

2024 BeHeard Survey

Children, Young People, Edu & Skills

Presented by:

Organisation Effectiveness Team (People Services)

Executive Summary

The CYPES Best Companies Index score, which is a recognised metric for engagement, improved from 2023 by over 30 points.

The scores for all eight factors of engagement improved year on year, showing holistic improvements.

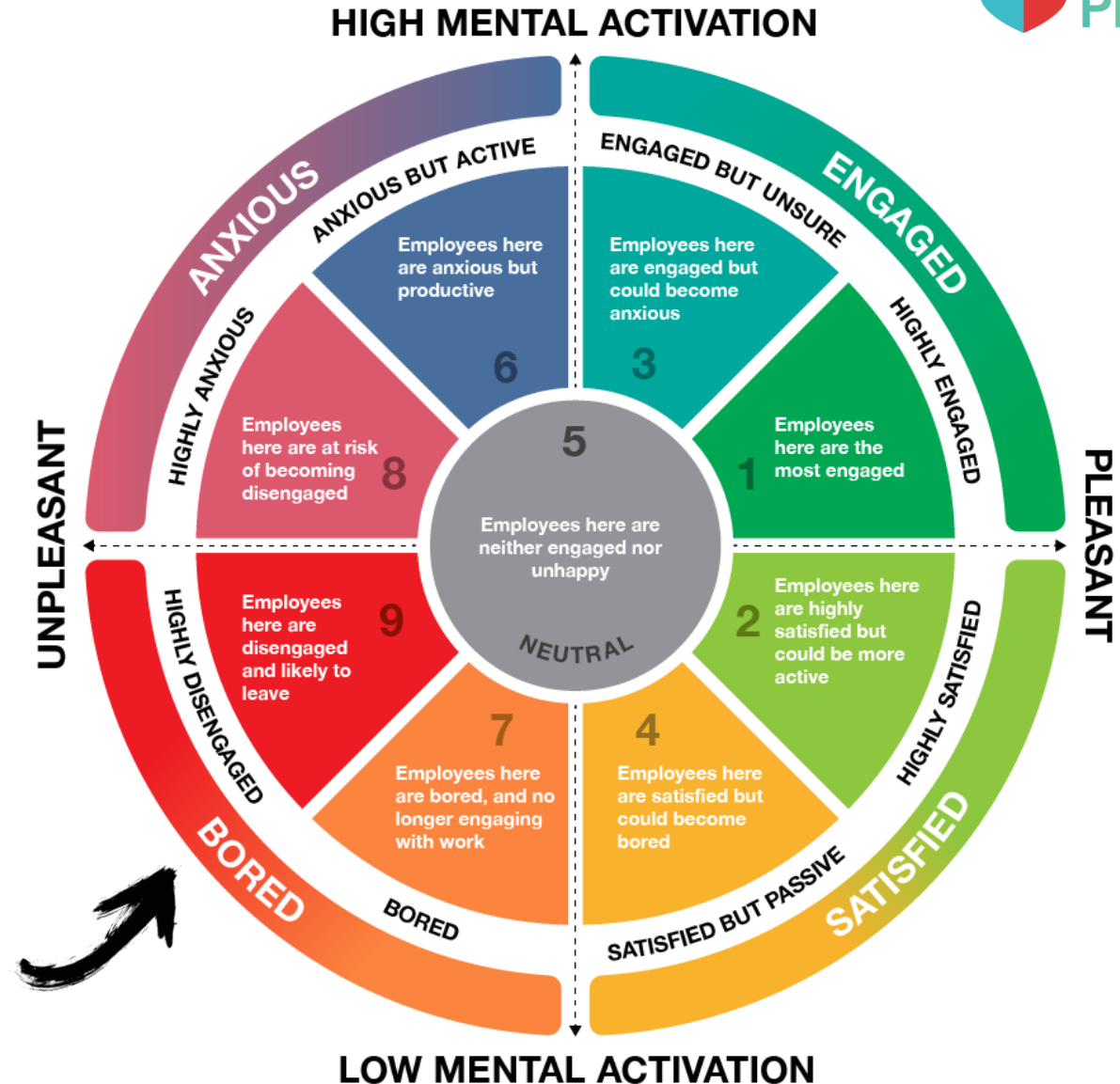
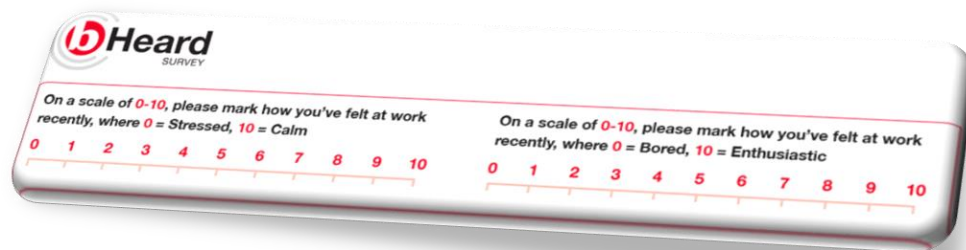
CYPES fall into the 'ones to watch' category, classing them as a 'good' department for employees to work in.

CYPES will be working to encourage more employees to take part in future surveys to ensure that results are representative of the majority.

Employee Engagement

Overview

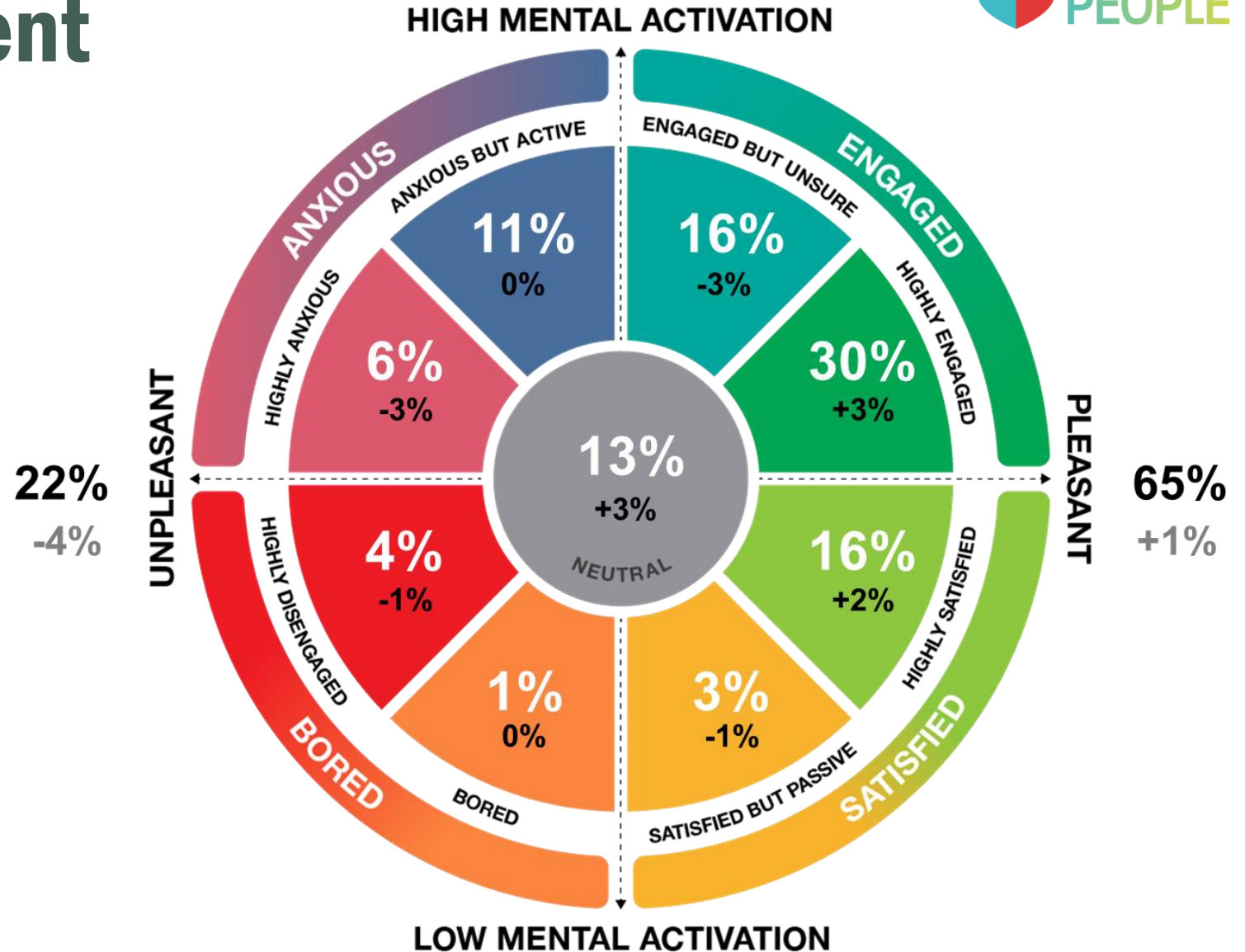
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

