

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.

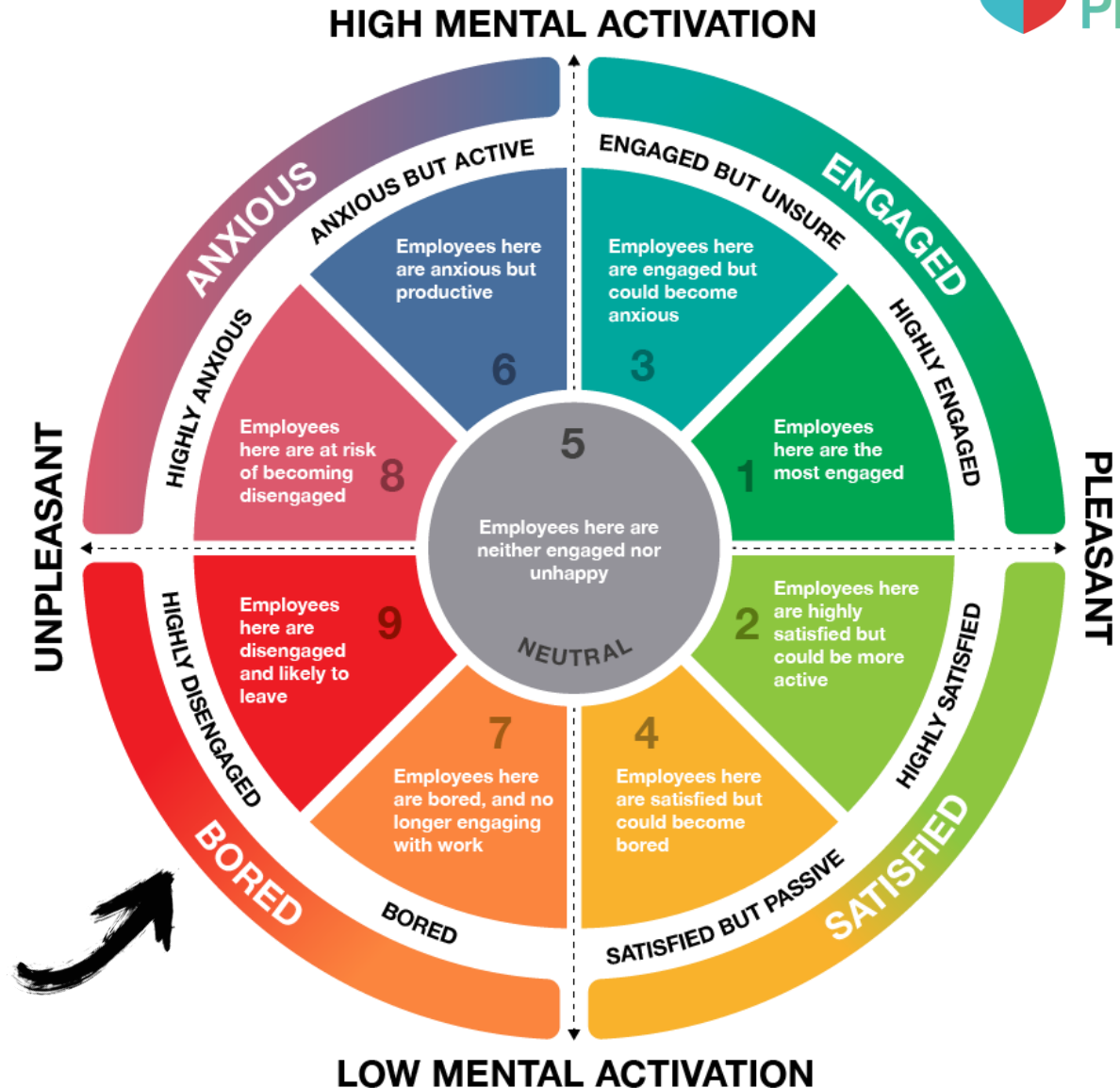
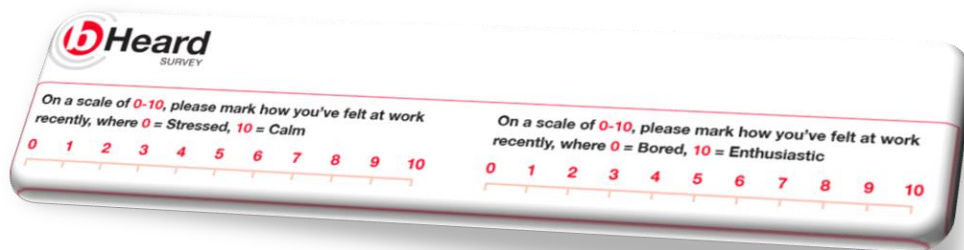
HCS will be working to encourage more employees to take part in future surveys to ensure that results are representative of the majority of staff.

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

Employee Engagement

Overview

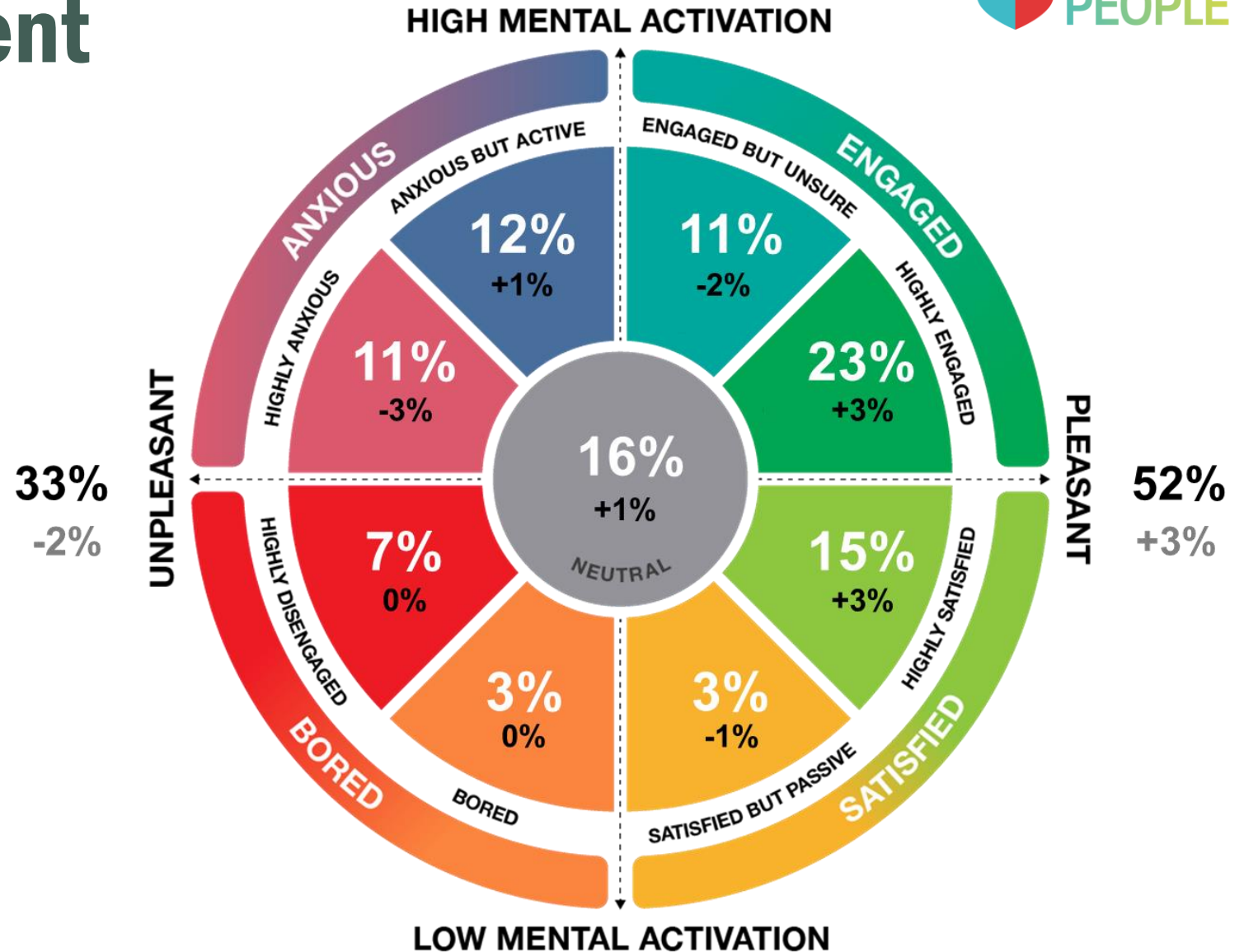
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

