

2024 BeHeard Survey

Customer and Local Services

Presented by:

Organisation Effectiveness Team (People Services)

Executive Summary

Customer and Local Services are a 'one star' organisation which means they are classed as a 'very good' department to work for.

The Best Companies Index (BCI) score improved year on year.

Improvements were seen across four of the eight factors of engagement, specifically, Leadership, My Manager, Personal Growth and Giving Something Back.

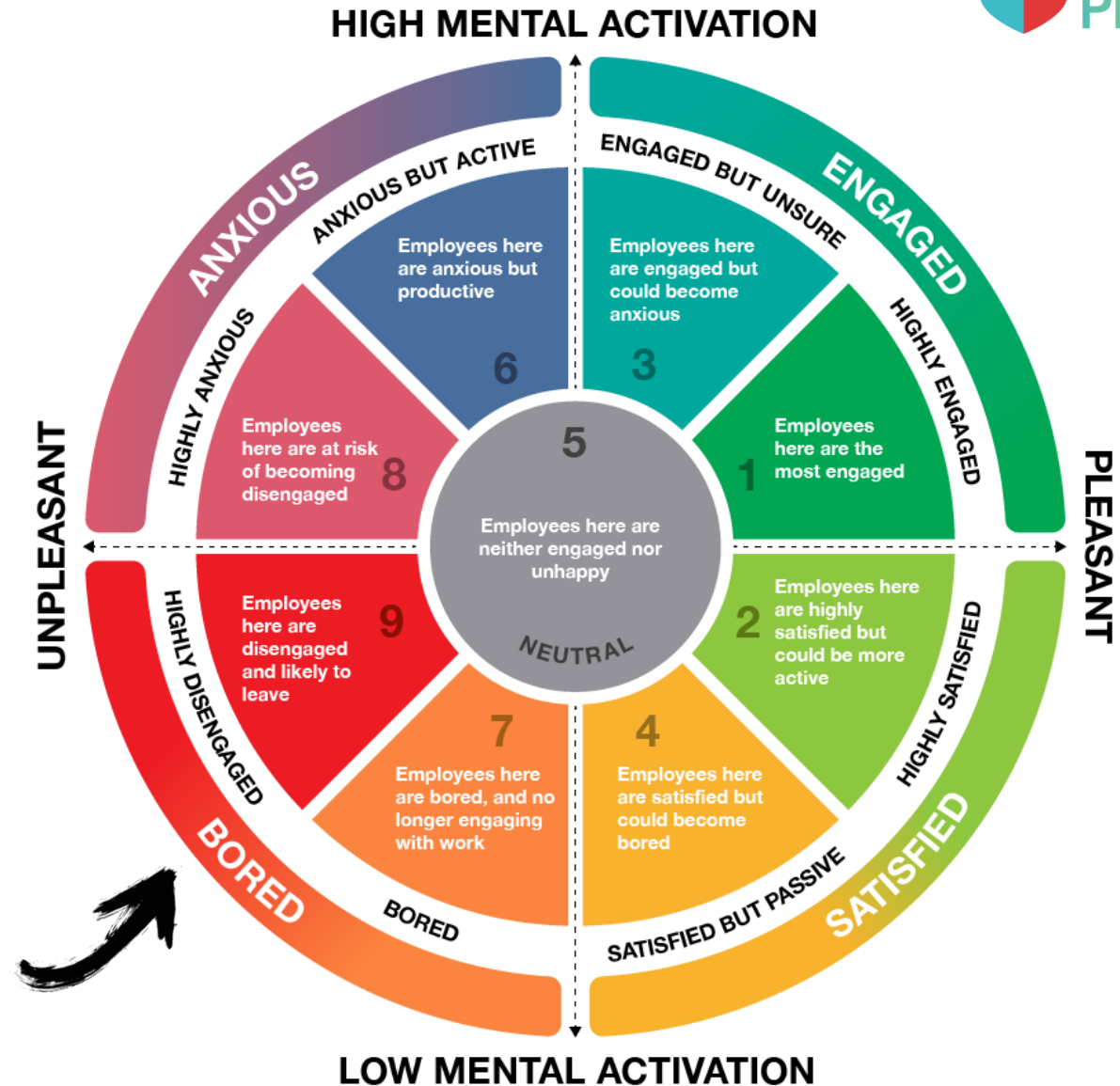
My Manager and My Team factors both have scores of 5.6 out of 7 which is significantly above the benchmark.

CLS have seen continuous improvements across 4 years.

Employee Engagement

Overview

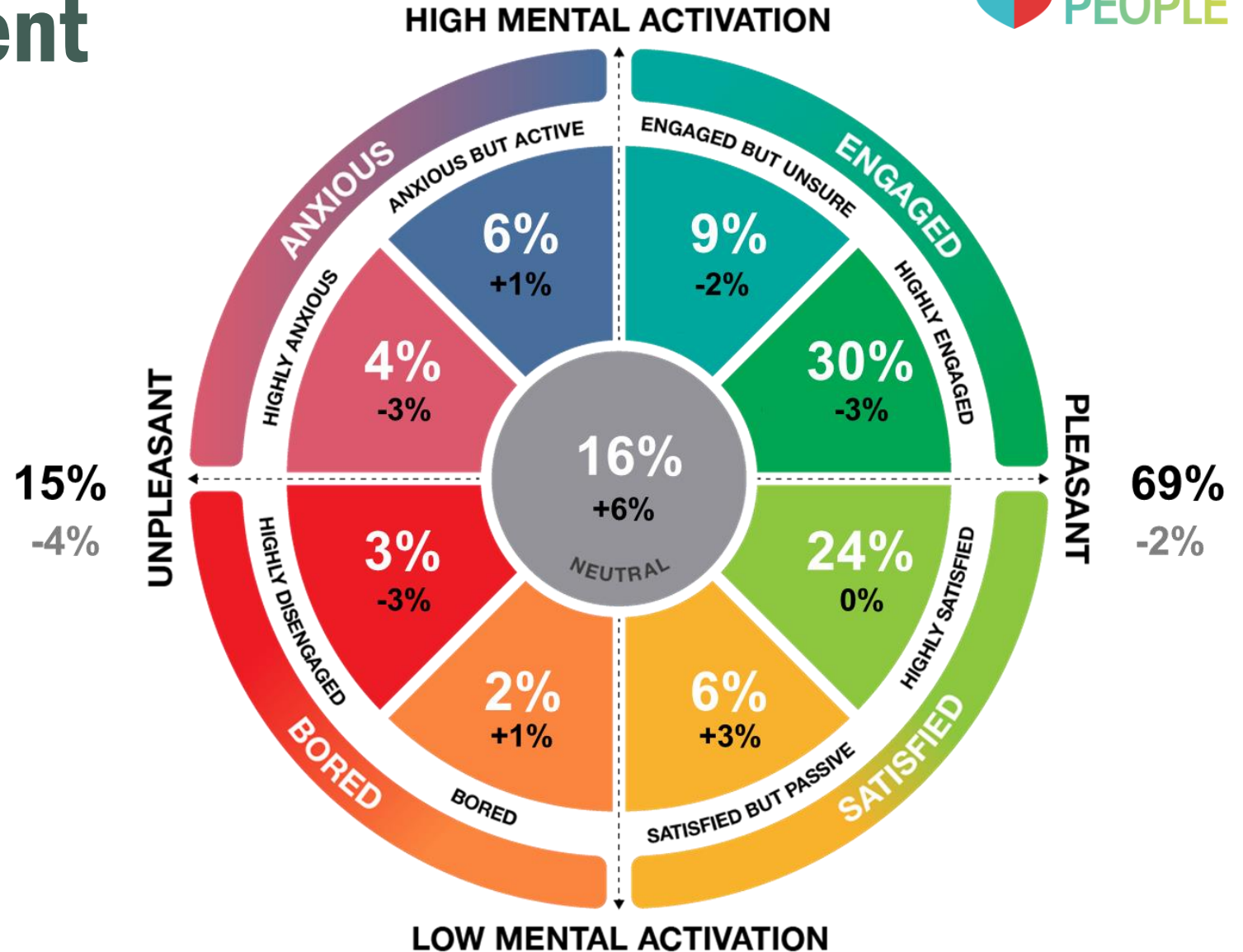
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