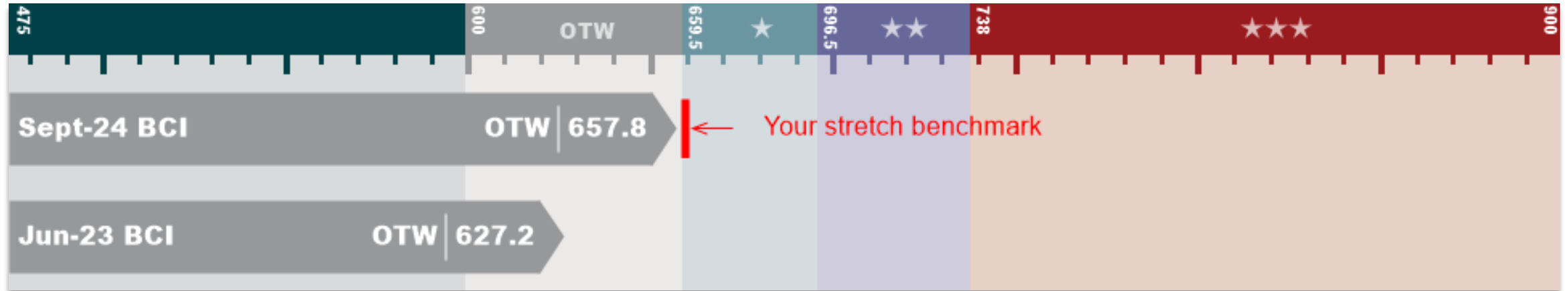
Children, Young People, Edu & Skills

- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 65% of respondents within Children, Young People, Edu & Skills reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



BCI Score

Children, Young People, Edu & Skills



- The BCI score is a recognised standard for employee engagement calculated by combining the responses to the core statements in the survey, relating to the 8 Factors of Engagement
- The score is on a scale of 0-1000, although most companies fall between 475 and 900

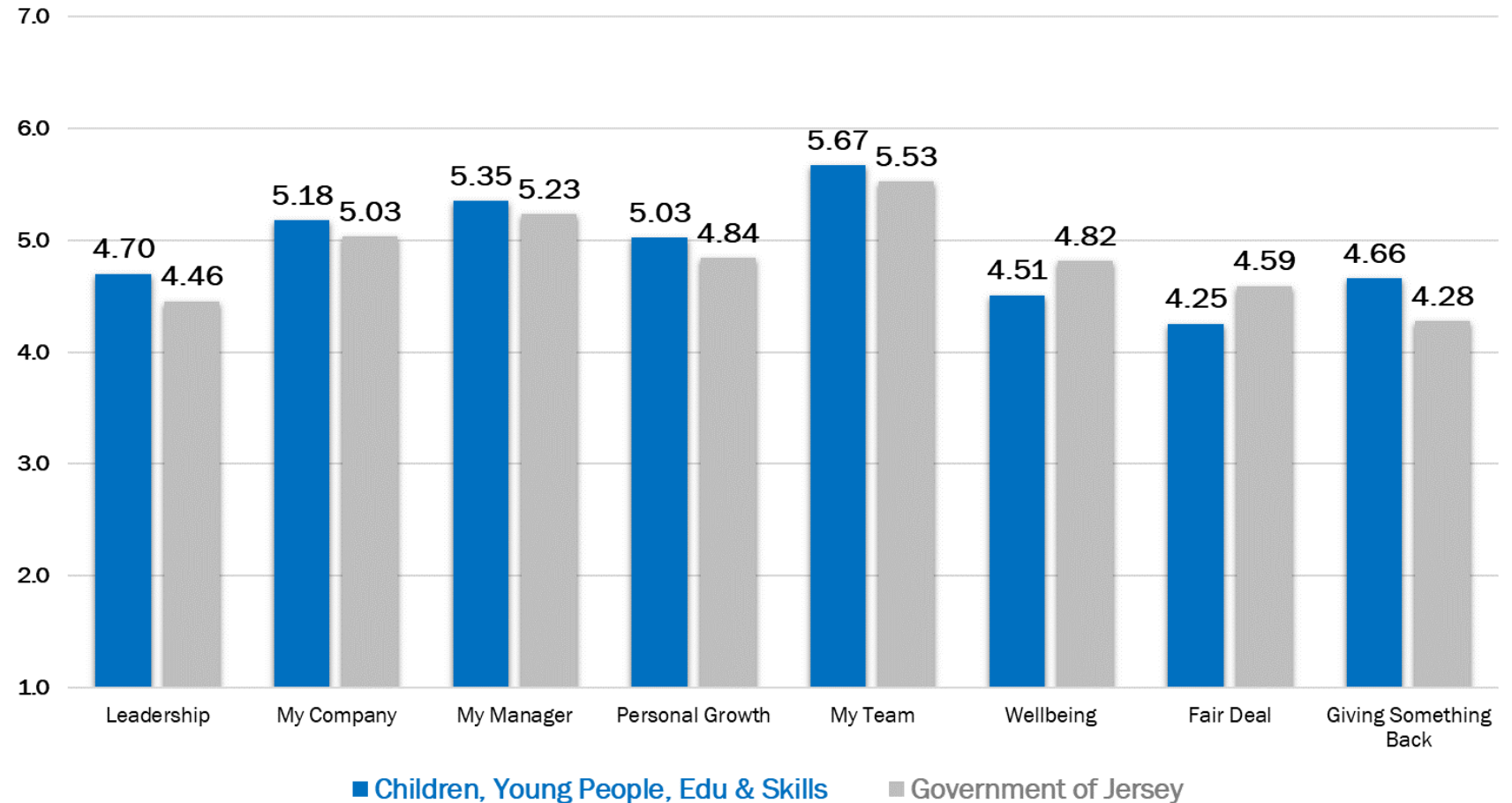
OTW is Good
 ★ is Very Good
 ★★ is Outstanding
 ★★★ is World Class