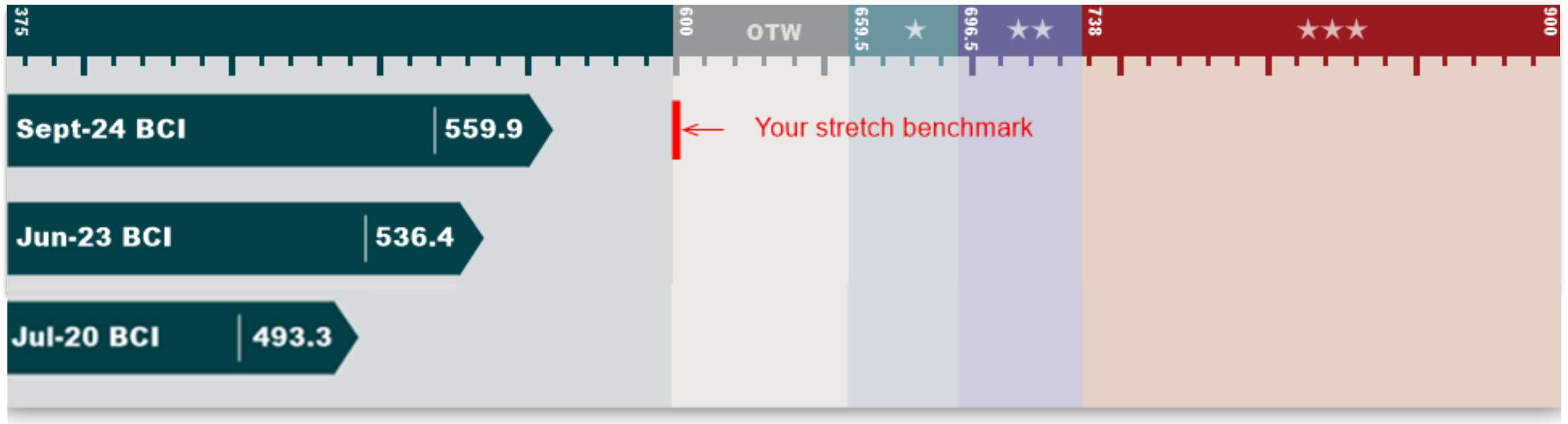
Health and Community Services

- 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



- 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

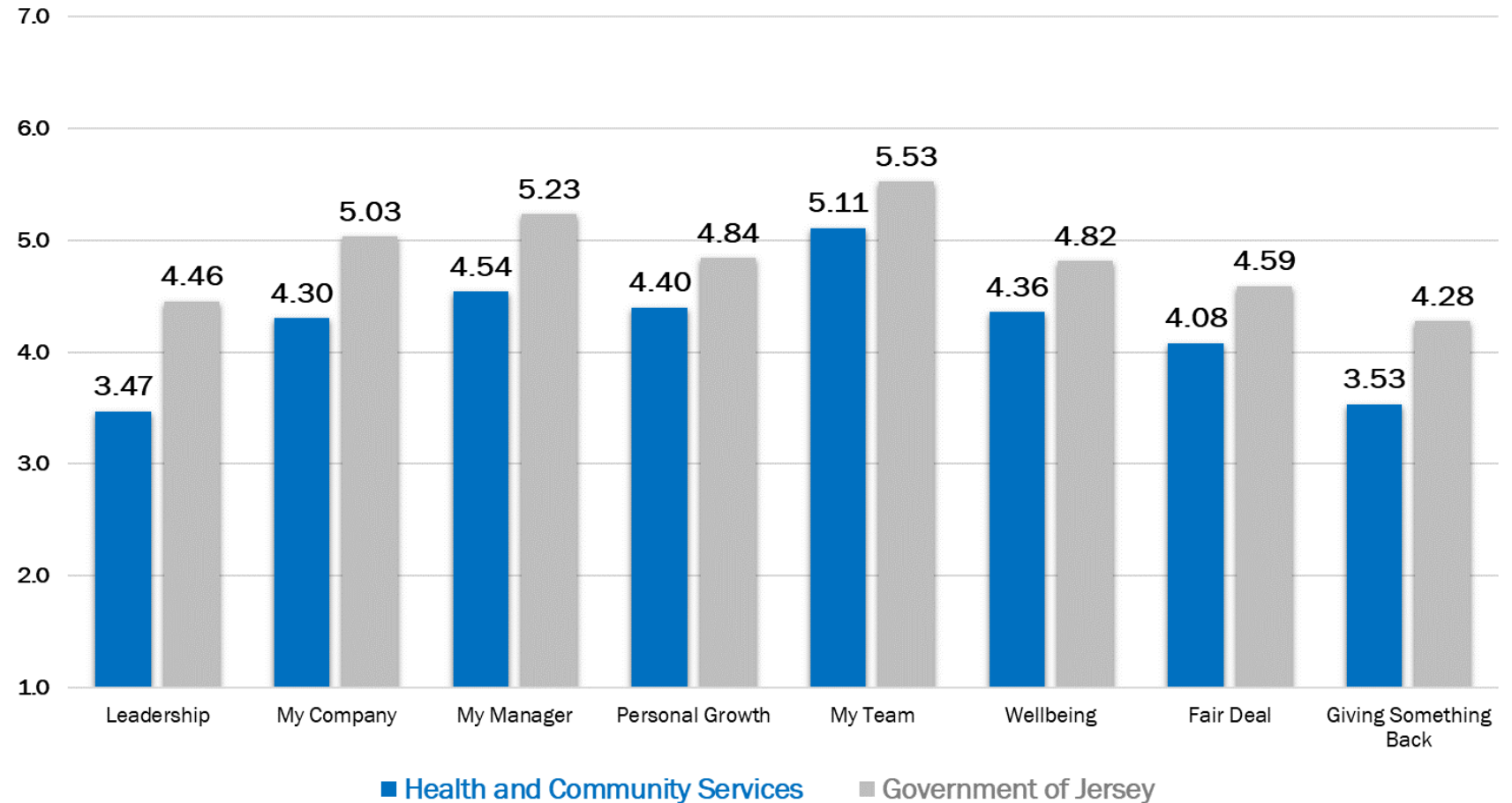
OTW is Good
 ★ is Very Good
 ★★ is Outstanding
 ★★★ is World Class