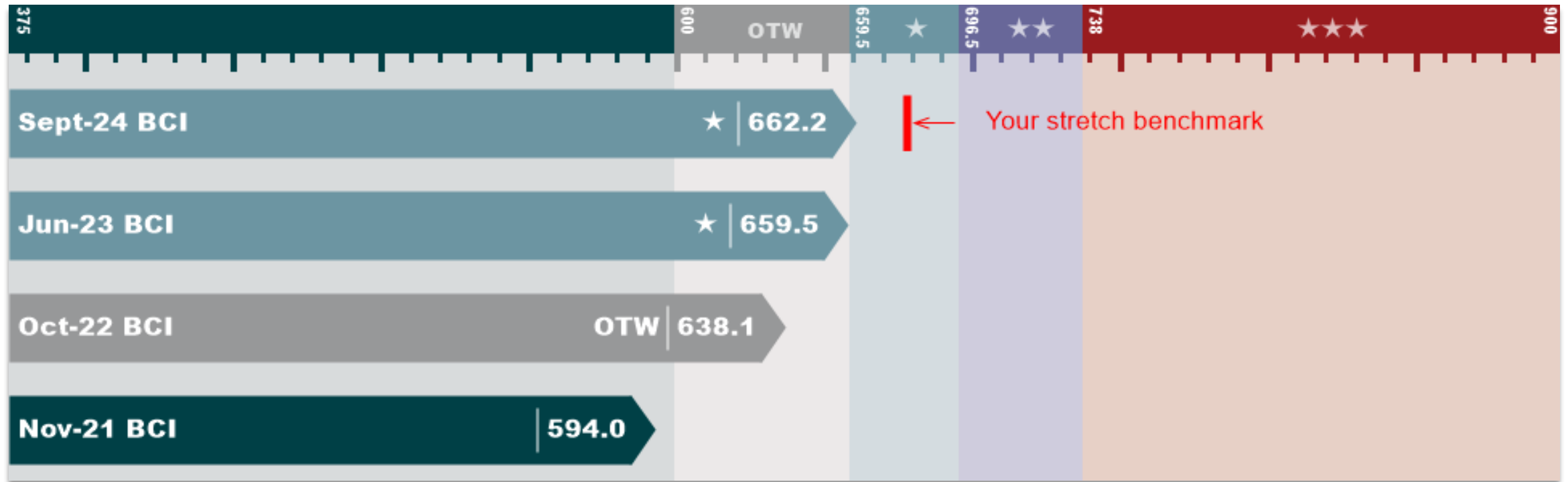
Customer and Local Services

- 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
- 69% of respondents within Customer and Local Services reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



BCI Score

Customer and Local Services



- 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

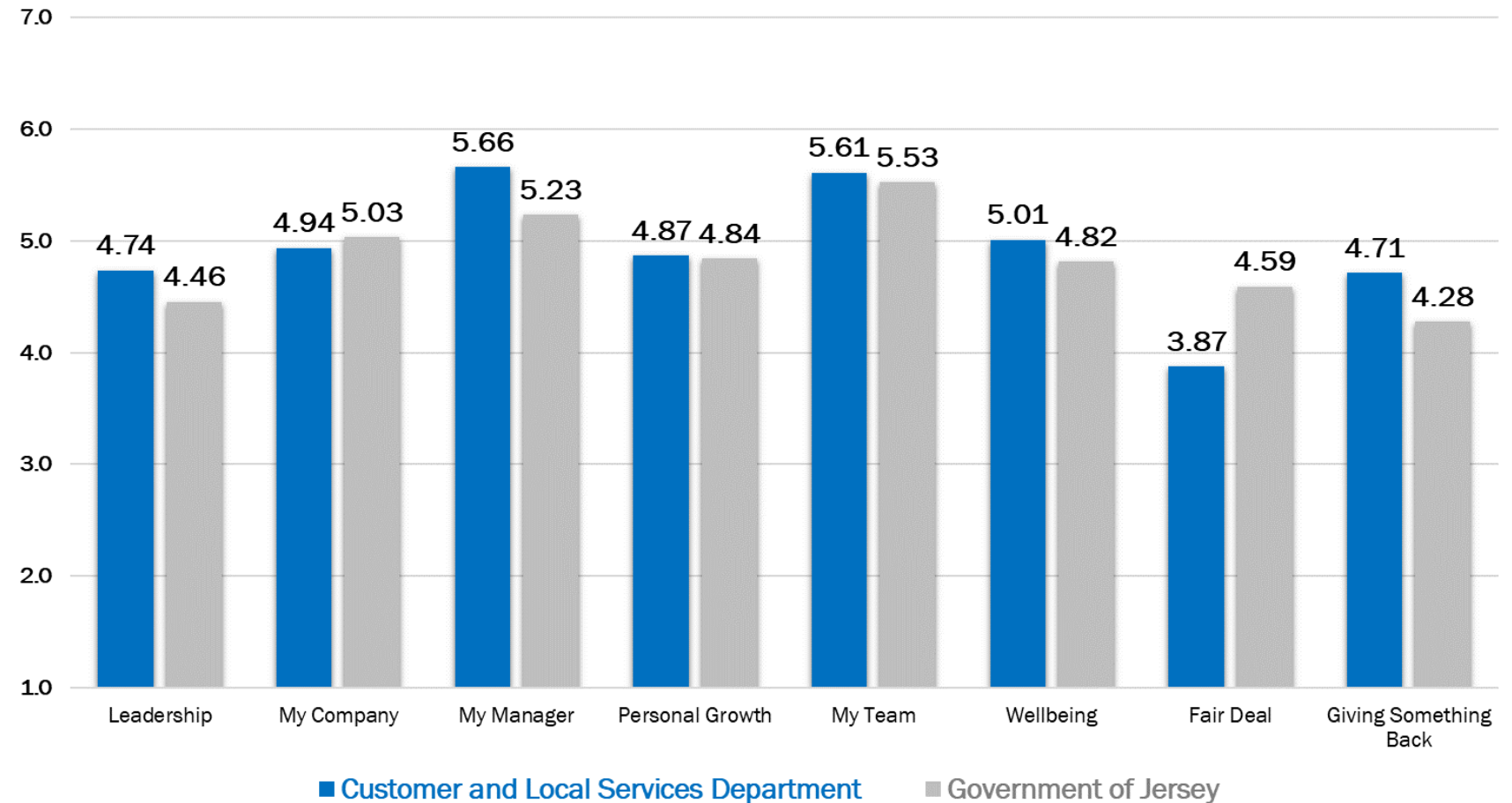
OTW is Good
 ★ is Very Good
 ★★ is Outstanding
 ★★★ is World Class