8 Factors of Engagement



Children, Young People, Edu & Skills vs GoJ

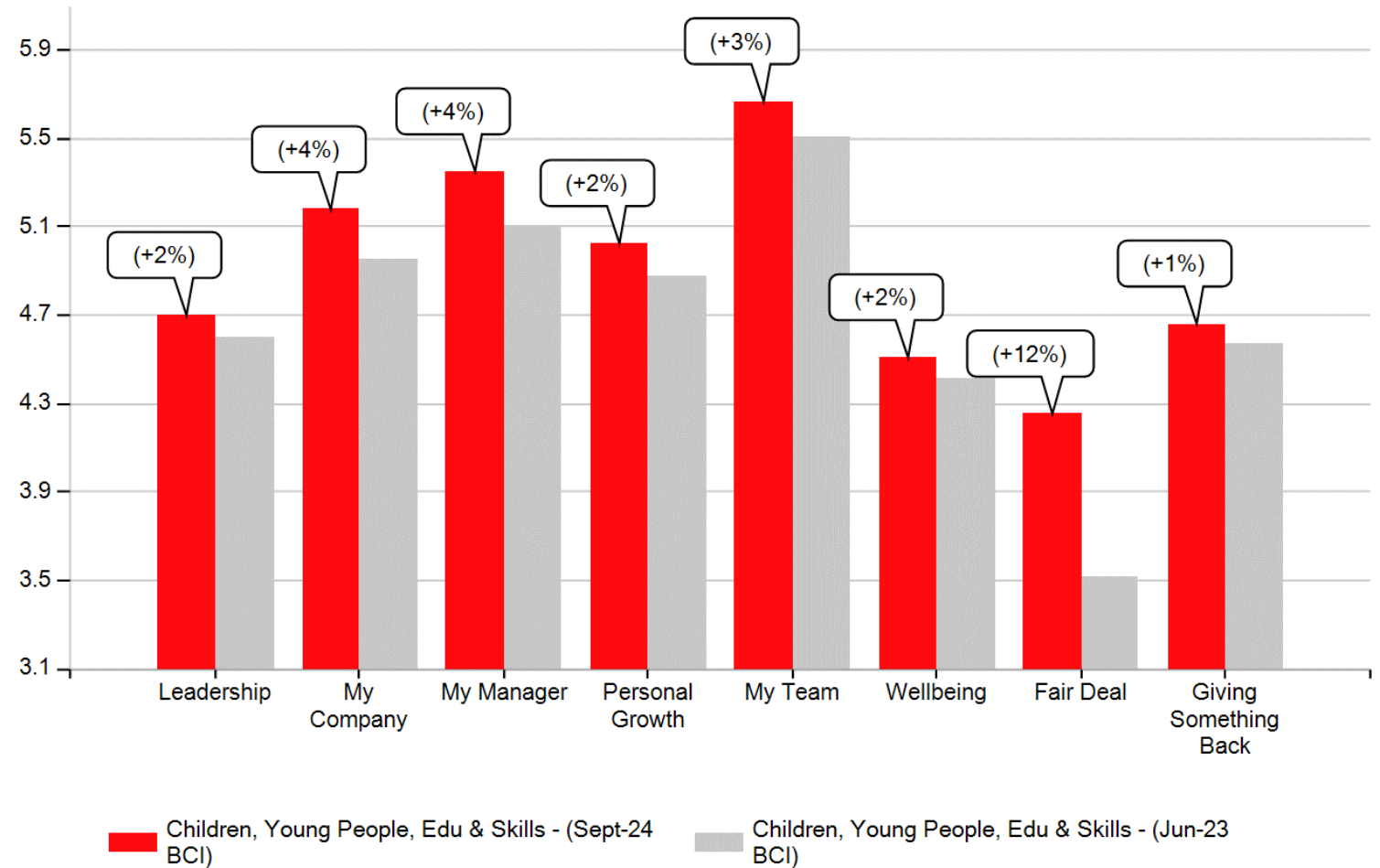
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7



8 Factors of Engagement

Comparison against previous survey

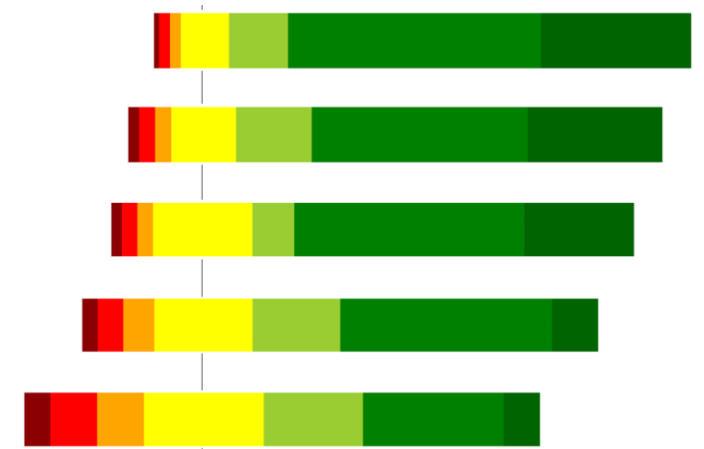
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