8 Factors of Engagement



Health and Community Services vs GoJ

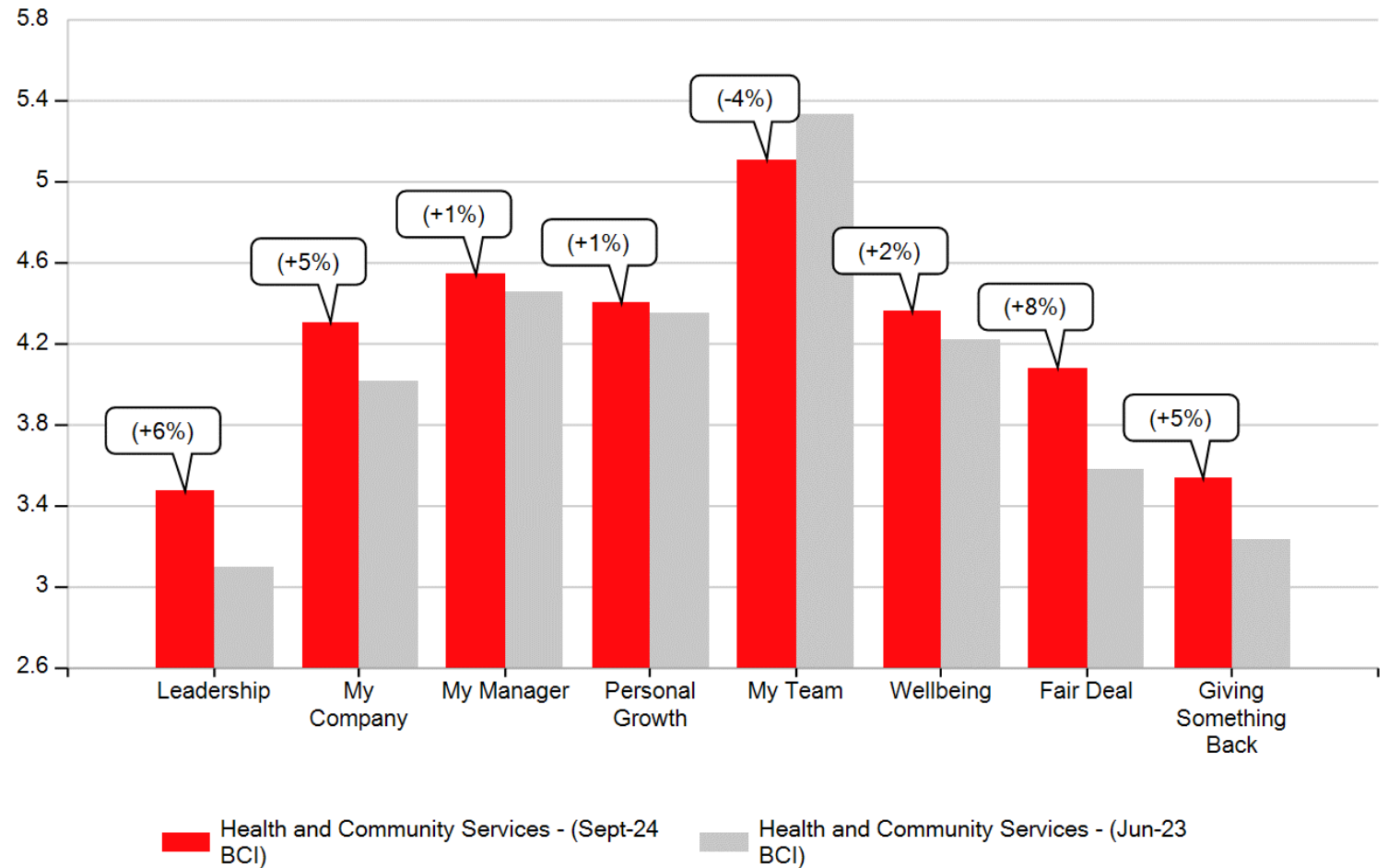
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7



8 Factors of Engagement

Comparison against previous survey

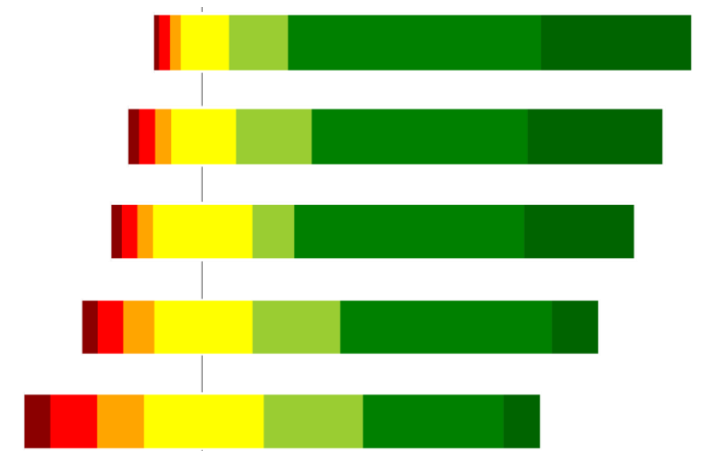
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



