



2024 BeHeard Survey

Health and Community Services

Presented by:

Organisation Effectiveness Team (People Services)



Executive Summary

Over half of respondents within Health and Community Services reported an overall pleasant experience in the workplace, this continues to increase year on year.

The Best Companies Index (BCI) score increased by 23.5 points from last year.

Health and Community Service improved across seven of the eight factors of engagement, most notably in 'Leadership' and 'My Company'. The highest score engagement factor for HCJ was 'My Team' with 5.11 out of 7 points.

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

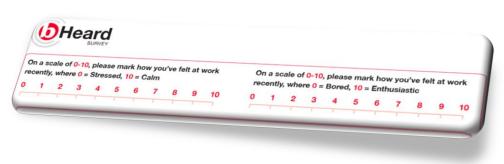
Despite improving year on year, two factors (Leadership and Giving Something Back) fell below the benchmark of 4.

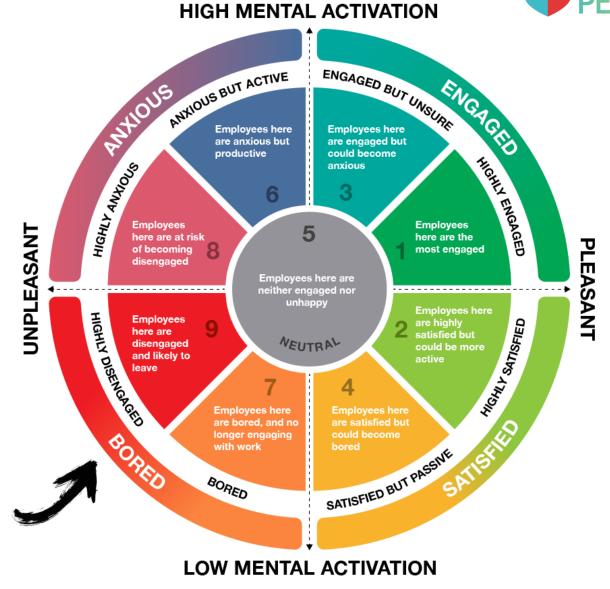


Employee Engagement

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



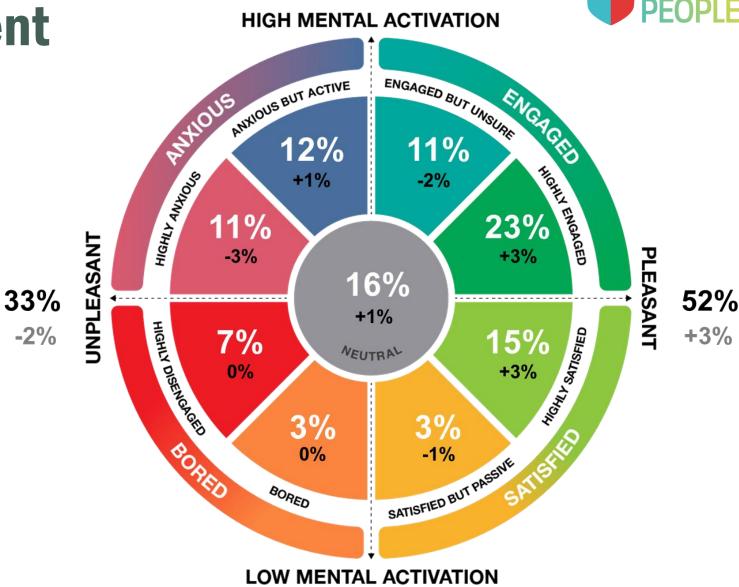




Employee Engagement

Health and Community 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
- 52% of respondents within Health and Community Services reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores





BCI Score

Health and Community Services

	600 OTW 55.5 ★★ 55.5 ★★★ 900
Sept-24 BCI 559.9	Your stretch benchmark
Jun-23 BCI 536.4	
Jul-20 BCI 493.3	

- 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



Health and Community Services vs GoJ

- The 8 factor scores are based ^{7.0} on the core 24 statements in the survey ^{6.0}
- Each factor is scored on a scale of 1 to 7