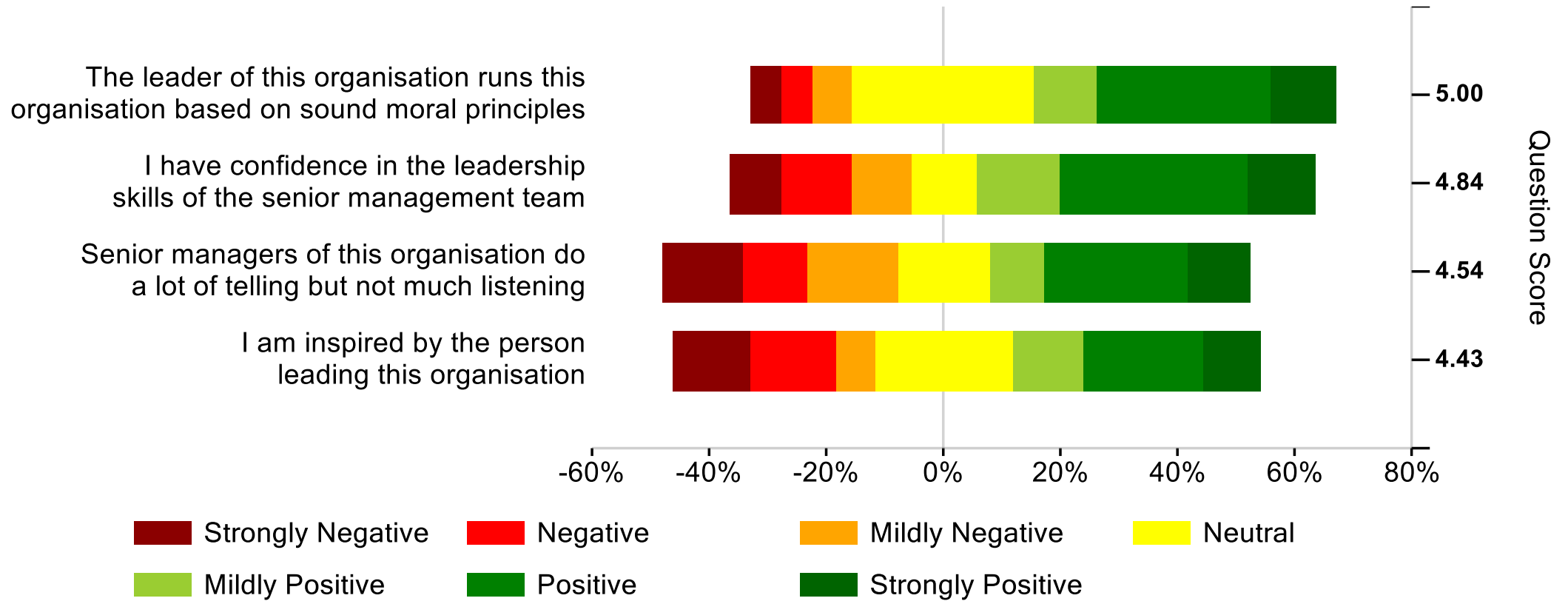
2024 BeHeard Survey

Introduction to heatmaps

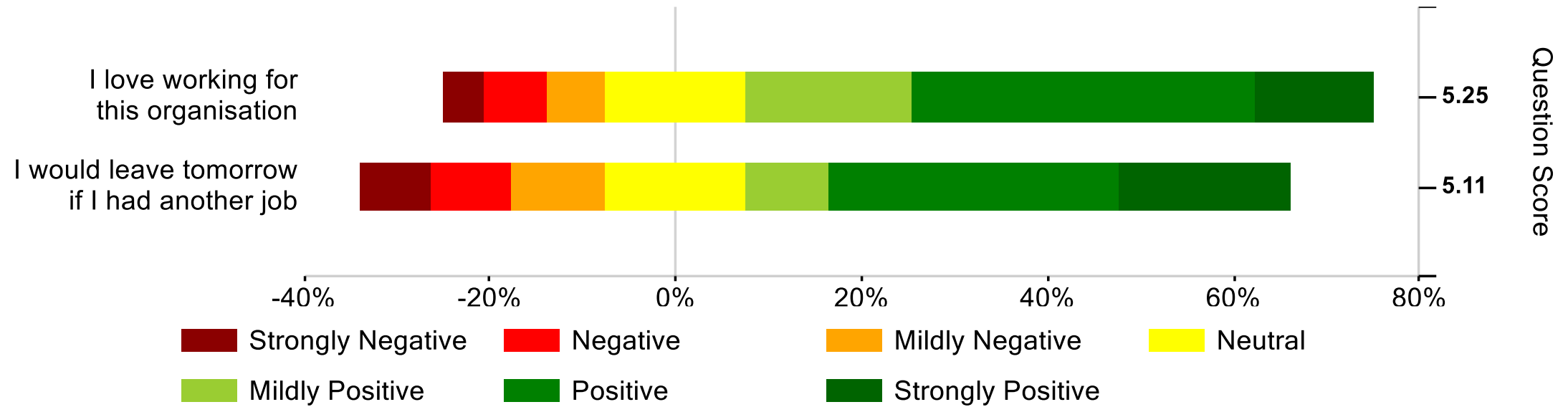
- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements are shown in order of highest to lowest scores



