

2024 BeHeard Survey

Law Officers' Department

Presented by:

Organisation Effectiveness Team (People Services)

Executive Summary

2024 has been the Department's best year to date with a 'two star' rating for the first time, marking the Law Officers' Department as 'an outstanding organisation to work for'.

The 'Employee Engagement' chart shows an exceptionally high score of 83%, with the majority of employees falling into the 'highly engaged' category.

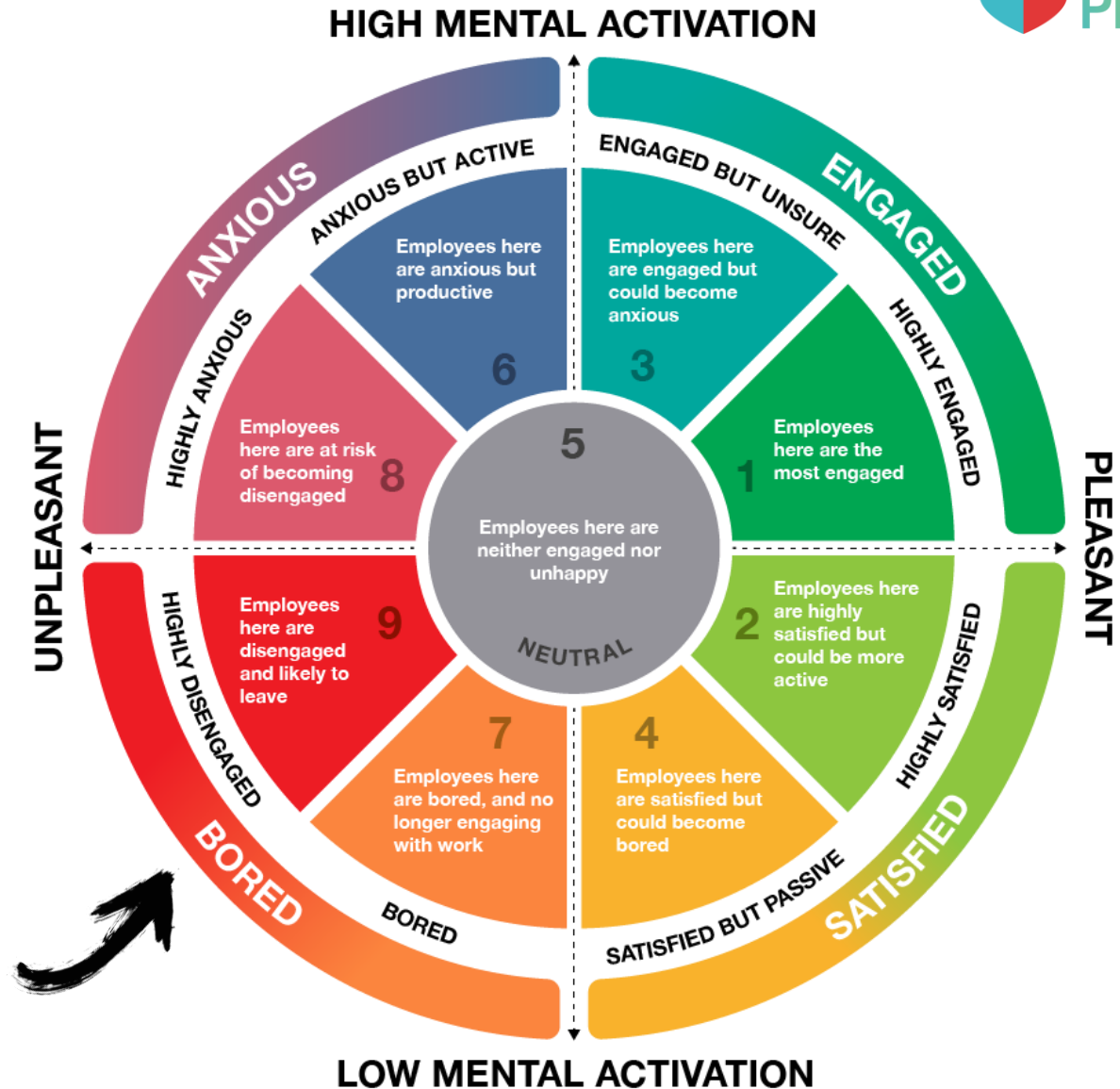
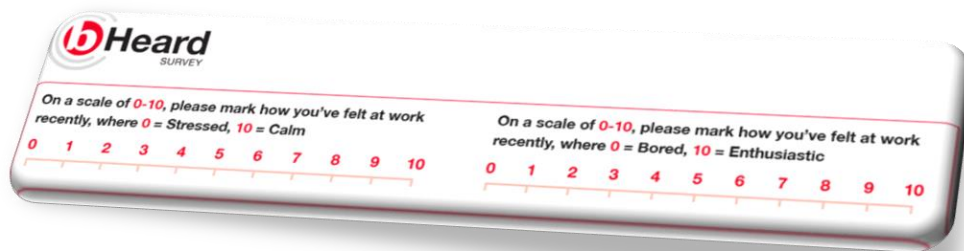
Seven of the eight factors of engagement improved year on year, with the Giving Something Back factor showing a marked increase due to the introduction of the Volunteering Policy. The one factor that fell back slightly on 2023 is Wellbeing which is attributed to the heavy caseload in some teams during 2024 and continuing into 2025.