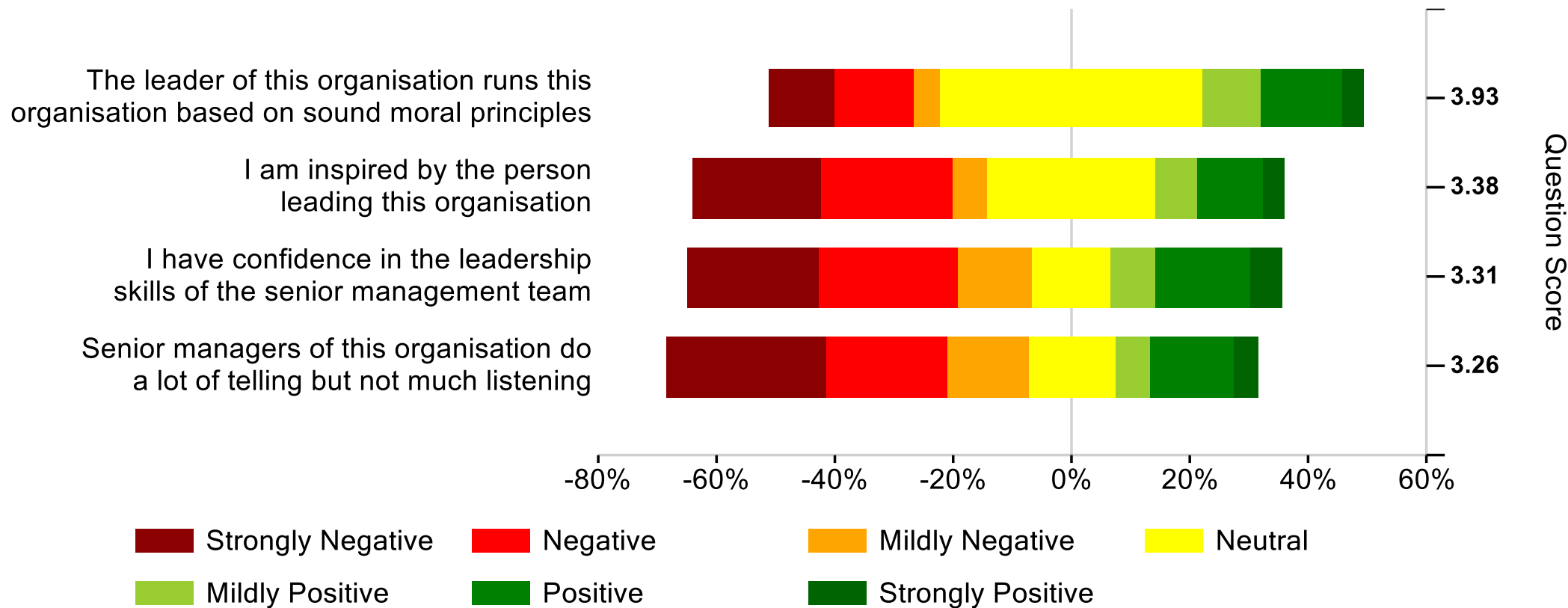
2024 BeHeard Survey

Introduction to heatmaps

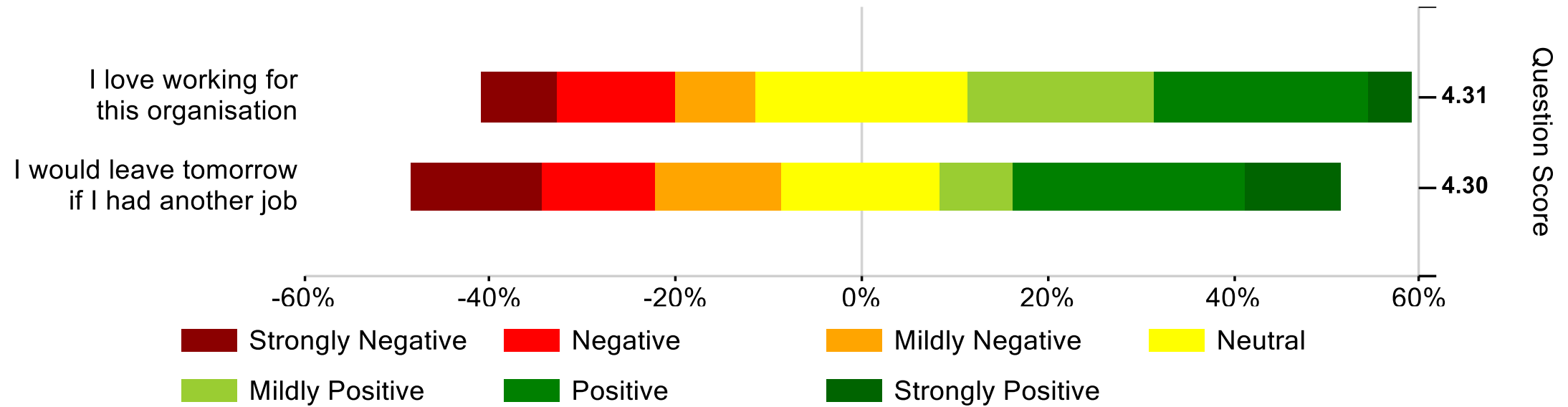
- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements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