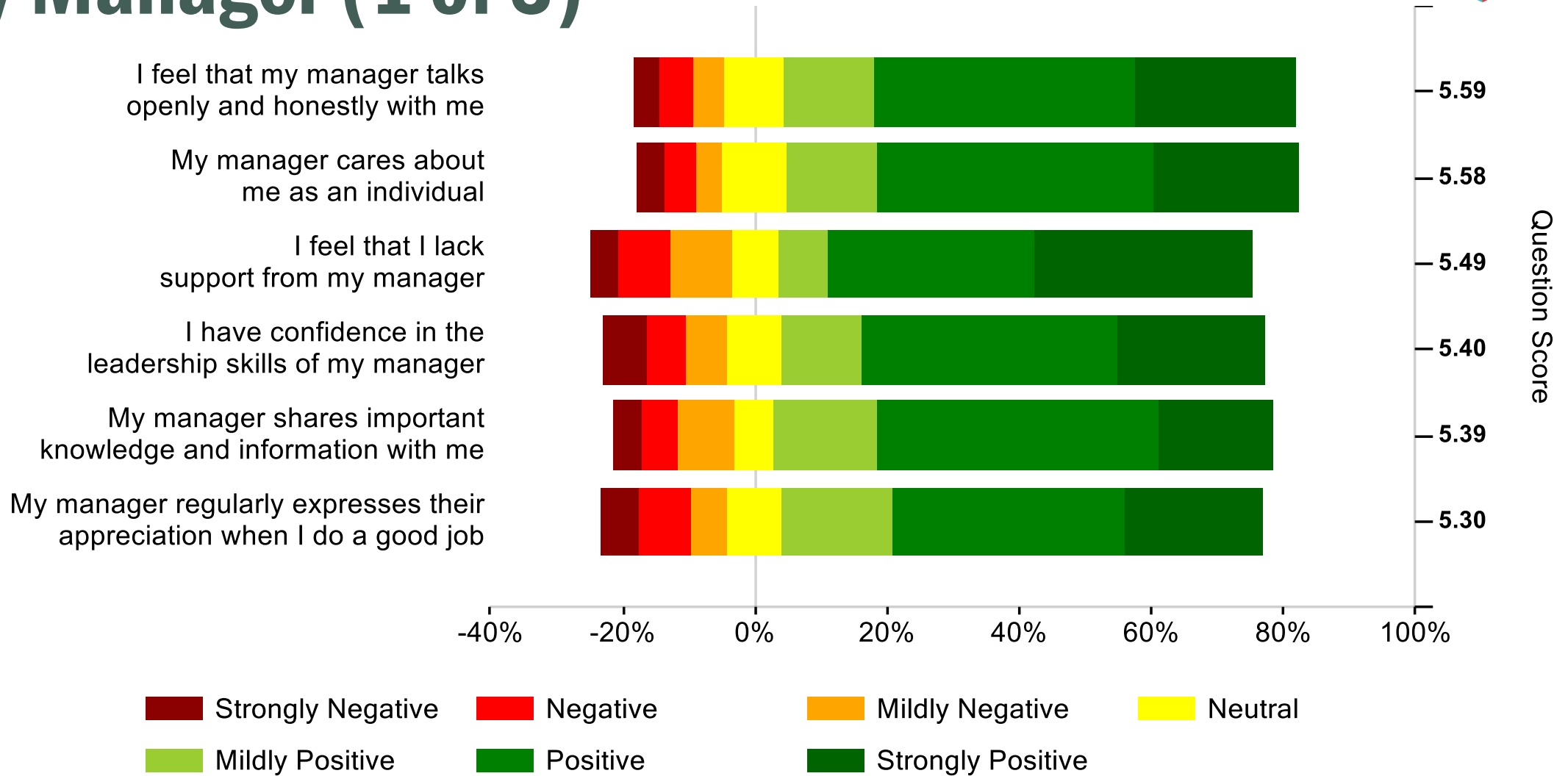
Leadership



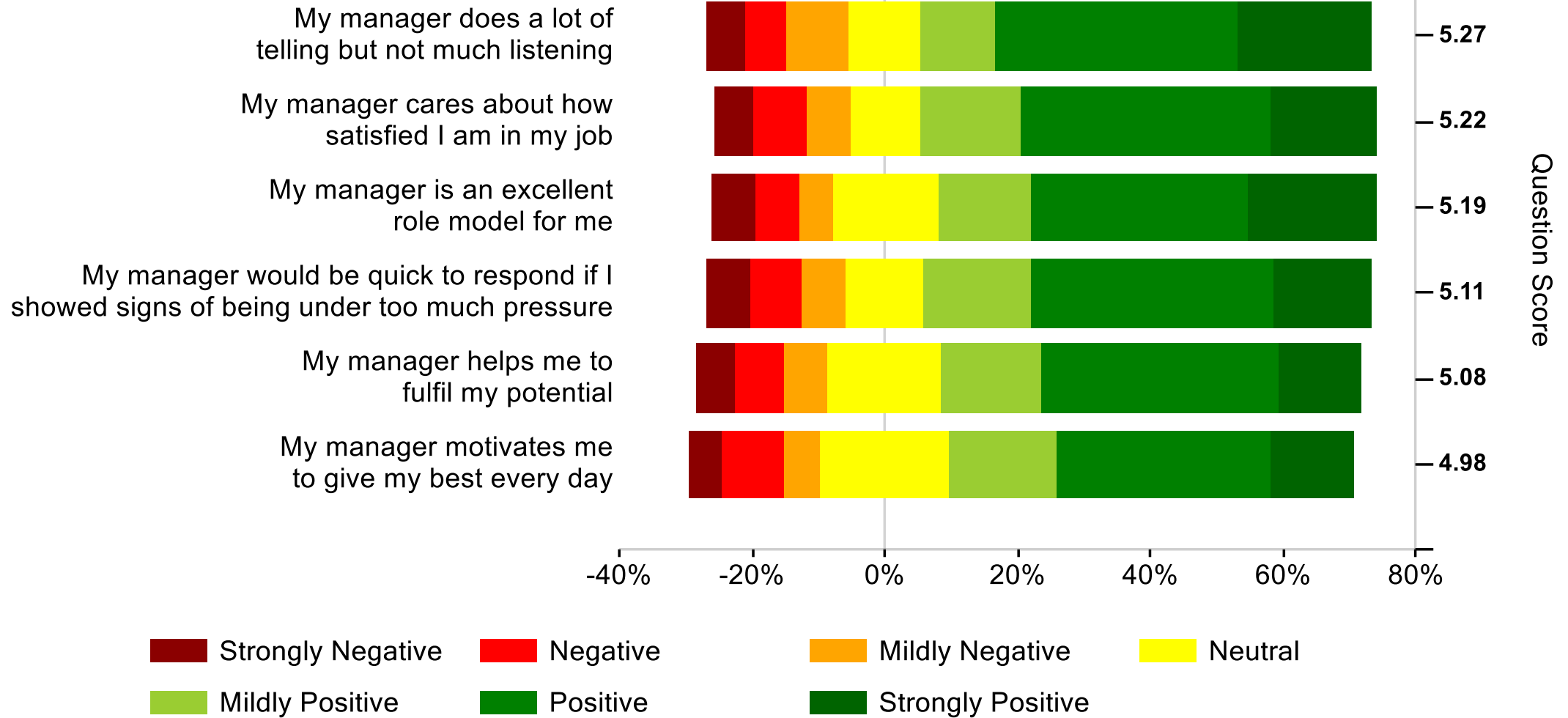
My Company



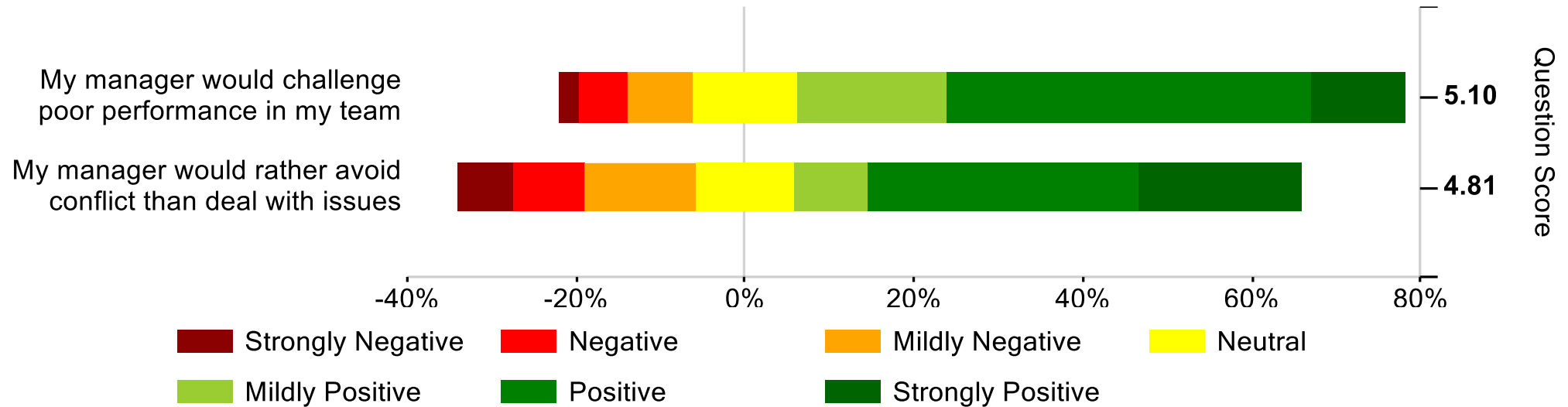
My Manager (1 of 3)



My Manager (2 of 3)

