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 -

This section here is for the team you directly line manage.

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

Click 'Directorate Report 2021' 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, the sub report will appear as below, showing an aggregated report of responses of recipients within the teams that are included in your sub report -

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

Each tab is a different report in relation to the teams included within your sub report.

Please note that due to the way the system is set up by Webropol, the 'Directorate' and 'Chief Executive' reports are the same, and the 'Directorate Yearly Components' and 'CEO Yearly Components' reports are the same. These reports are for the teams within your sub report and **not** the overall Directorate or CEO.

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.

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
	79	↓	76	↓	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 | | |

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Yearly Response Rates

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

| | Response rate | Response rate | | Response rate | | Response rate | |
Organisation	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 an average response score for each question in the questionnaire from 0-100 and what each score means in terms of monitoring and improving.

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				

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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	93	88	92
I feel my direct line manager cares about my health and well-being	Assessing risk and monitoring work stress and workload	88	92	88	88
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	89	88	81	87
I am treated fairly and consistently	Consistent application of employment policies and procedures	88	86	81	87
My work gives me a sense of achievement	Job satisfaction	85	86	74	86
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 timeously communication	83	88	76	83
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	82	84	84	83
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	81	83	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	Heath 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	78	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	69
I am confident performance is managed well within my organisation	Performance management	60	64	64	67
I have confidence and trust in Board members who are responsible for my organisation	Confidence and trust in management	63	67	65	62
I feel that board members who are responsible for my organisation are sufficiently visible	Visible and consistent leadership	69	67	67	60
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 |

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The action plan tab will show which teams within your sub report have completed their action plans within the 8 week deadline. If the action plan was completed within the 8 week deadline, it will show 100%. If the report was not complete 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 | | |

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Action plans 2021

Actions plans completed within 8 weeks

Organisation	Action plan	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 completed 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** | | |

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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, you can contact the iMatter support mailbox - iMatter@ggc.scot.nhs.uk.

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