8 Factors of Engagement



Customer and Local Services 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

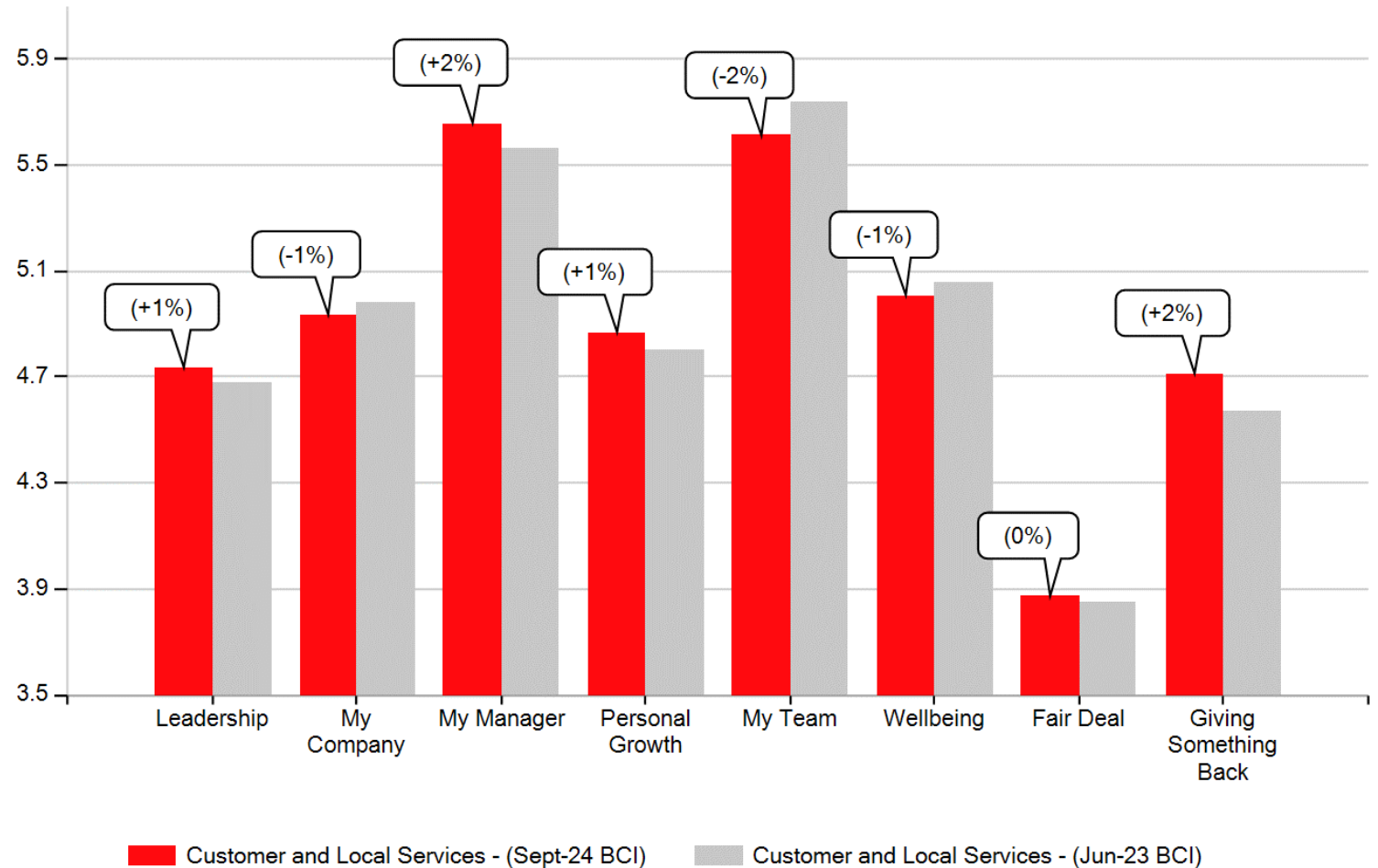


8 Factors of Engagement



Comparison against previous survey

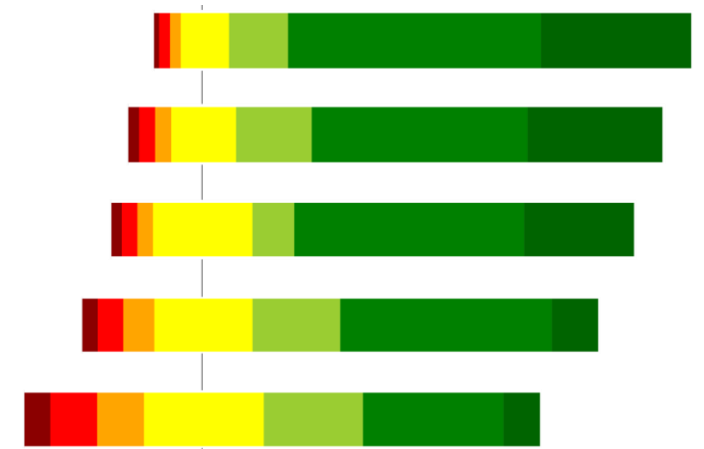
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