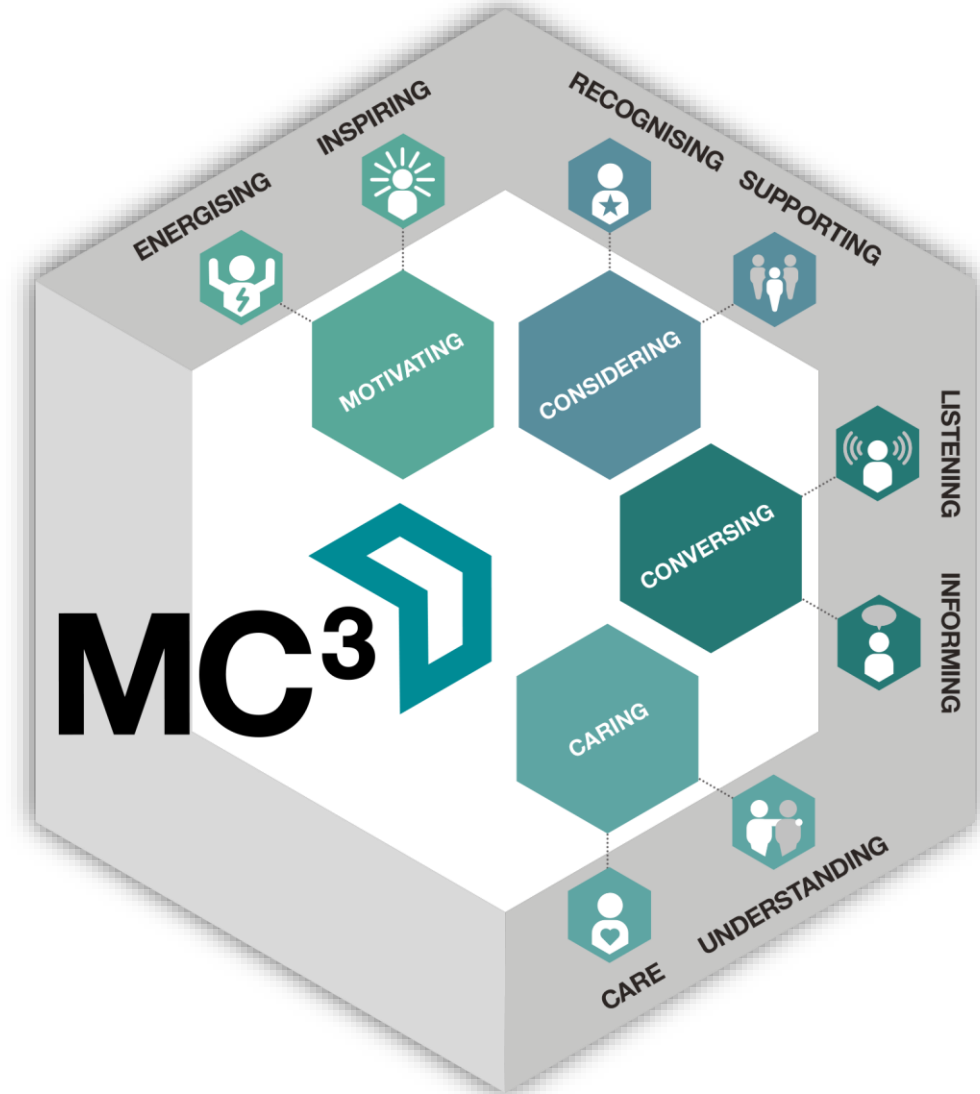


My Manager (3 of 3)



MC³

- MC³ allows all eligible managers to see how they scored in 4 key behaviour areas
- The scores are based on a manager's direct report's answers to 19 of the statements in the survey
- A manager needs a minimum of 3 responses from their direct reports in order to see their personal scores