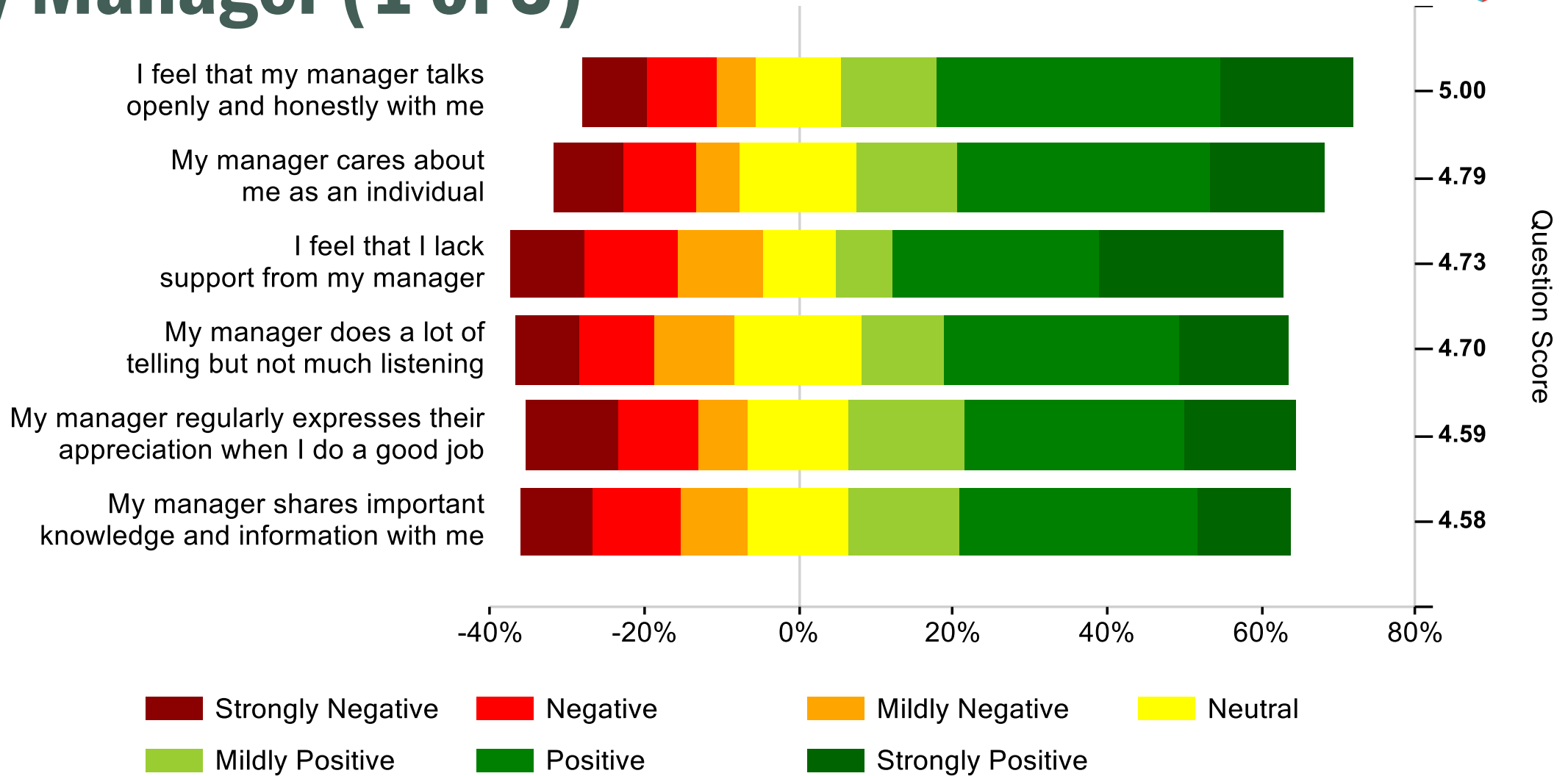
Leadership



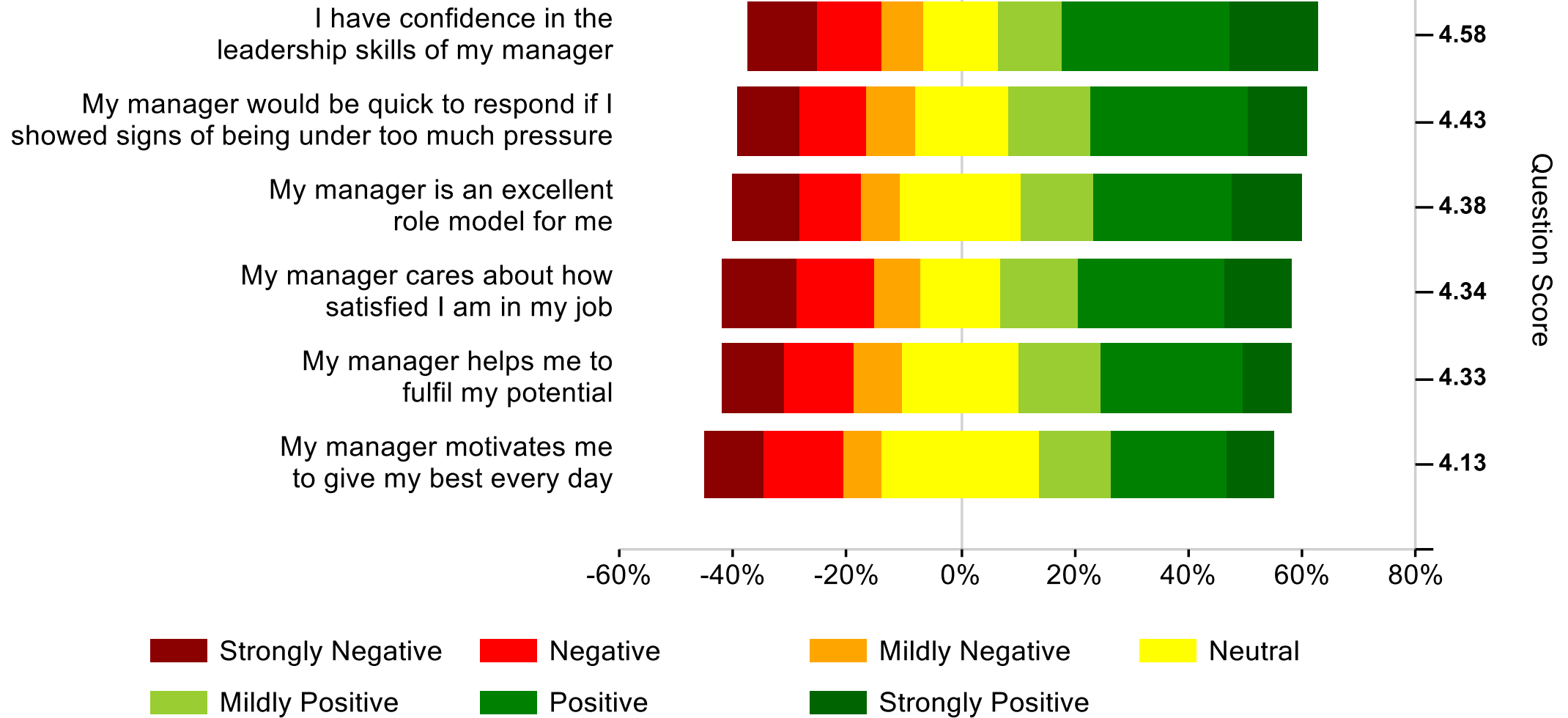
My Company



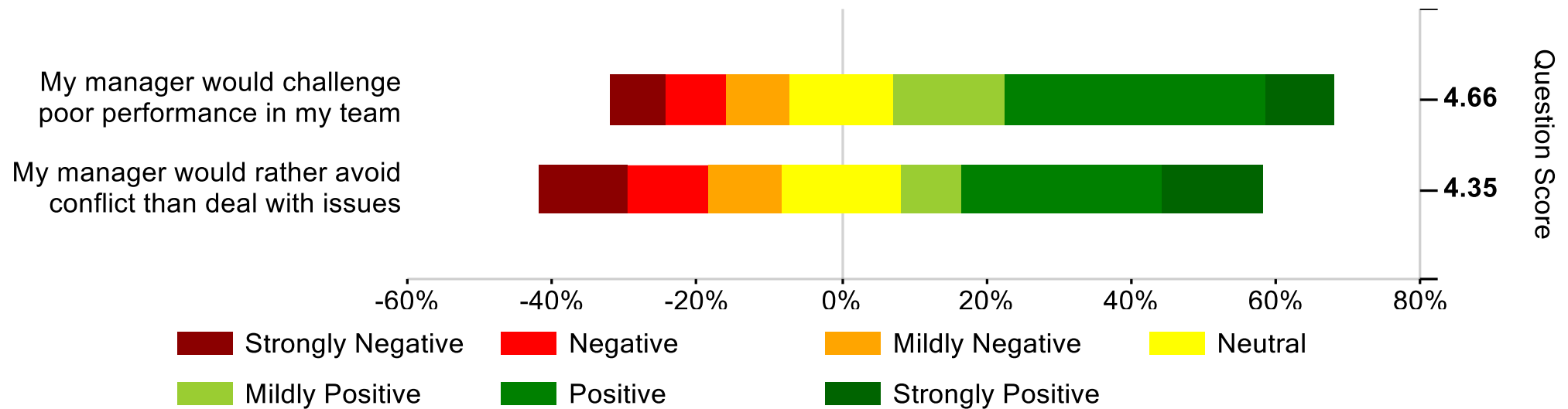
My Manager (1 of 3)



My Manager (2 of 3)