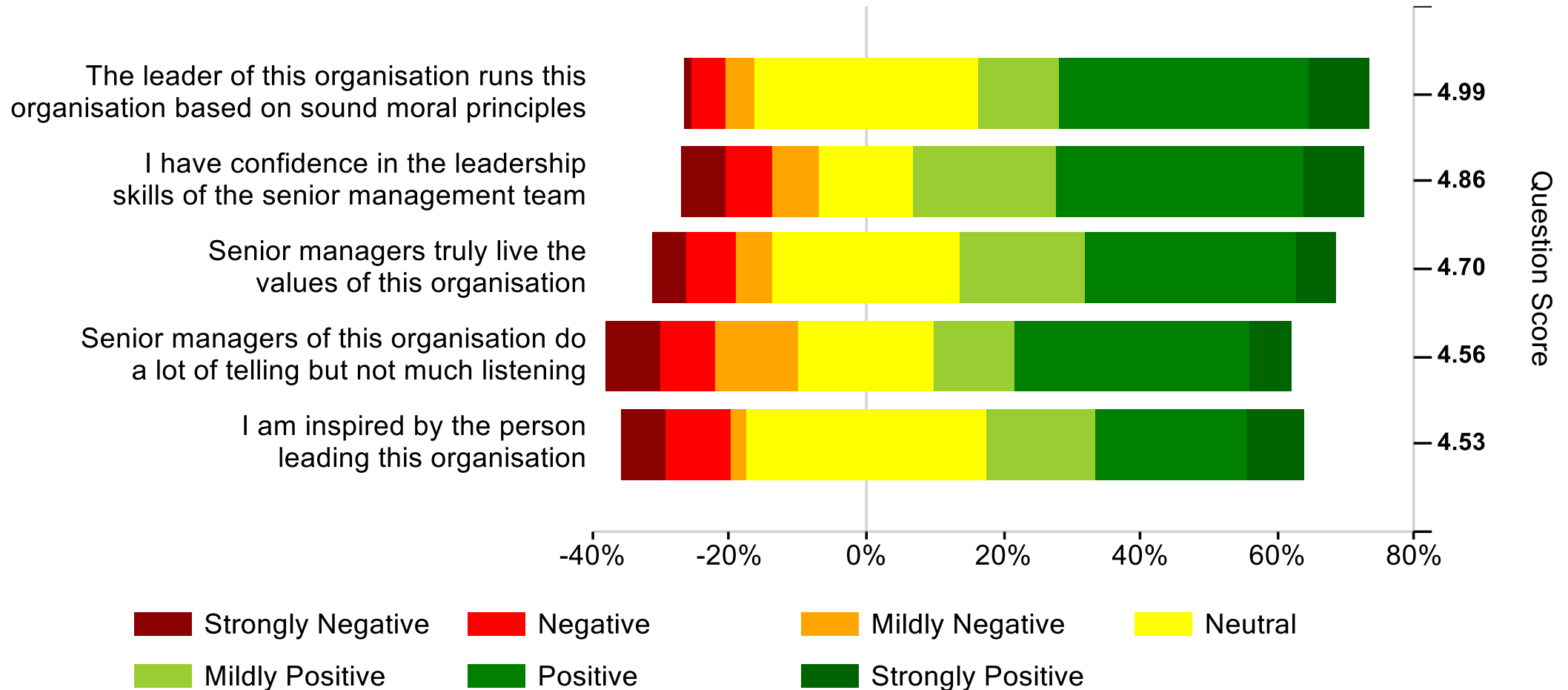
2024 BeHeard Survey

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



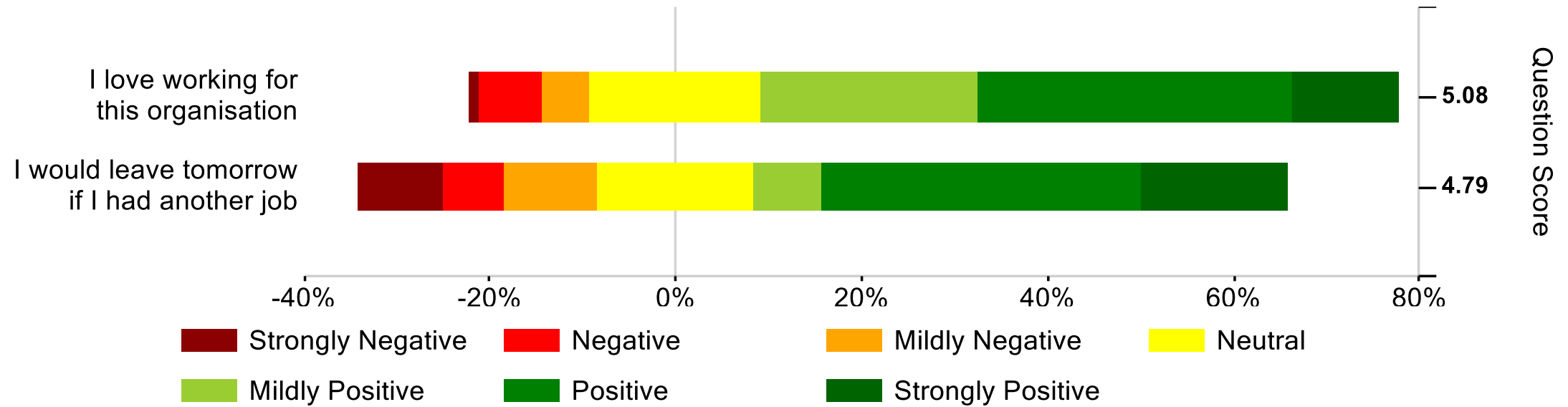
Leadership



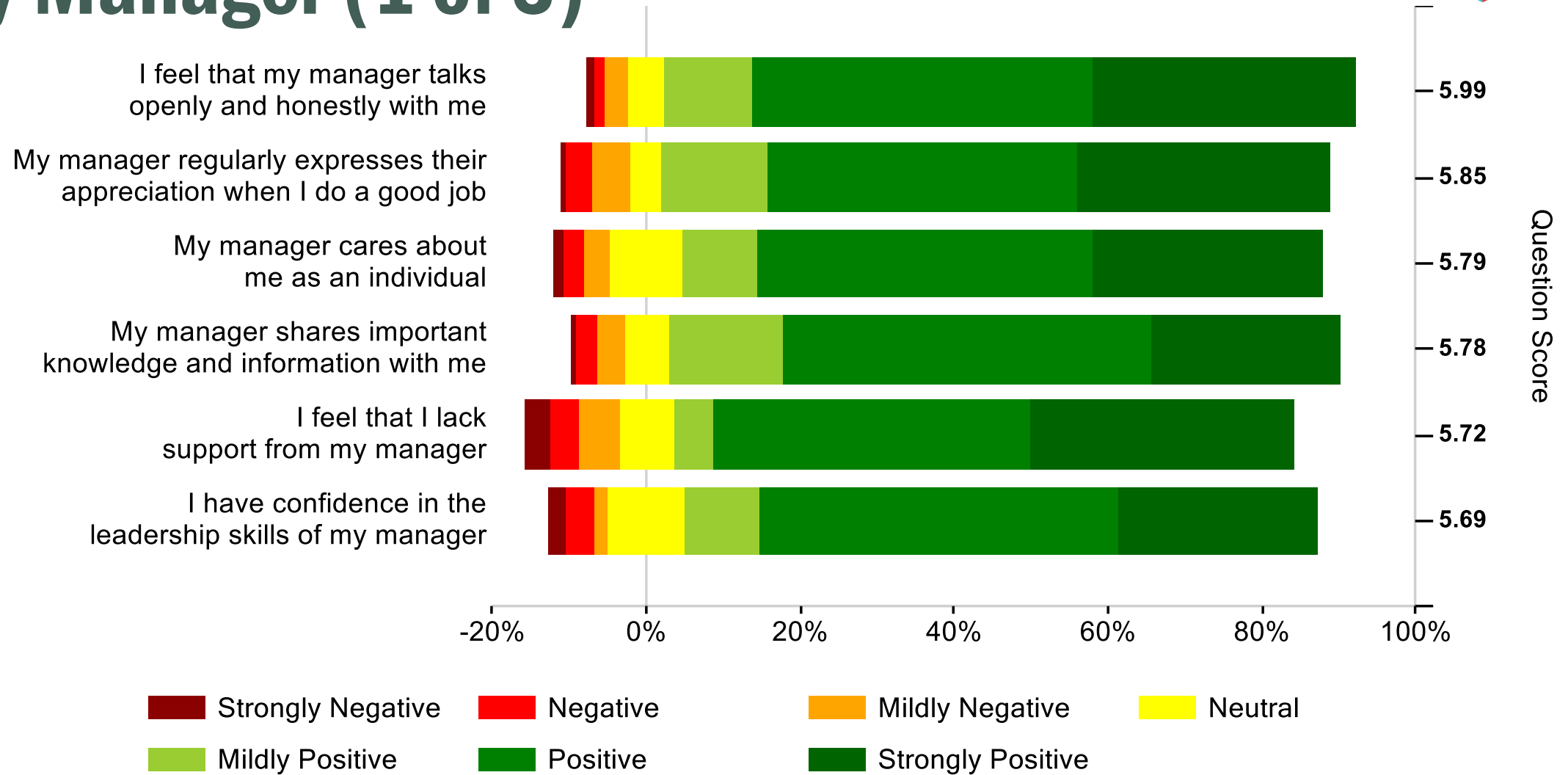
Leadership questions related to Chief Officer Sophie Le Sueur

Senior Managers questions related to Directors, Heads of Section and Senior Managers. For CLS this is – Steve Jackson, Paul McGinney, Dave Auffret, Helena Mangan, Cath Mearman, Andy Le Gresley, Nicola de Jesus and Richard Jones and Sindy Stopher Richford.