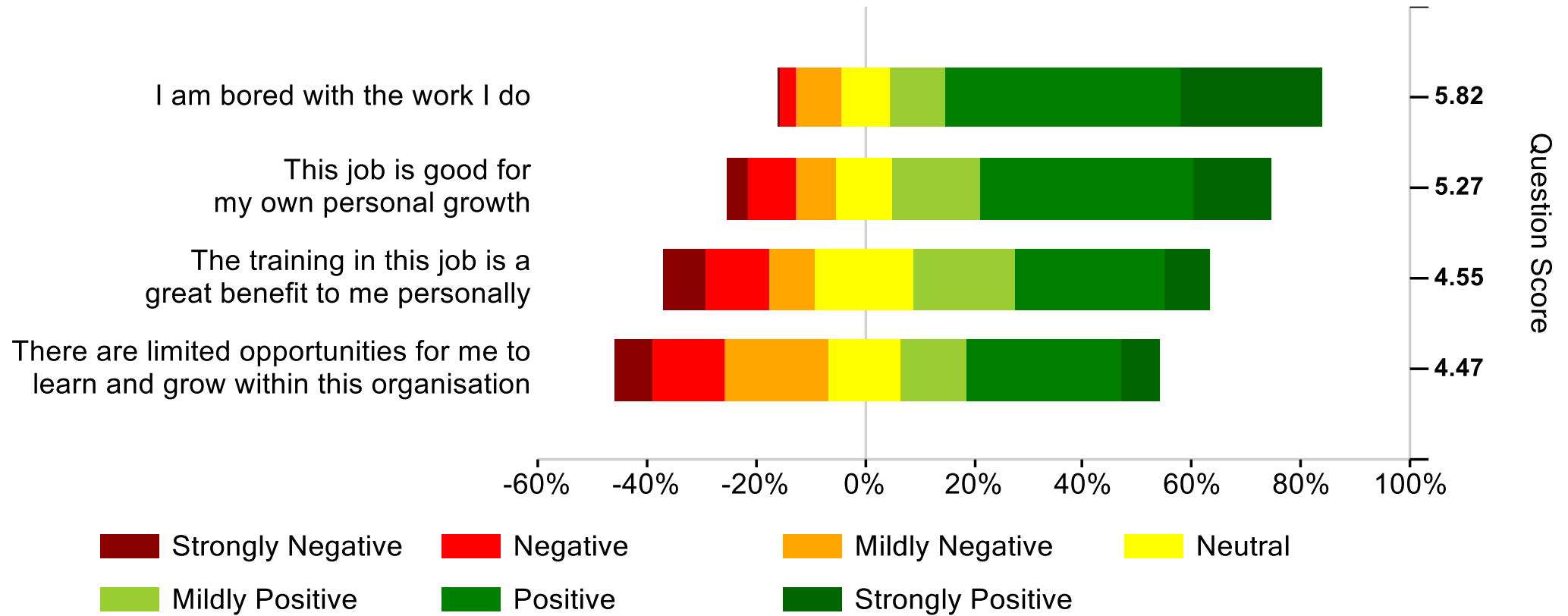
MC³



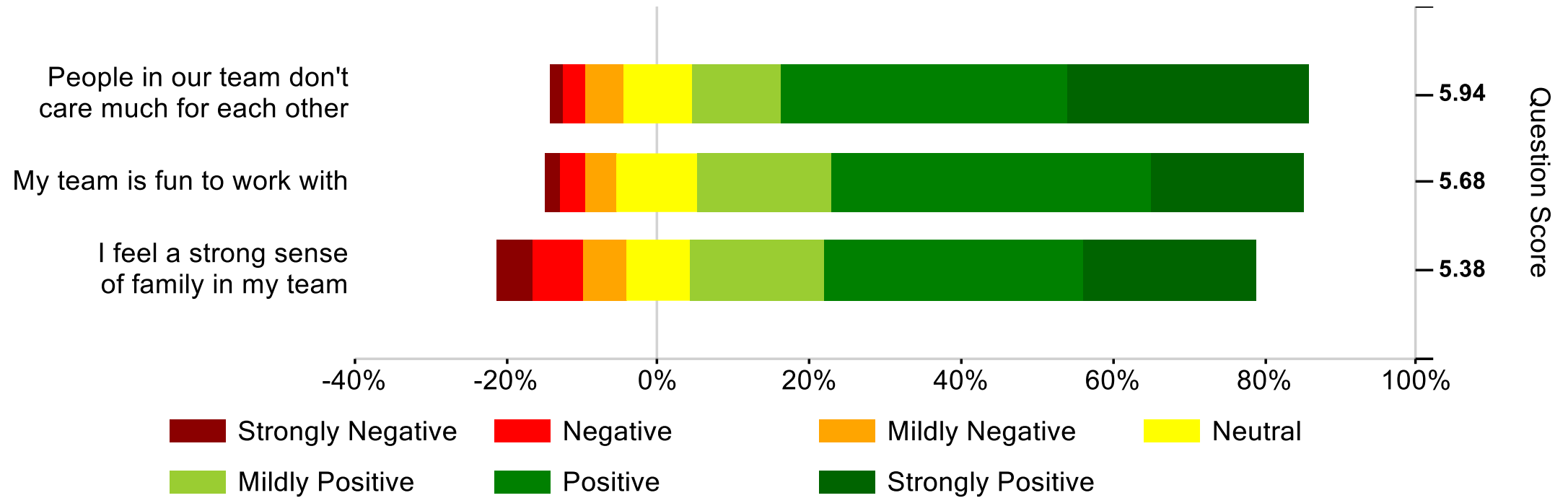
	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58 -10	81.28 -10	82.22 -12	81.16 -8	83.33 -11	85.42 -13	83.33 -12	85.42 -11	84.79 -12	87.50 -13	84.00 -12	83.33 -13	84.72 -11
2* Manager	76.71 -4	74.99 -4	74.79 -5	75.02 -2	77.33 -5	79.17 -7	76.98 -6	80.00 -6	79.17 -6	81.67 -7	77.78 -6	77.38 -7	78.13 -5
Children, Young People, Edu & Skills	72.26	71.43	69.81	73.05	71.87	72.62	71.13	74.04	73.18	74.91	71.71	70.07	73.35
1* Manager	71.46 1	69.67 2	68.52 1	70.04 3	72.04 0	72.73 0	72.07 -1	74.96 -1	73.33 0	76.34 -1	71.89 0	71.67 -2	72.62 1
Ones to Watch Manager	65.34 7	62.59 9	59.33 10	67.88 5	66.88 5	63.19 9	62.80 8	67.06 7	63.28 10	65.40 10	64.09 8	66.28 4	67.02 6

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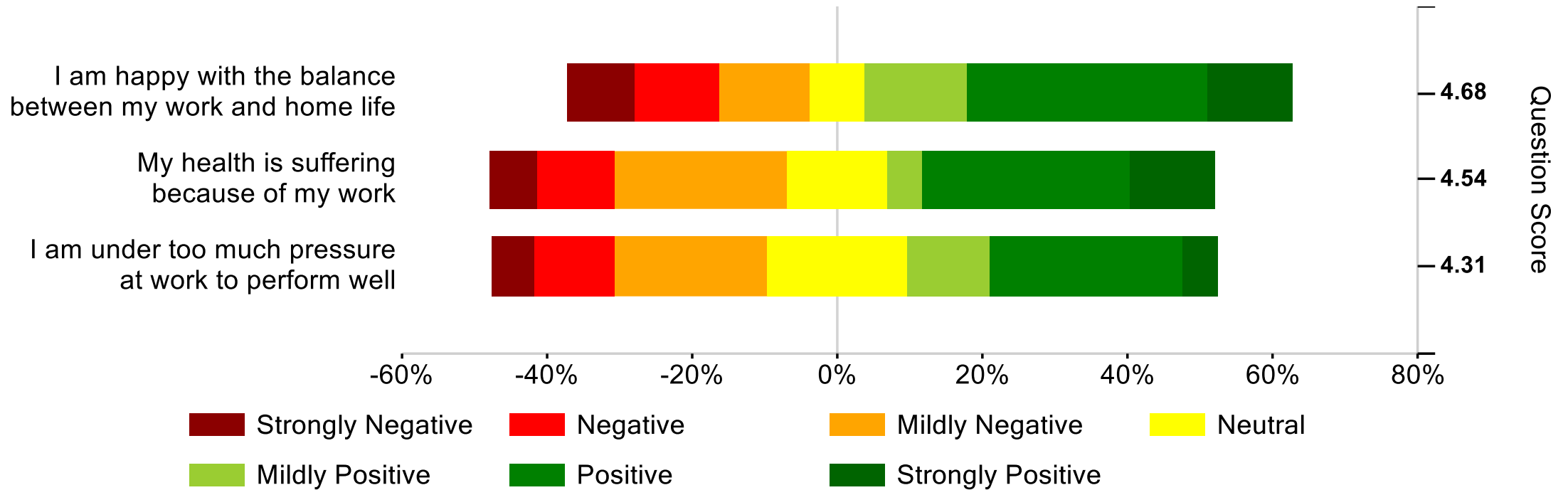
Personal Growth