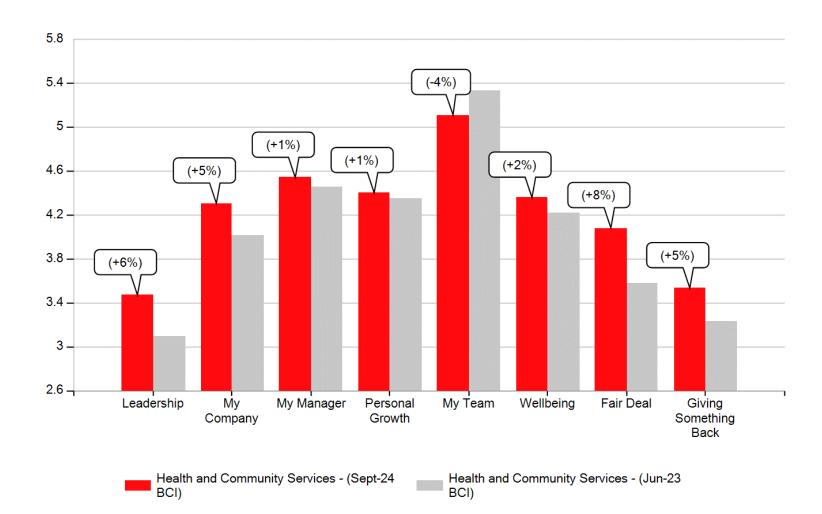


Health and Community Services
Government of Jersey

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)