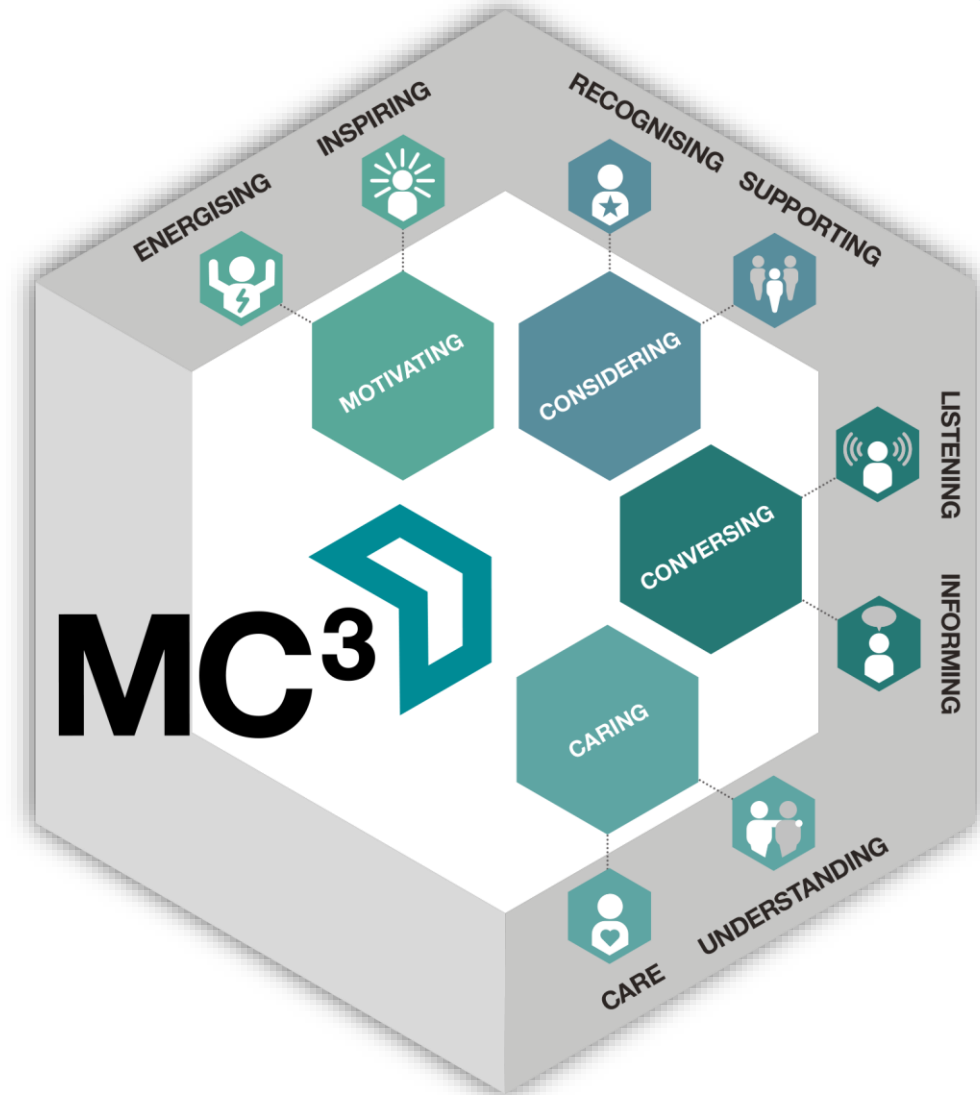


My Manager (3 of 3)



