

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 -

The screenshot shows the iMatter portal interface. At the top, there is a navigation bar with 'STAFF EXPERIENCE PORTAL' and 'Home' on the left, and 'User management Diana Hudson' and a help icon on the right. Below this is a 'Select Questionnaire' dropdown menu and 'Reports for year 2021 (01/01/2021 - 31/12/2021)'. The main content area is divided into two sections. The first section is titled 'Health and Social Care iMatter Questionnaire for **Team:** D. Hudson, iMatter support'. It features a 'Up to date response rate' and 'Employee Engagement Index' section on the left. In the center, there is a vertical stack of report buttons: 'Team Report 2021', 'Directorate Report 2021', 'Yearly EEI & Response Rates', 'Team Yearly Components Report', and 'Directorate Yearly Components Report'. To the right of these buttons is an 'Action Plan' icon and a 'STORYBOARD' button. A red box highlights the 'Team Report 2021' button, and a text box to the right states: 'This section here is for the team you directly line manage'. The second section is titled 'Health and Social Care iMatter Questionnaire for Directorate: NHSGGC (A. MacPherson) HR & OD Directorate **(Sub Report)**'. It also features a 'Up to date response rate' and 'Employee Engagement Index' section on the left. In the center, there is a vertical stack of report buttons: '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 to the right states: 'This section here is for the sub report set up for the area/service you oversee'. A red arrow points from this text box to the 'Directorate Report 2021' button.

This close-up screenshot shows the 'Select Questionnaire' dropdown menu. The menu is open, displaying a list of questionnaire options. The first option is 'Show all questionnaires (HOME)'. The second option is 'Health and Social Care iMatter Questionnaire' with a sub-item 'Team: D. Hudson, iMatter support, 12/07/2021'. The third option is 'Directorate: NHSGGC (A. MacPherson) HR & OD Directorate (Sub Report)', which is highlighted with a red box.

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 Uiana 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.



Yearly EE

Teams within the sub report will be listed here

Organisation	2017	Improvement	2018	Improvement	2019	Improvement	2021
	No report		No report		No report		No report
	No report		91	↓	90	↑	94
	No report		No report		No report		74
	78	↓	78	↓	73	↓	71
	95	↑	99	↓	98	↓	94
	78	↑	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.



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%	

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
				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	81	83	85	82
I feel my direct line manager cares about my health and well-being	Assessing risk and monitoring work stress and workload	83	82	85	82
I am treated with dignity and respect as an individual	Valued as an individual	83	81	80	80
I have confidence and trust in my direct line manager	Confidence and trust in management	80	83	81	87
I am treated fairly and consistently	Consistent application of employment policies and procedures	83	80	81	87
My work gives me a sense of achievement	Job satisfaction	95	90	74	95
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	85	81	84
I get the information I need to do my job well	Clear, appropriate and timely communication	83	85	79	83
I understand how my role contributes to the goals of my organisation	Sense of vision, purpose and values	87	85	83	83
I would recommend my team as a good one to be a part of	Additional Question	82	84	84	85
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	78	83	76	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	75
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	81	83	74	77
I feel appreciated for the work I do	Recognition and reward	80	82	79	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	79	73
I am confident my ideas and suggestion are acted upon	Listened to and acted upon	75	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	72	85
I am confident performance is managed well within my organisation	Performance management	80	84	84	81
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	80	87	87	80
I feel sufficiently involved in decisions relating to my organisation	Partnership working	85	82	80	87

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




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.

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



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.