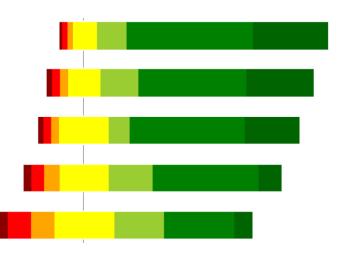




2024 BeHeard Survey

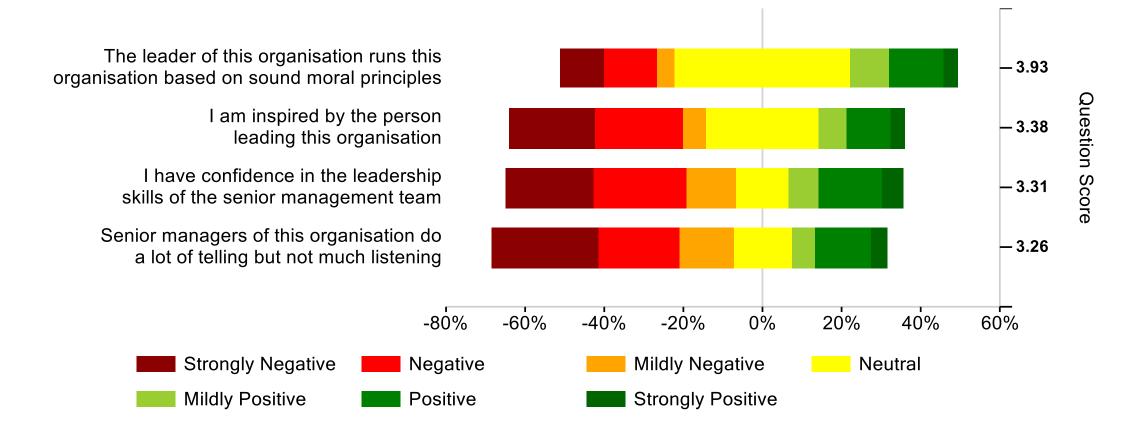
Introduction to heatmaps

- 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



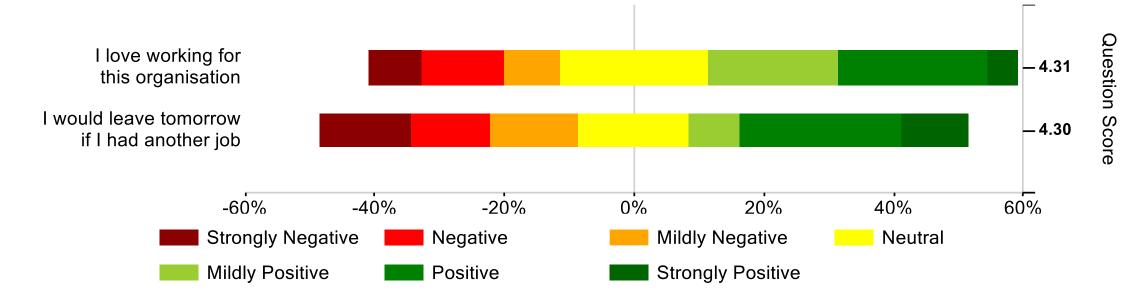


Leadership



Leadership questions related to Chief Officer Chris Bown

Senior Managers questions related to The Senior Leaders of the Care Group your role sits within. For example, the Chief of Service, General Manager, or Lead Nurse







My Manager (1 of 3)

I feel that my manager talks openly and honestly with me

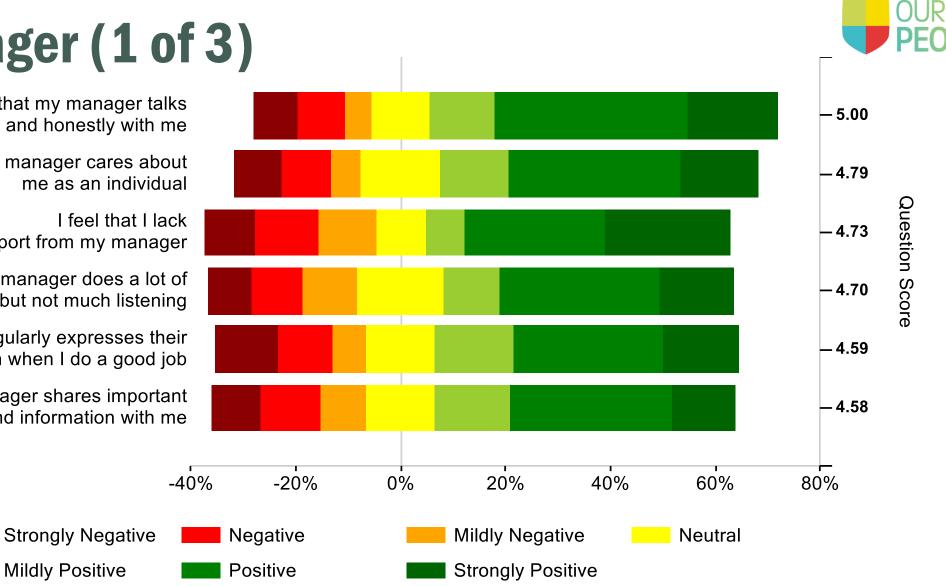
My manager cares about me as an individual

I feel that I lack support from my manager

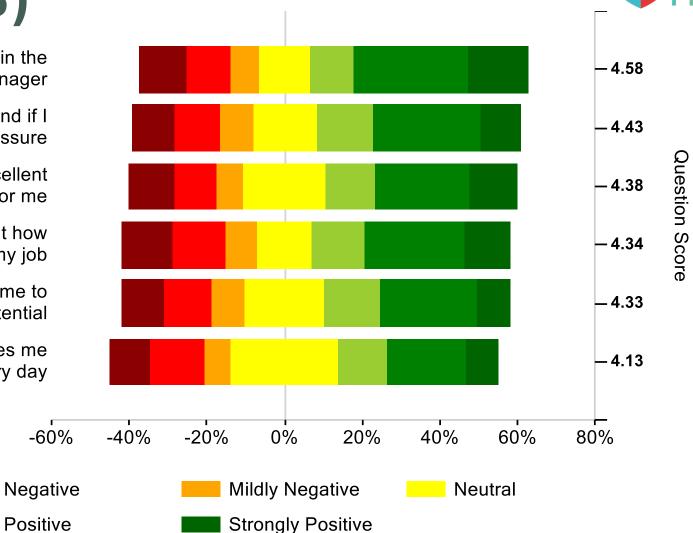
My manager does a lot of telling but not much listening