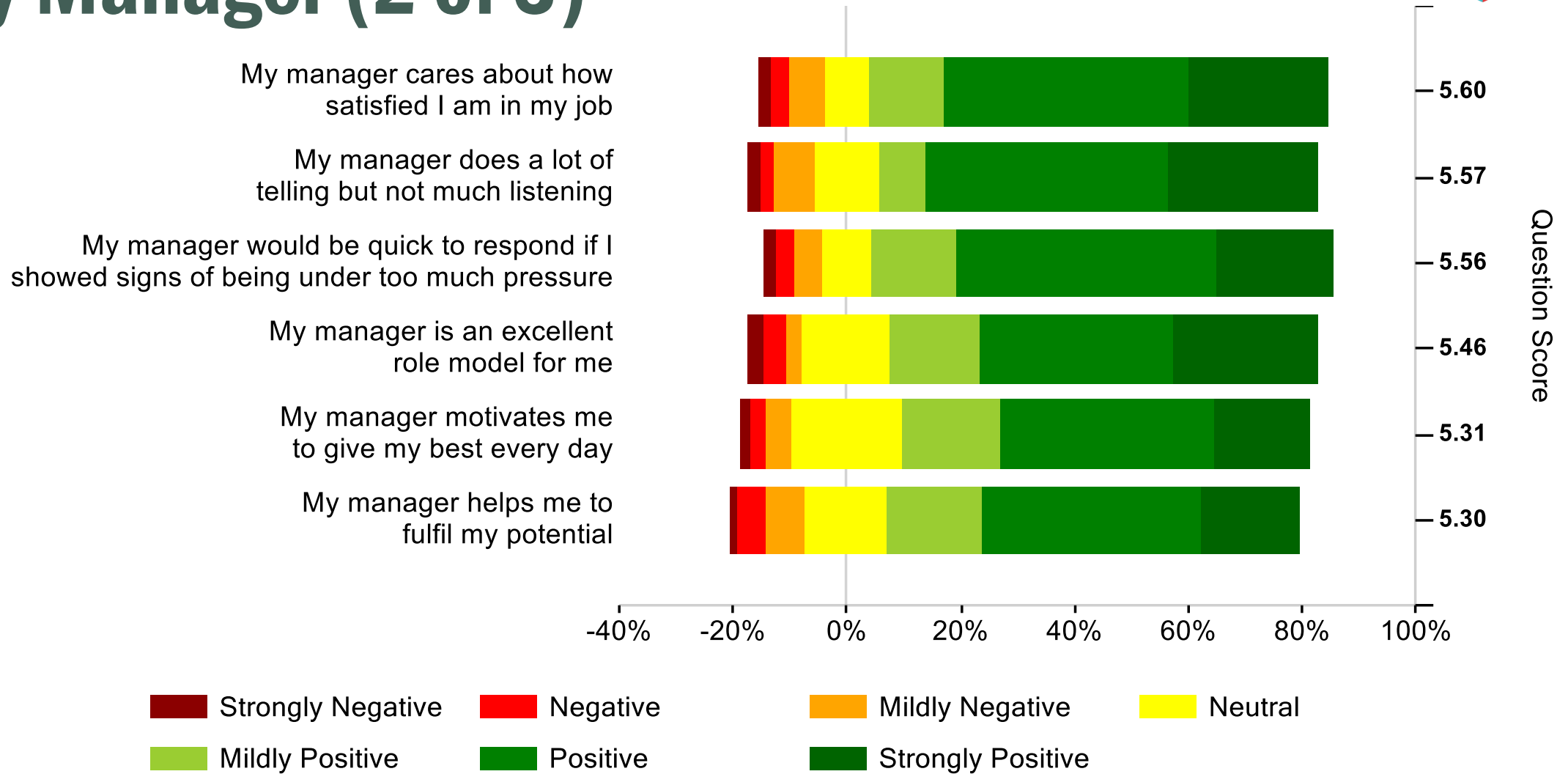
My Company



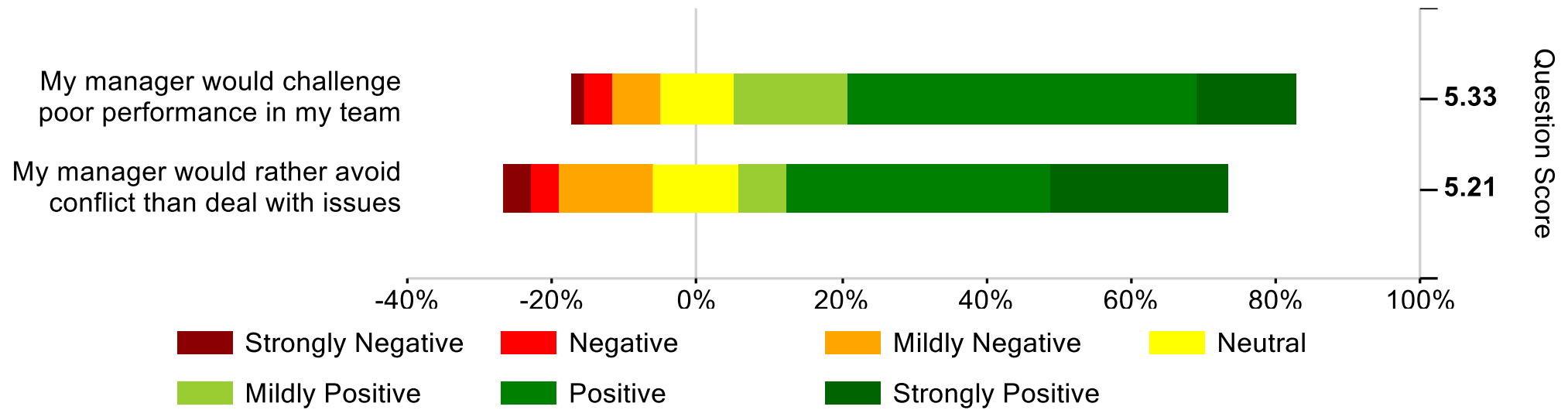
My Manager (1 of 3)



My Manager (2 of 3)