The 'My Manager' engagement factor shows consistently high scores, with managers at the Law Officers' Department being rated by staff as 'outstanding'.

Employee Engagement

Overview

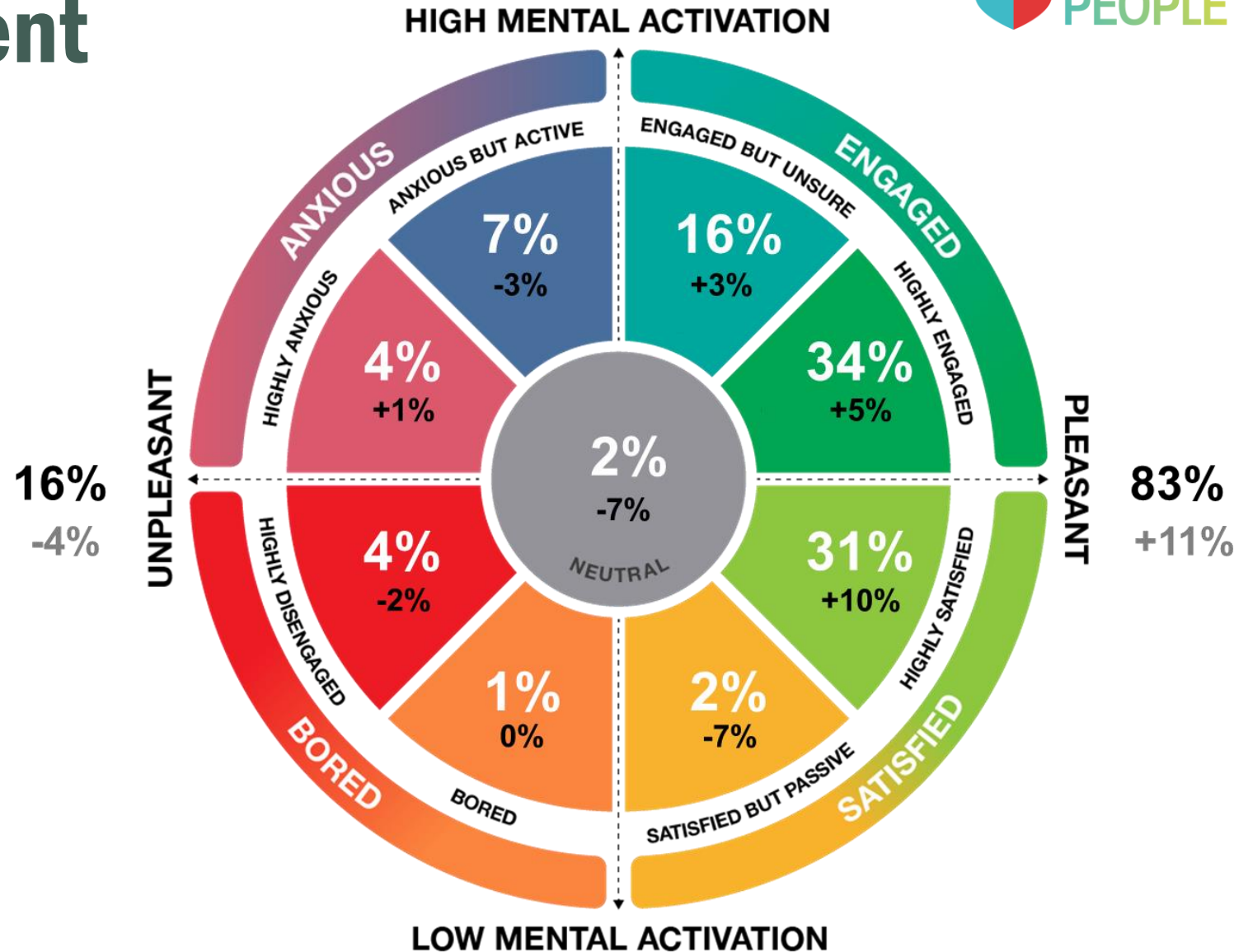
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