My manager regularly expresses their appreciation when I do a good job

My manager shares important knowledge and information with me







My Manager (2 of 3)

I have confidence in the leadership skills of my manager

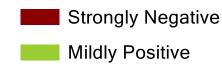
My manager would be quick to respond if I showed signs of being under too much pressure

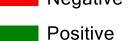
> My manager is an excellent role model for me

My manager cares about how satisfied I am in my job

> My manager helps me to fulfil my potential

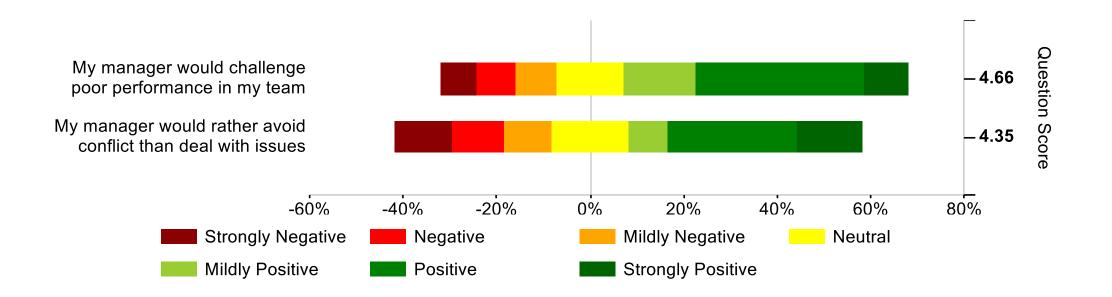
My manager motivates me to give my best every day





My Manager (3 of 3)