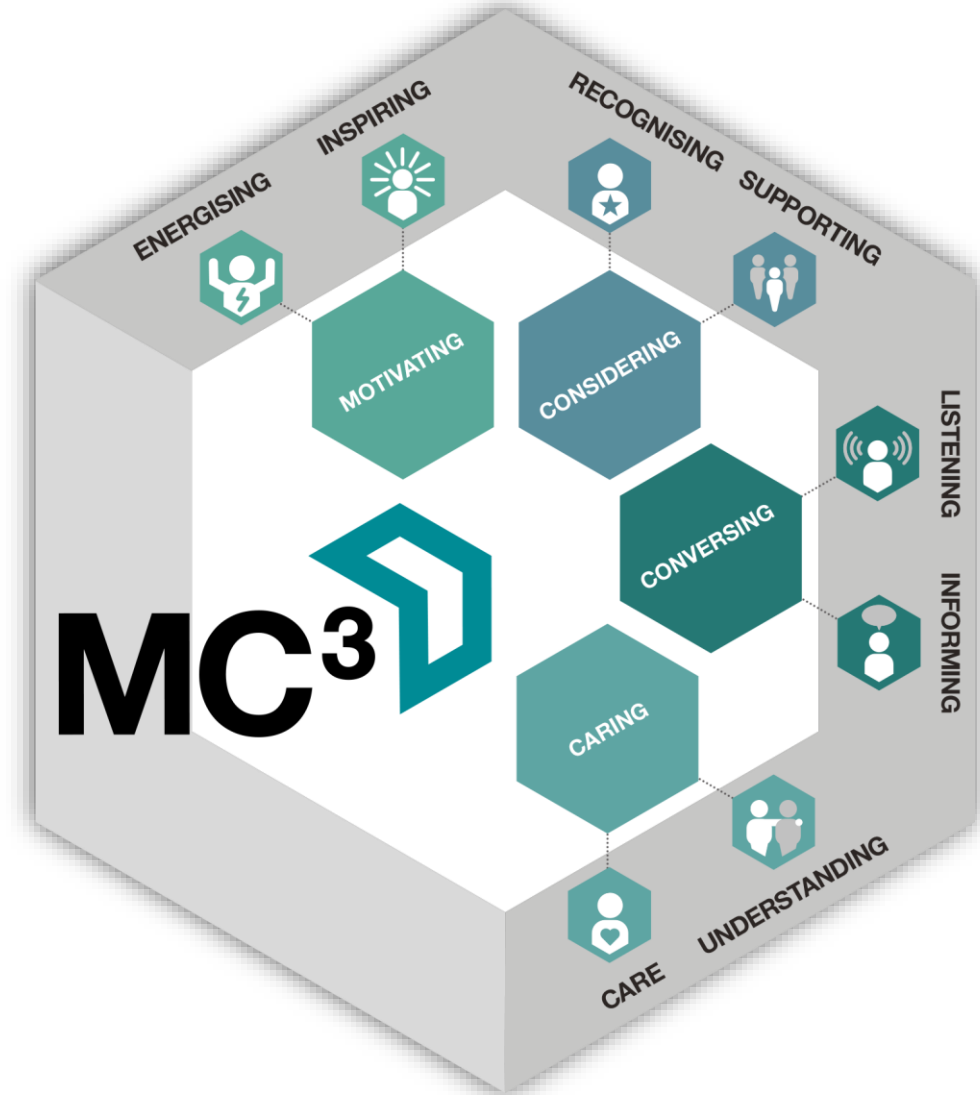


My Manager (3 of 3)