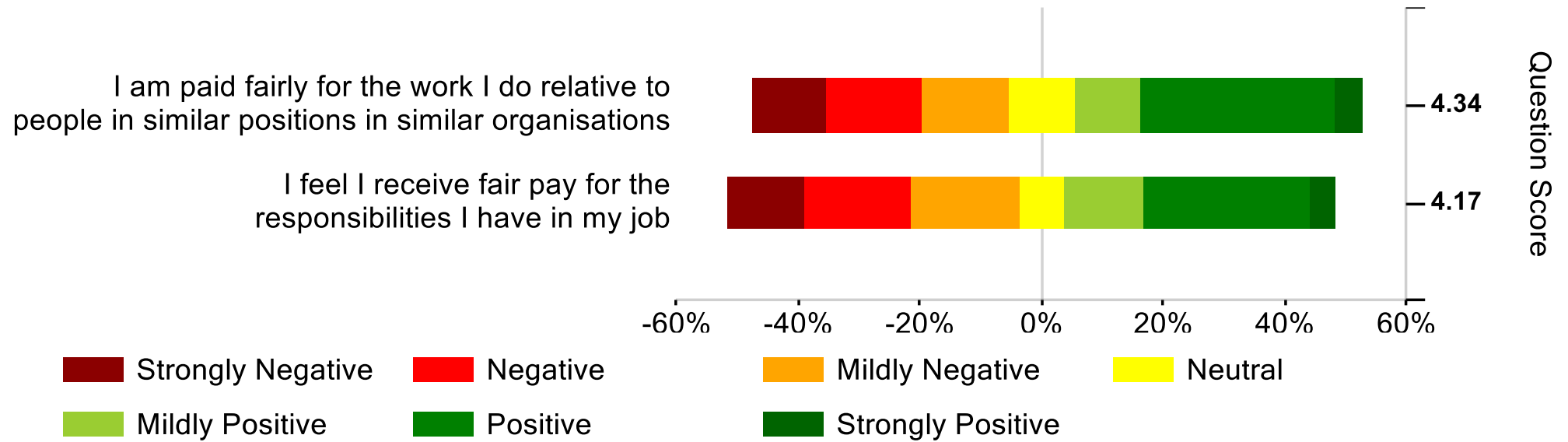
My Team



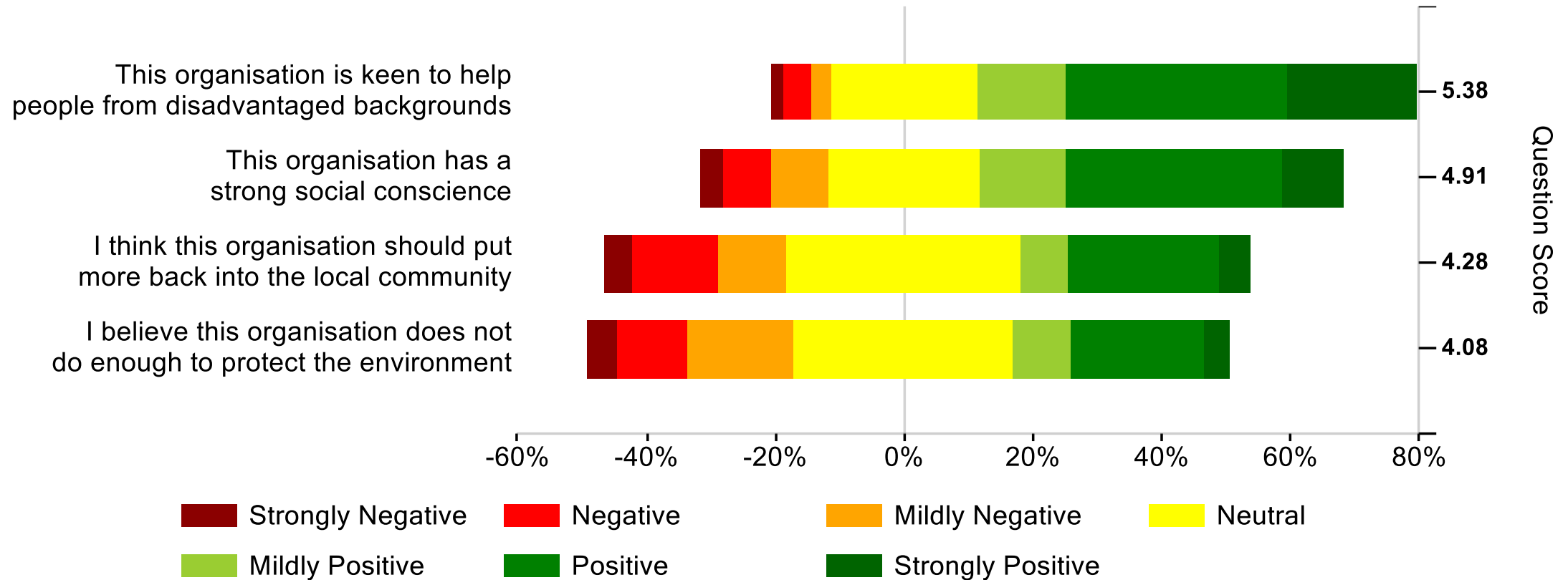
Wellbeing



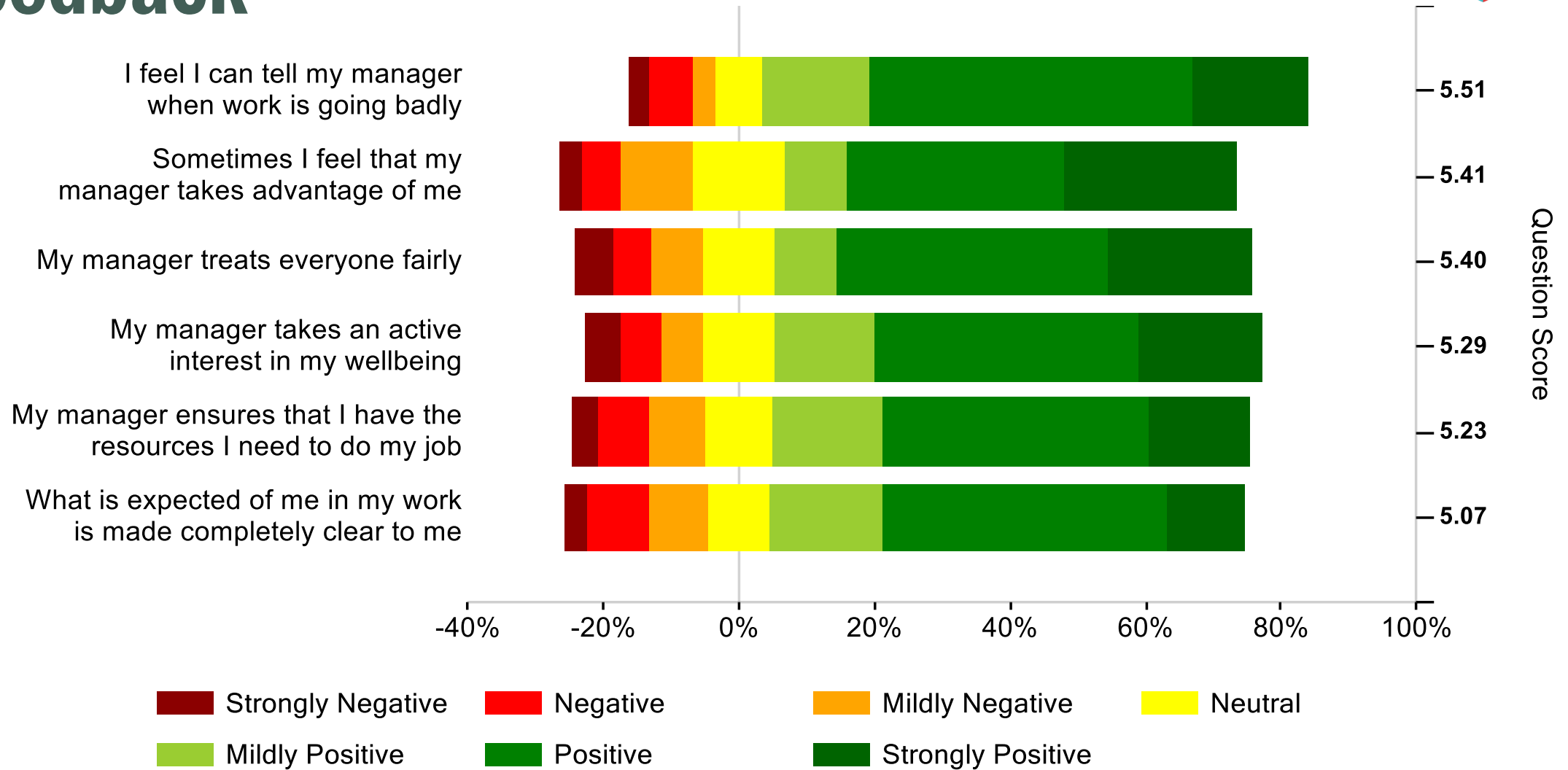
Fair Deal



Giving Something Back



Feedback



Bespoke

My school / service / setting / team is inclusive for children, young people and families

My team has regular team meetings

I have been offered training and development opportunities within the last 6 months

My school / service / setting / team is inclusive for staff

The leadership in my school / service / setting / team supports me in my day-to-day work

My school / service / setting / team has had support from central CYPES teams

