| I am treated with dignity and respect as an individual | Valued as an individual | 93 | 91 | 90 | 90 |
| I have confidence and trust in my direct line manager | Confidence and trust in management | 96 | 98 | 91 | 97 |
| I am treated fairly and consistently | Consistent application of employment policies and procedures | 88 | 95 | 91 | 87 |
| My work gives me a sense of achievement | Job satisfaction | 85 | 90 | 74 | 80 |
| I am clear about my duties and responsibilities | Role Clarity | 85 | 90 | 82 | 84 |
| I would be happy for a friend or relative to access services within my organisation | Additional Question | 82 | 95 | 81 | 84 |
| I get the information I need to do my job well | Clear, appropriate and timeously communication | 93 | 98 | 76 | 93 |
| I understand how my role contributes to the goals of my organisation | Sense of vision, purpose and values | 87 | 85 | 88 | 83 |
| I would recommend my team as a good one to be a part of | Additional Question | 92 | 84 | 84 | 93 |
| I would recommend my organisation as a Good place to work | Additional Question | 79 | 83 | 79 | 83 |
| I am given the time and resources to support my learning growth | Learning & growth | 76 | 83 | 75 | 81 |
| My team works well together | Effective team working | 80 | 78 | 84 | 80 |
| I am confident performance is managed well within my team | Performance management | 77 | 78 | 72 | 78 |
| I have sufficient support to do my job well | Access to time and resources | 71 | 77 | 74 | 77 |
| I get enough helpful feedback on how well I do my work | Performance development and review | 91 | 93 | 74 | 77 |
| I feel appreciated for the work I do | Recognition and reward | 80 | 82 | 76 | 77 |
| I feel my organisation cares about my health and wellbeing | Health and well being support | 81 | 80 | 81 | 77 |
| I am confident my ideas and suggestions are listened to | Listened to and acted upon | 81 | 83 | 79 | 76 |
| I feel involved in decisions relating to my team | Empowered to influence | 81 | 80 | 74 | 74 |
| I feel involved in decisions relating to my job | Empowered to influence | 81 | 77 | 70 | 73 |
| I am confident my ideas and suggestion are acted upon | Listened to and acted upon | 76 | 77 | 71 | 72 |
| I get the help and support I need from other teams and services within the organisation to do my job | Appropriate behaviours and supportive relationships | 71 | 75 | 73 | 80 |
| I am confident performance is managed well within my organisation | Performance management | 80 | 84 | 84 | 87 |
| I have confidence and trust in Board members who are responsible for my organisation | Confidence and trust in management | 83 | 87 | 85 | 82 |
| I feel that board members who are responsible for my organisation are sufficiently visible | Visible and consistent leadership | 88 | 87 | 87 | 80 |
| I feel sufficiently involved in decisions relating to my organisation | Partnership working | 55 | 62 | 60 | 57 |

67 - 100 Strive & Celebrate 51 - 66 Monitor to Further Improve 34 - 50 Improve to Monitor 0 - 33 Focus to Improve

The action plan tab will show which teams within your sub report have completed their action plans within 8 weeks (the timescale associated with the iMatter Action Planning Key Performance Indicator (KPI)). If the action plan was uploaded within 8 weeks, it will show as 100%, and if the report was not uploaded within the 8 weeks, it will show as 0%.

| | | | | |
|------------------------------|------------------------------|---------------------------|-----------------------|--------------------------------------|
| Directorate Report 2021 | Chief Executives Report 2021 | Yearly EEI | Yearly Response Rates | Directorate Yearly Components Report |
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Action plans 2021

Actions plans completed within 8 weeks

| Organisation | Action plan | | Action plan | | Action plan | | Action plan | |
|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--|
| | 2017 | Improvement | 2018 | Improvement | 2019 | Improvement | 2021 | |
| | 0% | → | 0% | → | 0% | → | 0% | |
| | 0% | ↑ | 100% | → | 100% | ↓ | 0% | |
| | 0% | → | 0% | → | 0% | ↑ | 100% | |
| | 0% | → | 0% | ↑ | 100% | ↓ | 0% | |
| | 100% | → | 100% | → | 100% | → | 100% | |
| | 0% | ↑ | 100% | → | 100% | ↓ | 0% | |

The iMatter 4 KPI Report will show the response rates, EEI score, if a team report has been generated, and if an action plan has been uploaded for each of the teams in your sub report. Where 'no report' is shown, the team did not achieve the required response rate in order for a team report to generate, therefore no EEI score is available.

| | | | | |
|------------------------------|------------------------------|----------------------------------|-----------------------|--------------------------------------|
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iMatter 4 KPI Report 2021

iMatter 4 KPI Report

| Organisation | Response rates | EEI | Reports achieved | Action plans agreed |
|--------------|----------------|-----------|------------------|---------------------|
| | 2021 | 2021 | 2021 | 2021 |
| | 50% | No report | 0% | 0% |
| | 100% | 94 | 100% | 0% |
| | 100% | 74 | 100% | 100% |
| | 100% | 71 | 100% | 0% |
| | 100% | 94 | 100% | 100% |
| | 78% | 82 | 100% | 0% |

Should you have any questions about your sub report, please contact the iMatter support mailbox - iMatter@ggc.scot.nhs.uk.