Addendum to the Health and Social Care Staff Experience Report 2017: iMatter Health and Social Care Staff Experience Report 2017

As part of the on-going governance inquiry by the Health and Sport Committee the Cabinet Secretary for Health and Sport was recently asked for clarification on the calculation and presentation of the iMatter Employee Engagement Index (EEI) on the basis that referring to the EEI as a percentage is not statistically accurate. The correspondence can be viewed here. (links to Letter to Cabinet Secretary March 2018 and response letter dated 24 April 2018).

Consideration of this concern has confirmed that an oversight led to the EEI figures being presented in percentage terms rather than being shown as an index. Expert advice on this issue has assured us that this does not materially change the nature of the results themselves, the areas of challenge, or the areas where performance is shown to be strong. Any index such as this has the main aim of comparing performance, be that across areas or over time, as long as the calculation is consistent.

The Scottish Workforce and Staff Governance Committee (SWAG) Secretariat have fully considered this issue and unanimously agreed that the EEI calculation should remain unchanged but the results be expressed and presented as an index.

SWAG Secretariat also agreed that the specification for the already planned external evaluation of the iMatter and Dignity at Work surveys will include a review of the current calculation of EEI within iMatter.

The iMatter Health and Social Care Staff Experience Report 2017 has therefore been prepared to show the EEI appropriately presented and should be read alongside the previously published Health and Social Care Staff Experience Report 2017.
63% Response rate
Respondents: 108340
Recipients: 172745

75 Employee Engagement Index

Staff Governance Standards - Strand Scores

<table>
<thead>
<tr>
<th>Standard</th>
<th>Weighted Index Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well Informed</td>
<td>80</td>
</tr>
<tr>
<td>Appropriately Trained &amp; Developed</td>
<td>73</td>
</tr>
<tr>
<td>Involved in Decisions</td>
<td>71</td>
</tr>
<tr>
<td>Treated Fairly &amp; Consistently, with Dignity &amp; Respect, in an Environment where Diversity is Valued</td>
<td>77</td>
</tr>
<tr>
<td>Provided with a Continuously Improving &amp; Safe Working Environment, Promoting the Health &amp; Well Being of Staff, Patients &amp; the Wider Community</td>
<td>76</td>
</tr>
</tbody>
</table>

- **Strive & Celebrate (67 - 100)**
- **Monitor to Further Improve (51 - 66)**
- **Improve to Monitor (34 - 50)**
- **Focus to Improve (0 - 33)**
Experience as an Individual:
Number of respondents: 108340

- I am clear about my duties and responsibilities: 88
- I get the information I need to do my job well: 81
- I am given the time and resources to support my learning growth: 71
- I have sufficient support to do my job well: 77
- I am confident my ideas and suggestions are listened to: 75
- I am confident my ideas and suggestions are acted upon: 70
- I feel involved in decisions relating to my job: 71
- I am treated with dignity and respect as an individual: 82
- I am treated fairly and consistently: 81
- I get enough helpful feedback on how well I do my work: 73
- I feel appreciated for the work I do: 73
- My work gives me a sense of achievement: 81
My Team / My Direct Line Manager:
Number of respondents: 108340

- I feel my direct line manager cares about my health and well-being: 84%
- My direct line manager is sufficiently approachable: 86%
- I have confidence and trust in my direct line manager: 83%
- I feel involved in decisions relating to my team: 75%
- I am confident performance is managed well within my team: 77%
- My team works well together: 81%
- I would recommend my team as a good one to be a part of: 82%

Average score

- Strive & Celebrate (67 - 100)
- Monitor to Further Improve (51 - 66)
- Improve to Monitor (34 - 50)
- Focus to Improve (0 - 33)
My Organisation:
Number of respondents: 108340

Overall, working within my organisation is a ..... Number of respondents: 108340
## EEI number for teams within NHS Scotland

<table>
<thead>
<tr>
<th>EEI Threshold</th>
<th>(67-100)</th>
<th>(51-66)</th>
<th>(34-50)</th>
<th>(0-33)</th>
<th>No report</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Teams</td>
<td>8152</td>
<td>973</td>
<td>67</td>
<td>3</td>
<td>4547</td>
<td>13742</td>
</tr>
<tr>
<td>Percentage of Teams</td>
<td>50.3%</td>
<td>7.1%</td>
<td>0.5%</td>
<td>0%</td>
<td>33%</td>
<td>100%</td>
</tr>
</tbody>
</table>