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



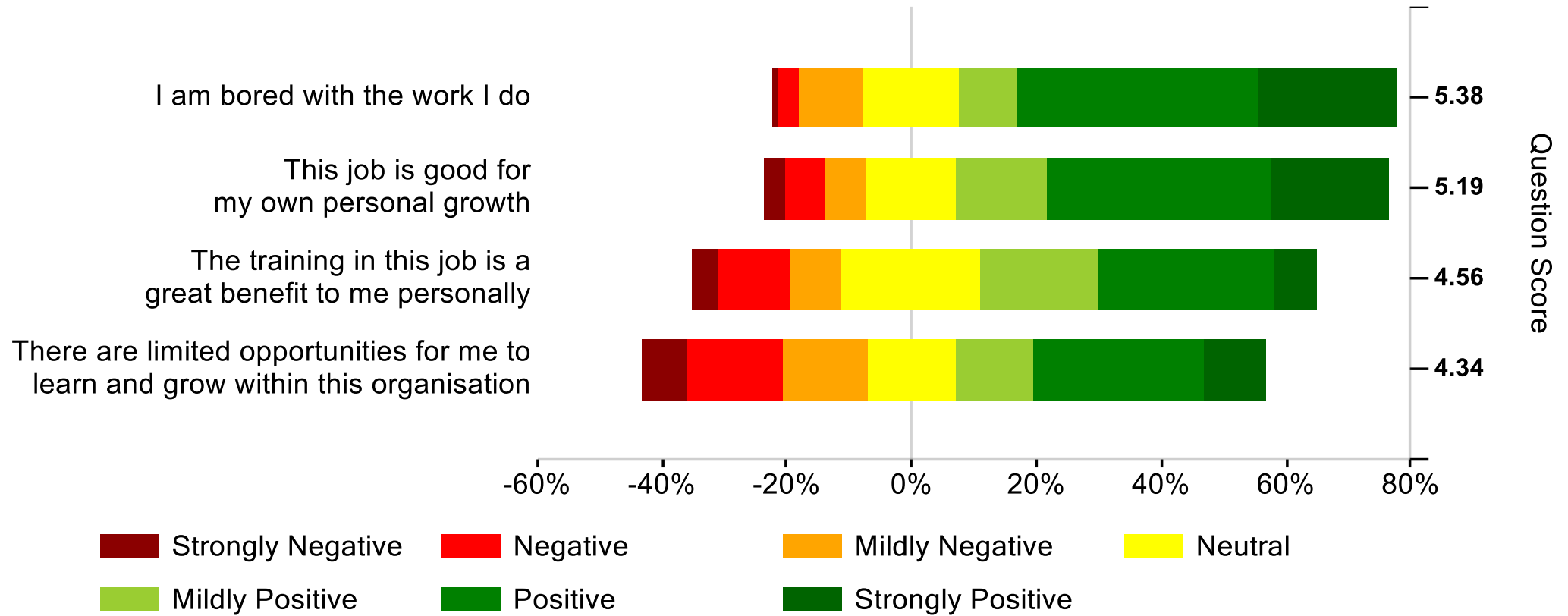
MC³



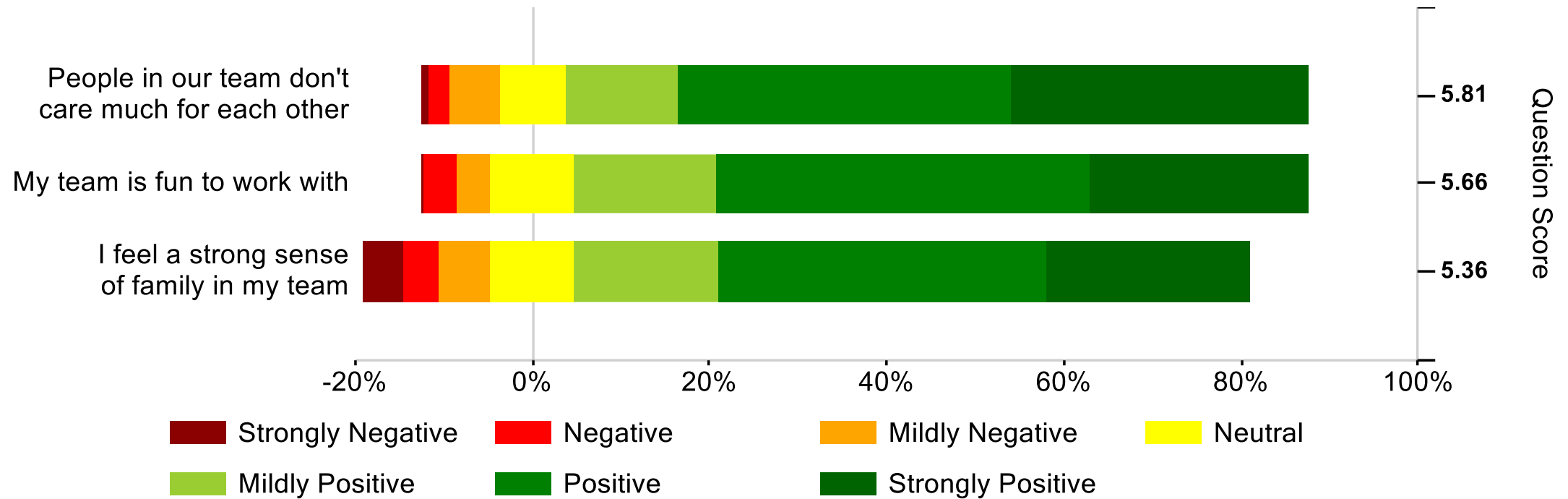
	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58 -5	81.28 -6	82.22 -7	81.16 -5	83.33 -5	85.42 -6	83.33 -7	85.42 -6	84.79 -7	87.50 -6	84.00 -6	83.33 -6	84.72 -6
Customer and Local Services	77.85	75.55	74.79	76.32	77.96	79.72	76.19	79.81	78.18	81.43	78.07	77.83	78.31
2* Manager	76.71 1	74.99 1	74.79 0	75.02 1	77.33 1	79.17 1	76.98 -1	80.00 0	79.17 -1	81.67 0	77.78 0	77.38 0	78.13 0
1* Manager	71.46 6	69.67 6	68.52 6	70.04 6	72.04 6	72.73 7	72.07 4	74.96 5	73.33 5	76.34 5	71.89 6	71.67 6	72.62 6
Ones to Watch Manager	65.34 13	62.59 13	59.33 15	67.88 8	66.88 11	63.19 17	62.80 13	67.06 13	63.28 15	65.40 16	64.09 14	66.28 12	67.02 11

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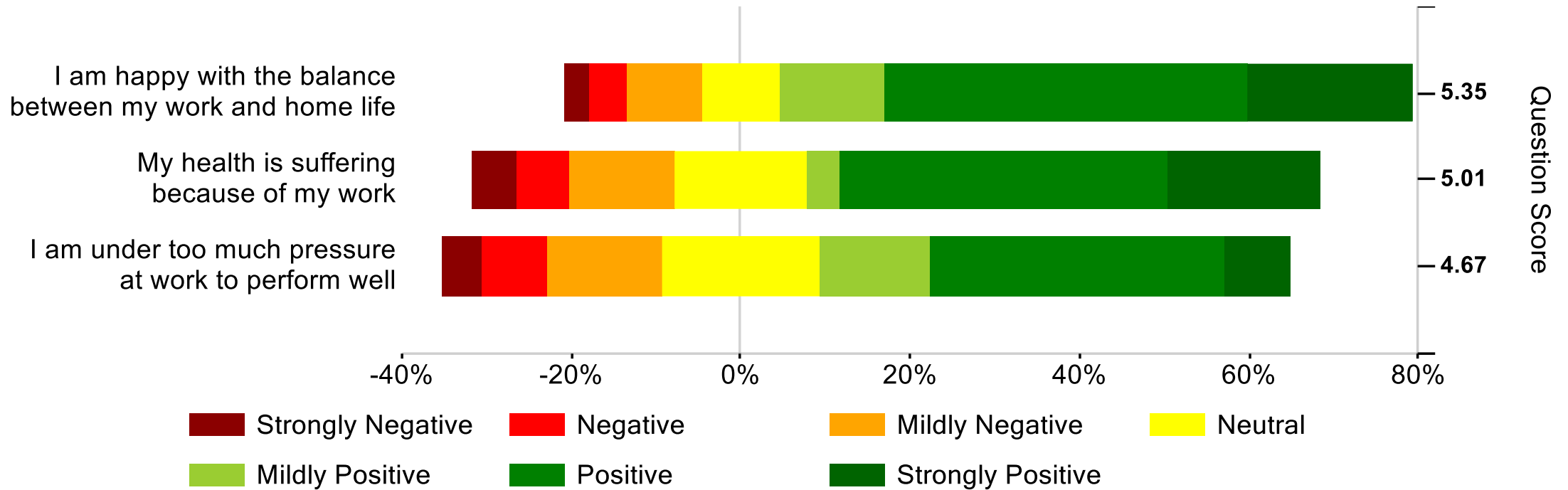
Personal Growth