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



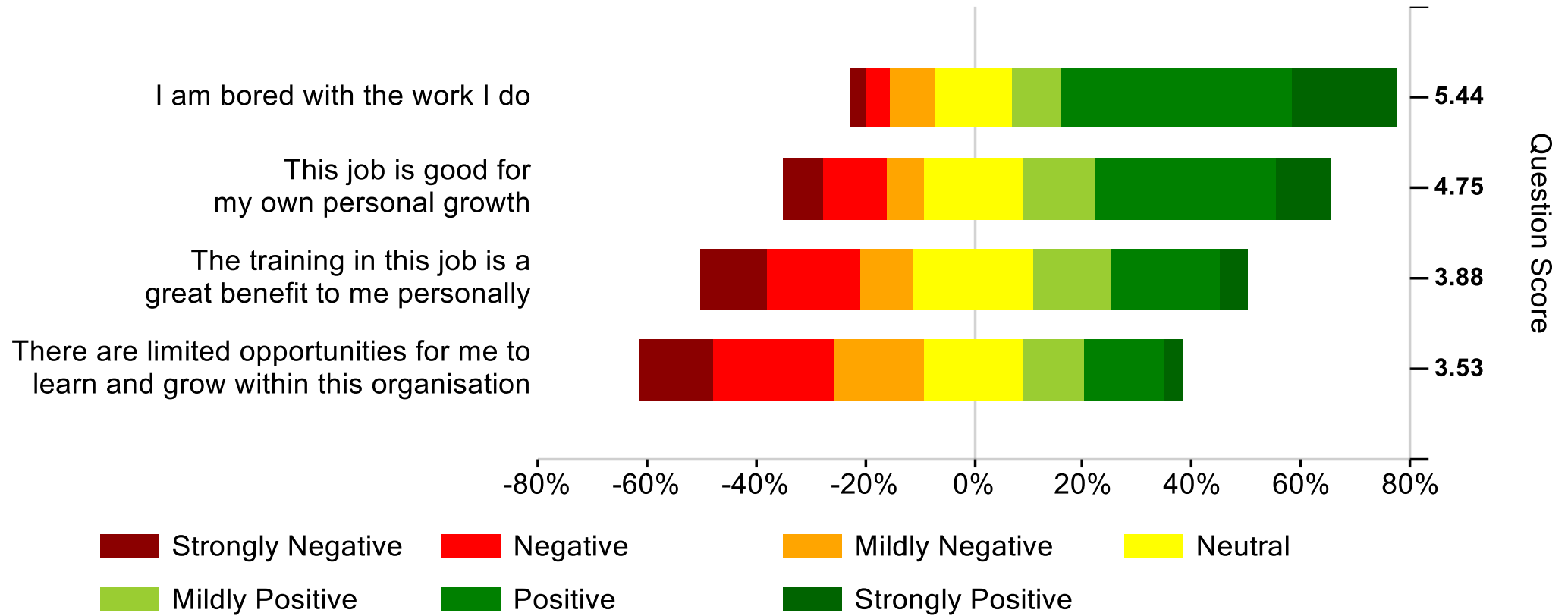
MC³



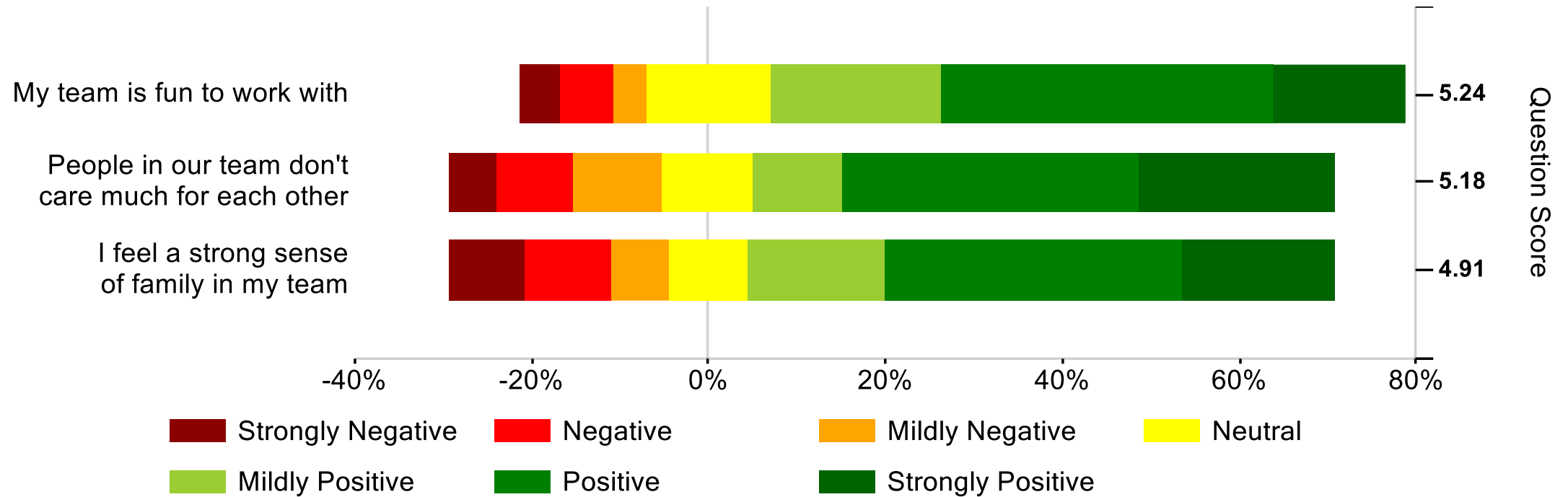
	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58 -21	81.28 -21	82.22 -26	81.16 -18	83.33 -22	85.42 -22	83.33 -24	85.42 -21	84.79 -19	87.50 -24	84.00 -25	83.33 -24	84.72 -25
2* Manager	76.71 -16	74.99 -15	74.79 -19	75.02 -12	77.33 -16	79.17 -16	76.98 -18	80.00 -16	79.17 -14	81.67 -18	77.78 -18	77.38 -18	78.13 -18
1* Manager	71.46 -10	69.67 -10	68.52 -12	70.04 -7	72.04 -11	72.73 -10	72.07 -13	74.96 -11	73.33 -8	76.34 -13	71.89 -13	71.67 -13	72.62 -13
Ones to Watch Manager	65.34 -4	62.59 -3	59.33 -3	67.88 -4	66.88 -6	63.19 0	62.80 -3	67.06 -3	63.28 2	65.40 -2	64.09 -5	66.28 -7	67.02 -7
Health and Community Services	61.20	59.81	56.23	63.38	61.24	63.15	59.33	64.40	65.49	63.30	59.35	59.05	59.65

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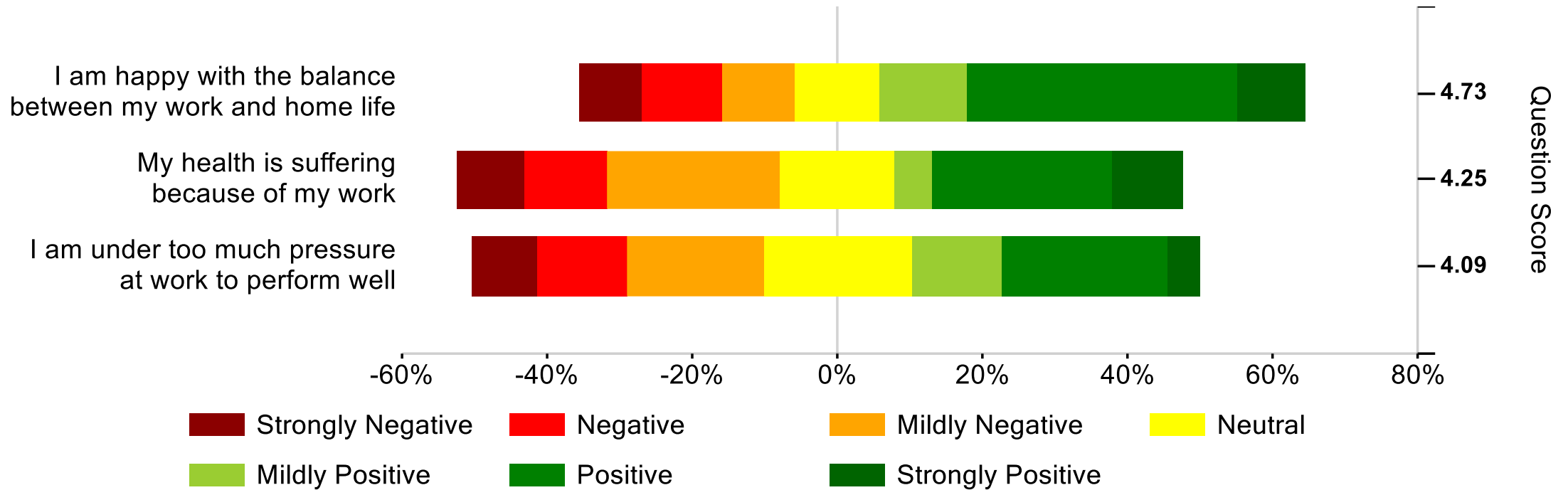
Personal Growth