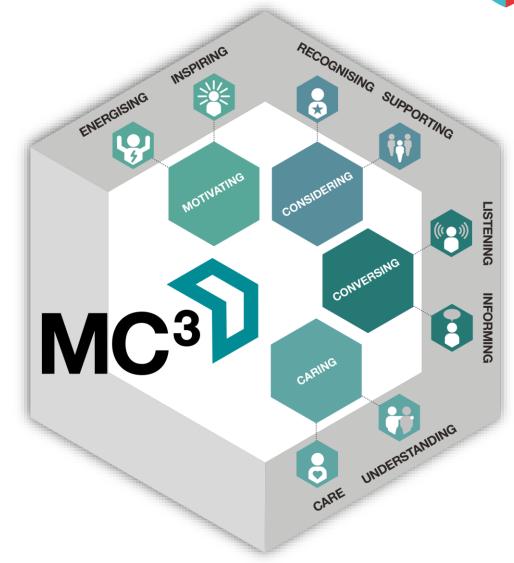




MC³



- 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





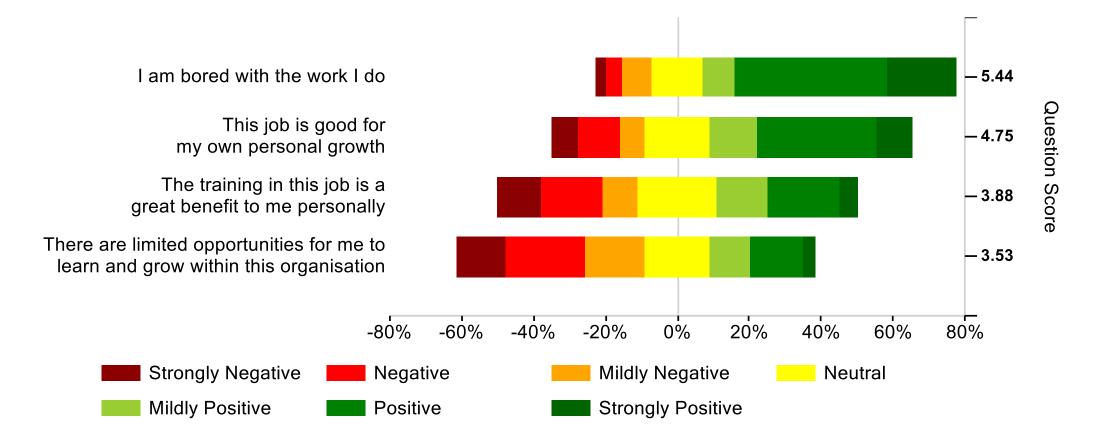


	MC3 Overall	Motivates	Inspiring Energising		Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58	81.28 82	.22 81.16	83	3.33	85.42	83.33	85.42	84.79	87.50	84.00	83.33	84.72
	-21	-21 -2	26 -18	-	22	-22	-24	-21	-19	-24	-25	-24	-25
2* Manager	76.71	74.99 74	.79 75.02	77	7.33	79.17	76.98	80.00	79.17	81.67	77.78	77.38	78.13
	-16	-15 -1	19 -12	-	16	-16	-18	-16	-14	-18	-18	-18	-18
1* Manager	71.46	69.67 68	5.52 70.04	72	2.04	72.73	72.07	74.96	73.33	76.34	71.89	71.67	72.62
	-10	-10 -1	12 -7	-	11	-10	-13	-11	-8	-13	-13	-13	-13
Ones to Watch Manager	65.34	62.59 59	.33 67.88	66	6.88	63.19	62.80	67.06	63.28	65.40	64.09	66.28	67.02
	-4	-3 -	-3 -4		-6	0	-3	-3	2	-2	-5	-7	-7
Health and Community Services	61.20	59.81 56	63.38	61	1.24	63.15	59.33	64.40	65.49	63.30	59.35	59.05	59.65