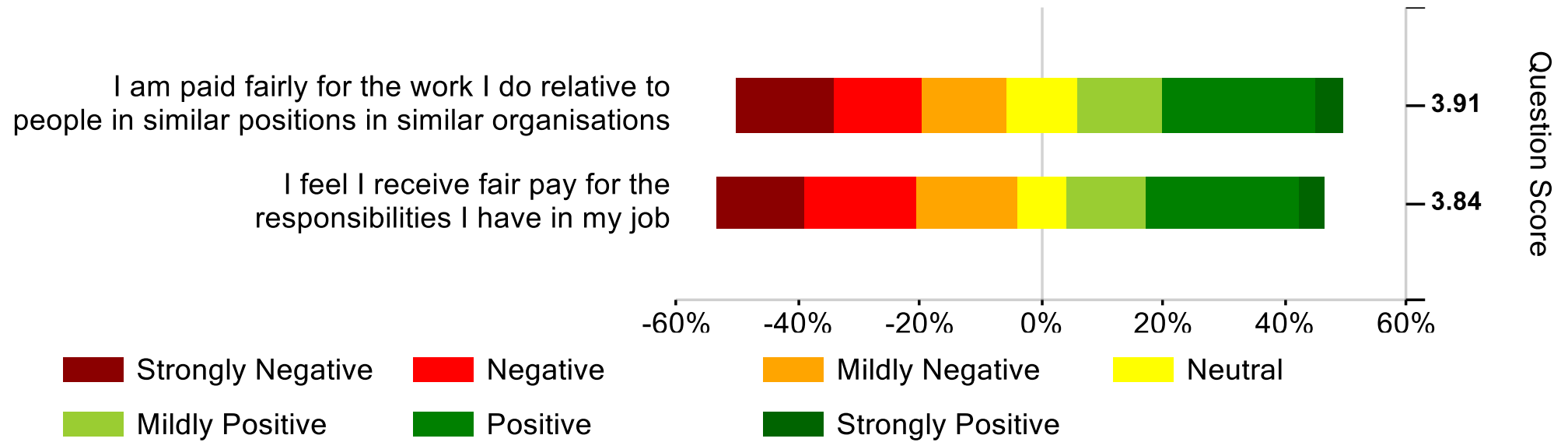
My Team



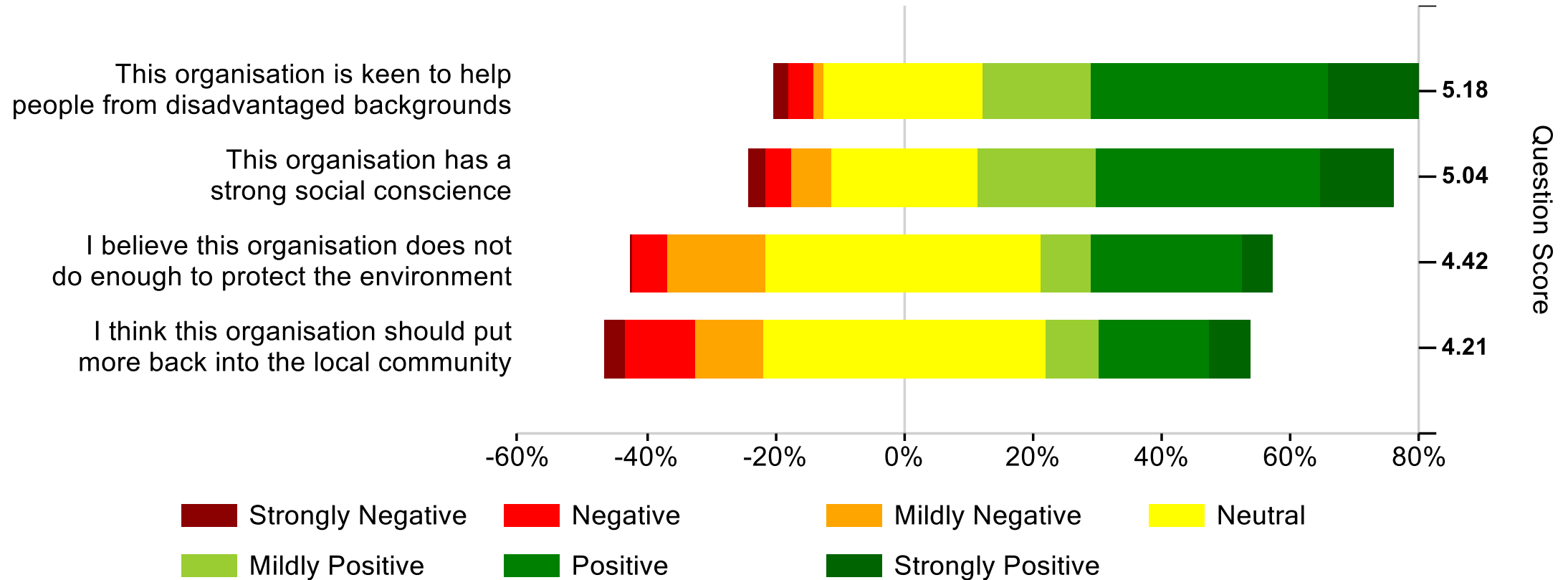
Wellbeing



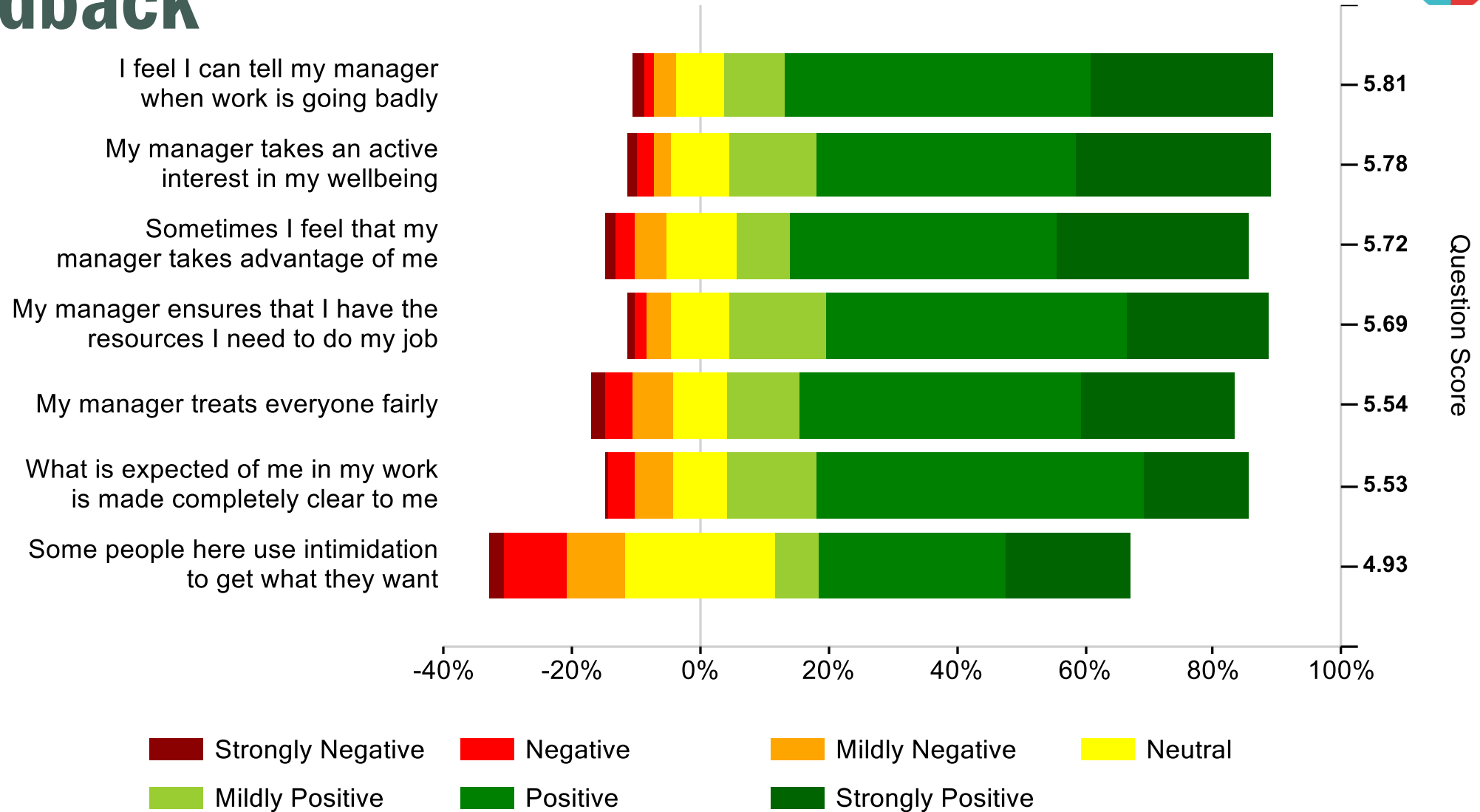
Fair Deal



Giving Something Back



Feedback



Bespoke