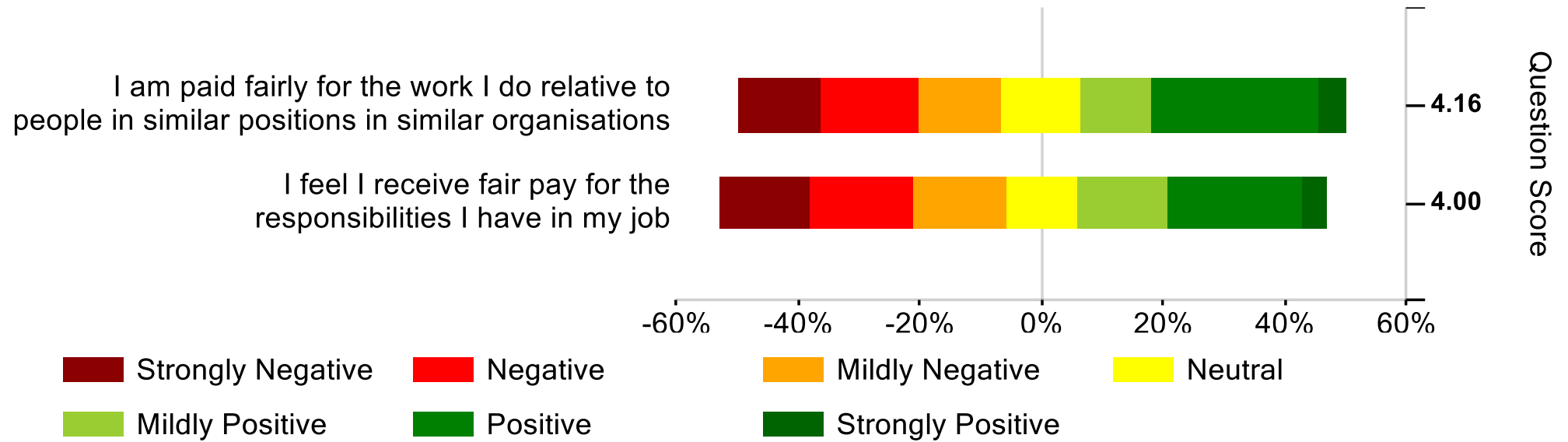
My Team



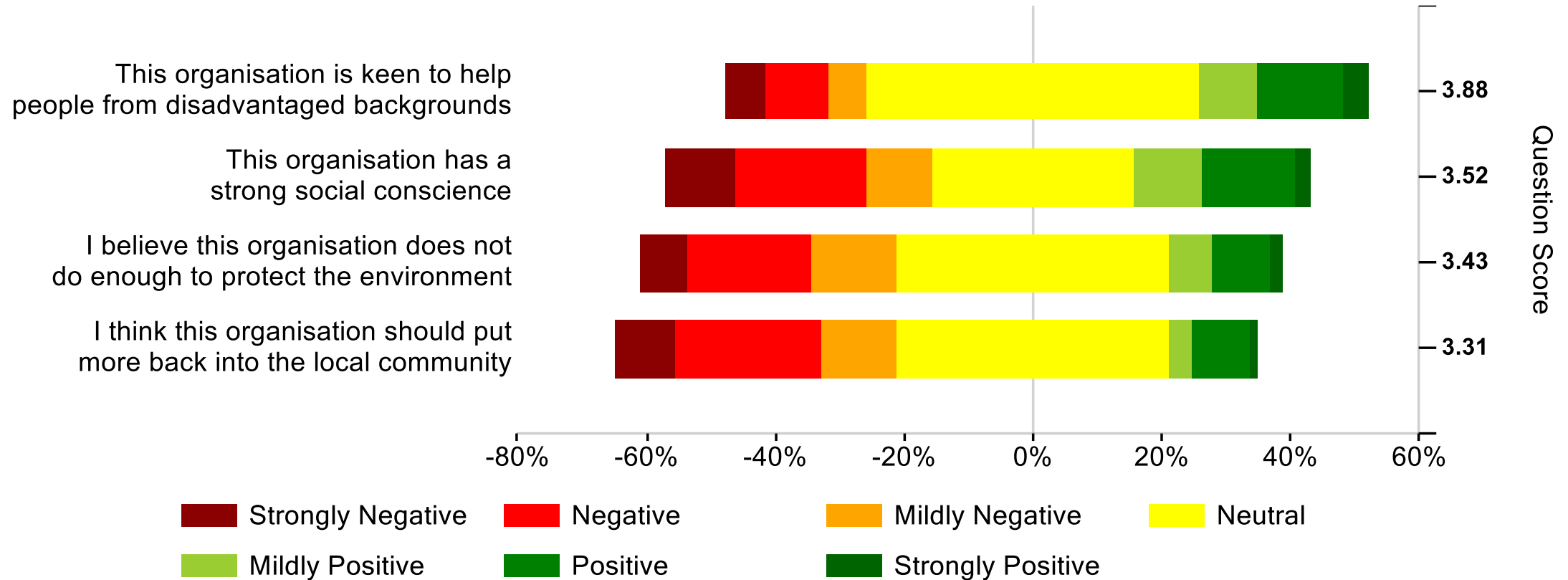
Wellbeing



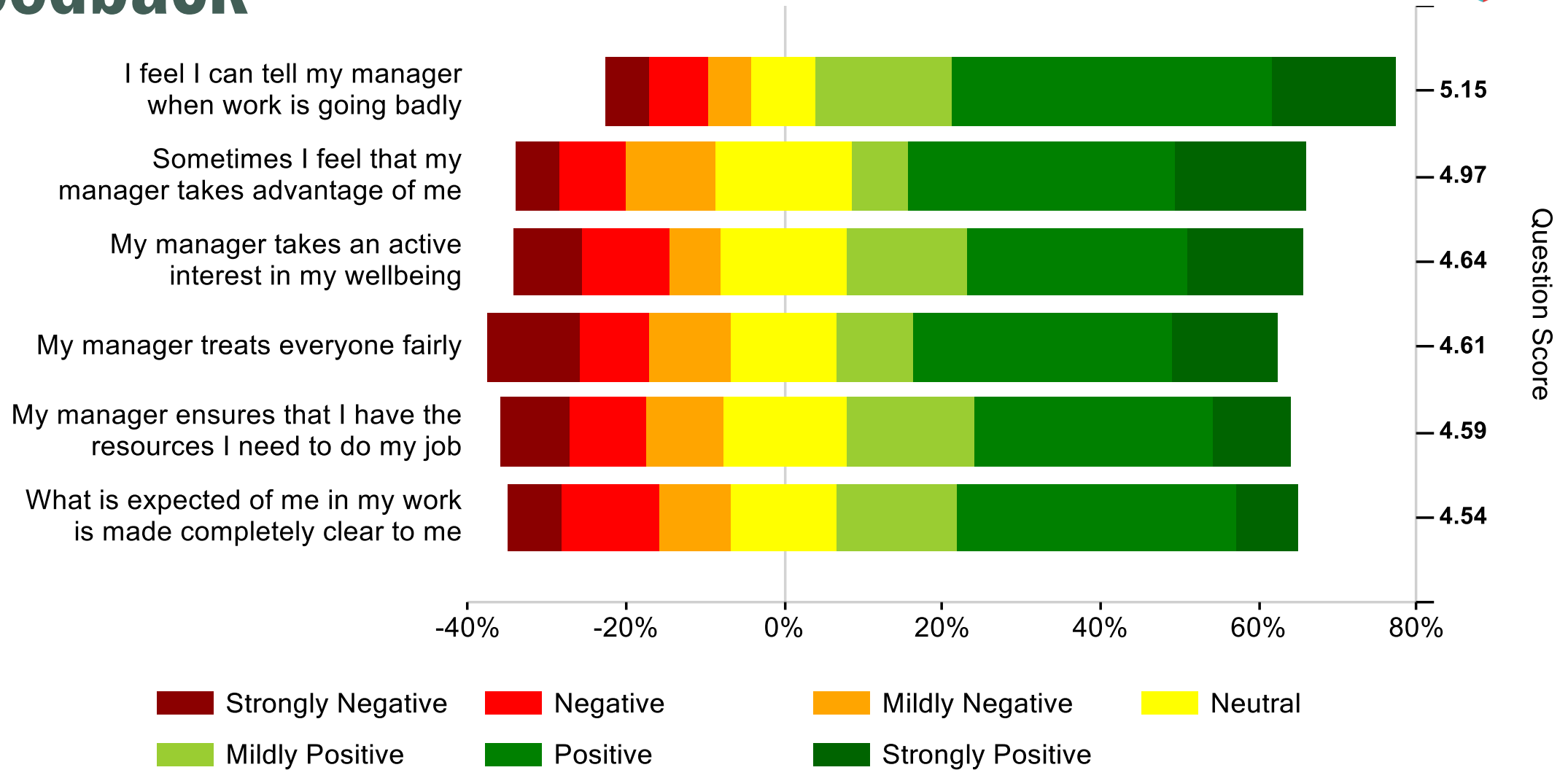
Fair Deal



Giving Something Back



Feedback



Bespoke