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

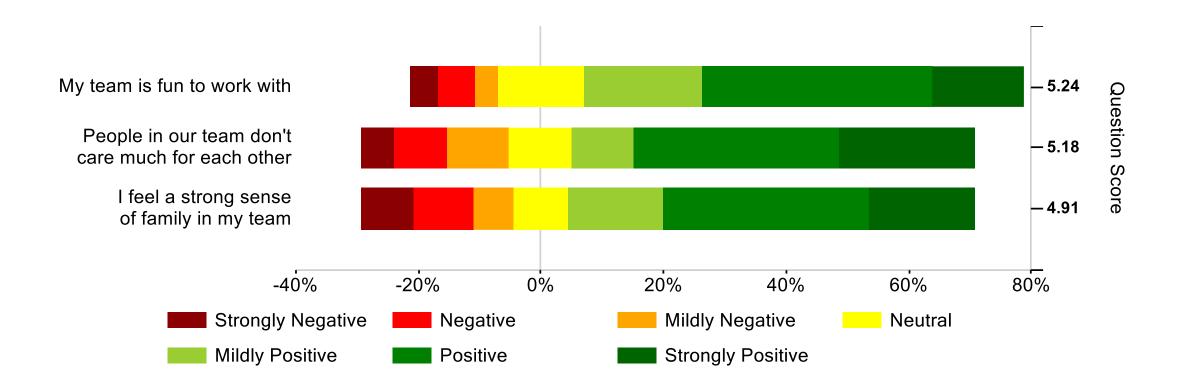


Personal Growth



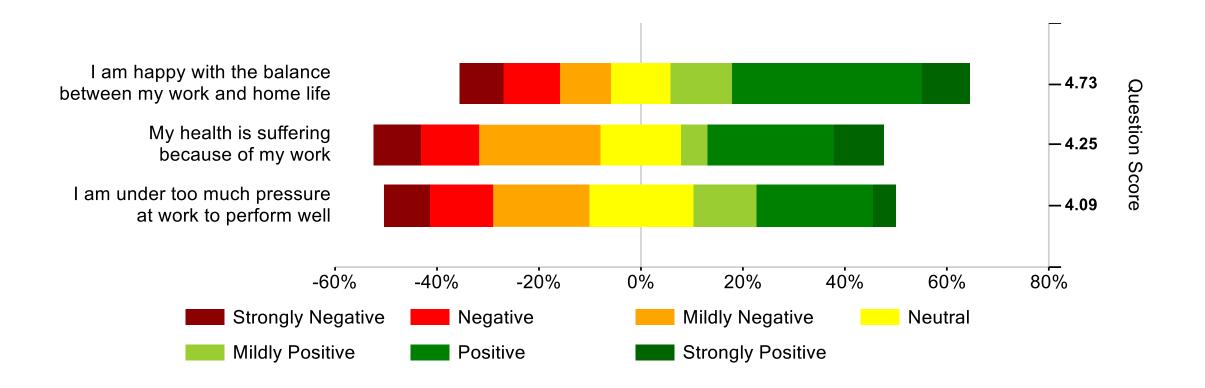
My Team





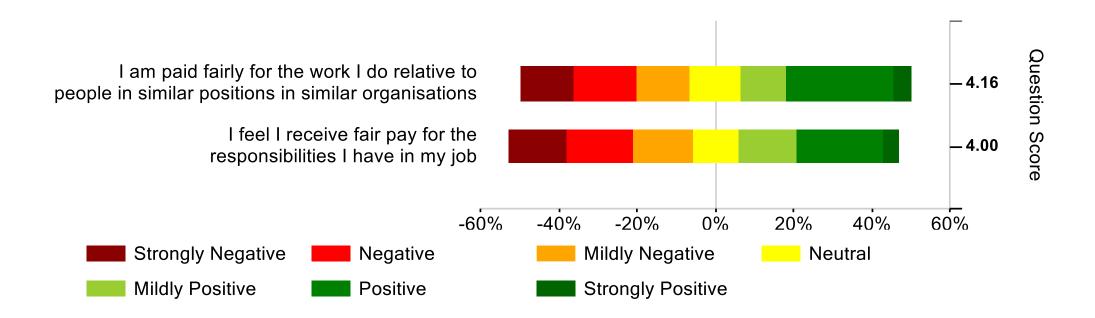
Wellbeing





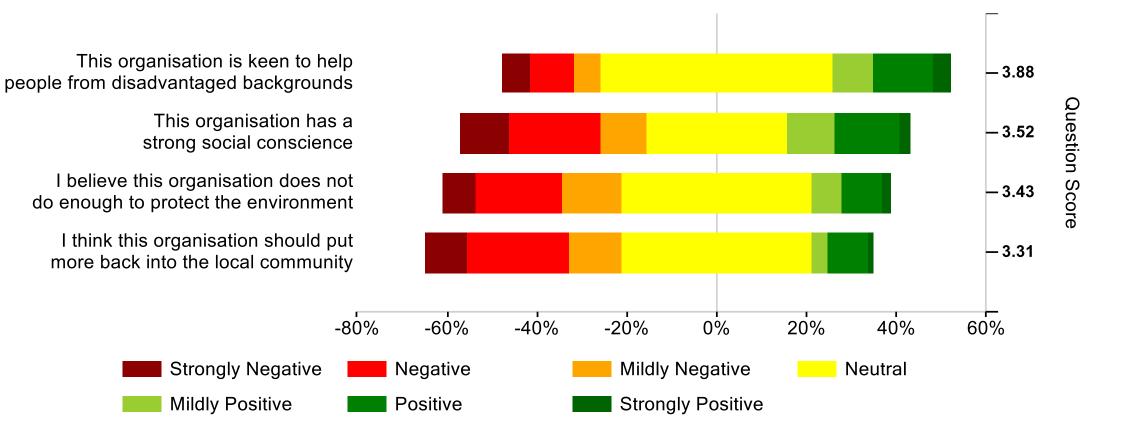


Fair Deal



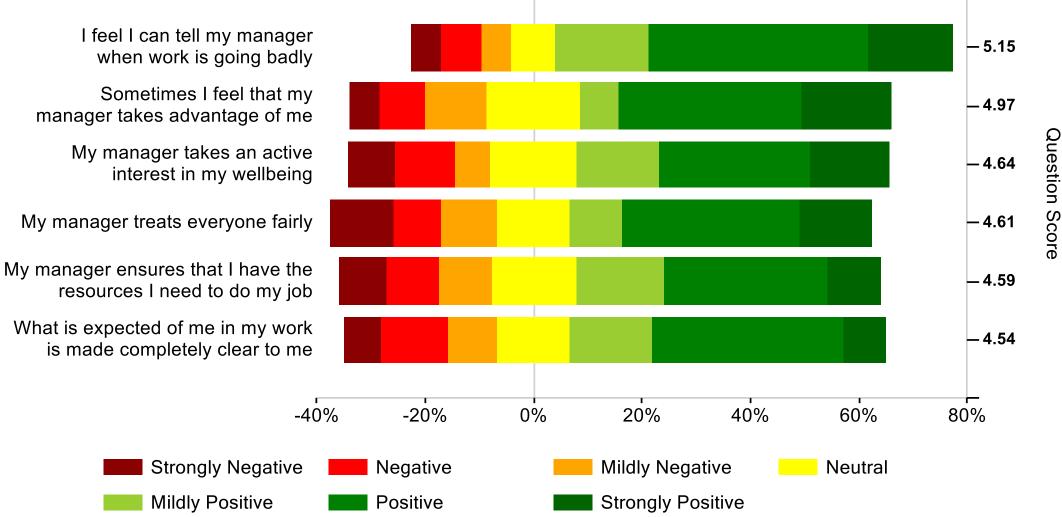


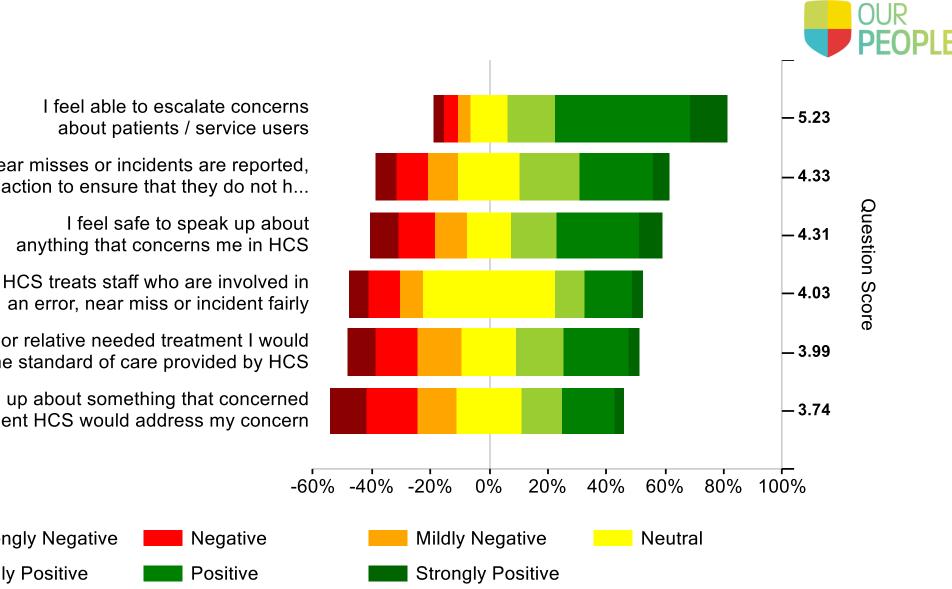
Giving Something Back





Feedback





When errors, near misses or incidents are reported, HCS takes action to ensure that they do not h...

Bespoke

If a friend or relative needed treatment I would be happy with the standard of care provided by HCS

If I spoke up about something that concerned me I am confident HCS would address my concern