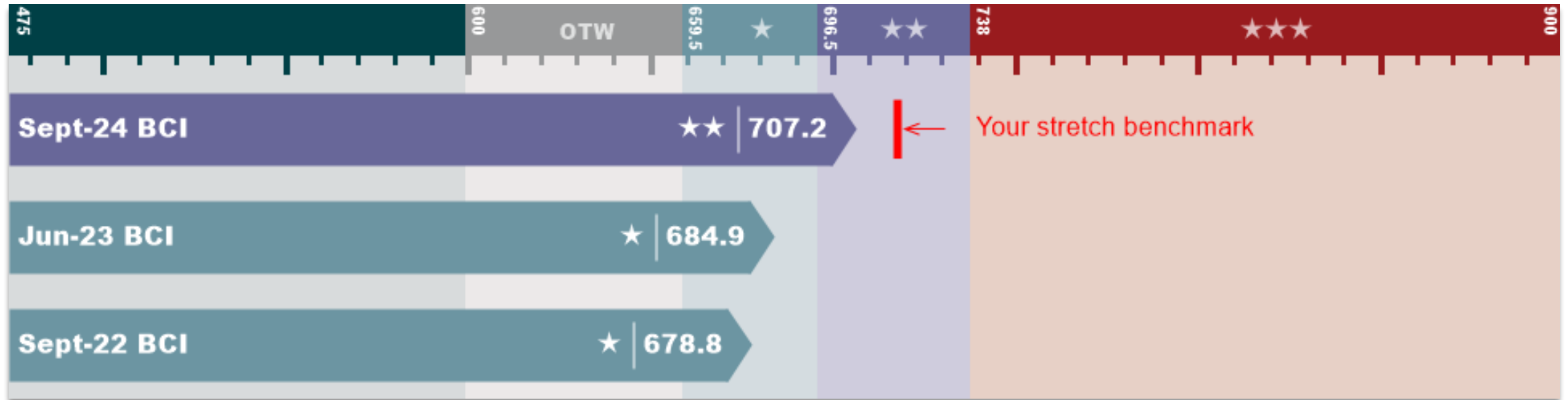
Law Officers' Department

- 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
- 83% of respondents within Law Officers' Department reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



BCI Score

Law Officers' Department



- 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

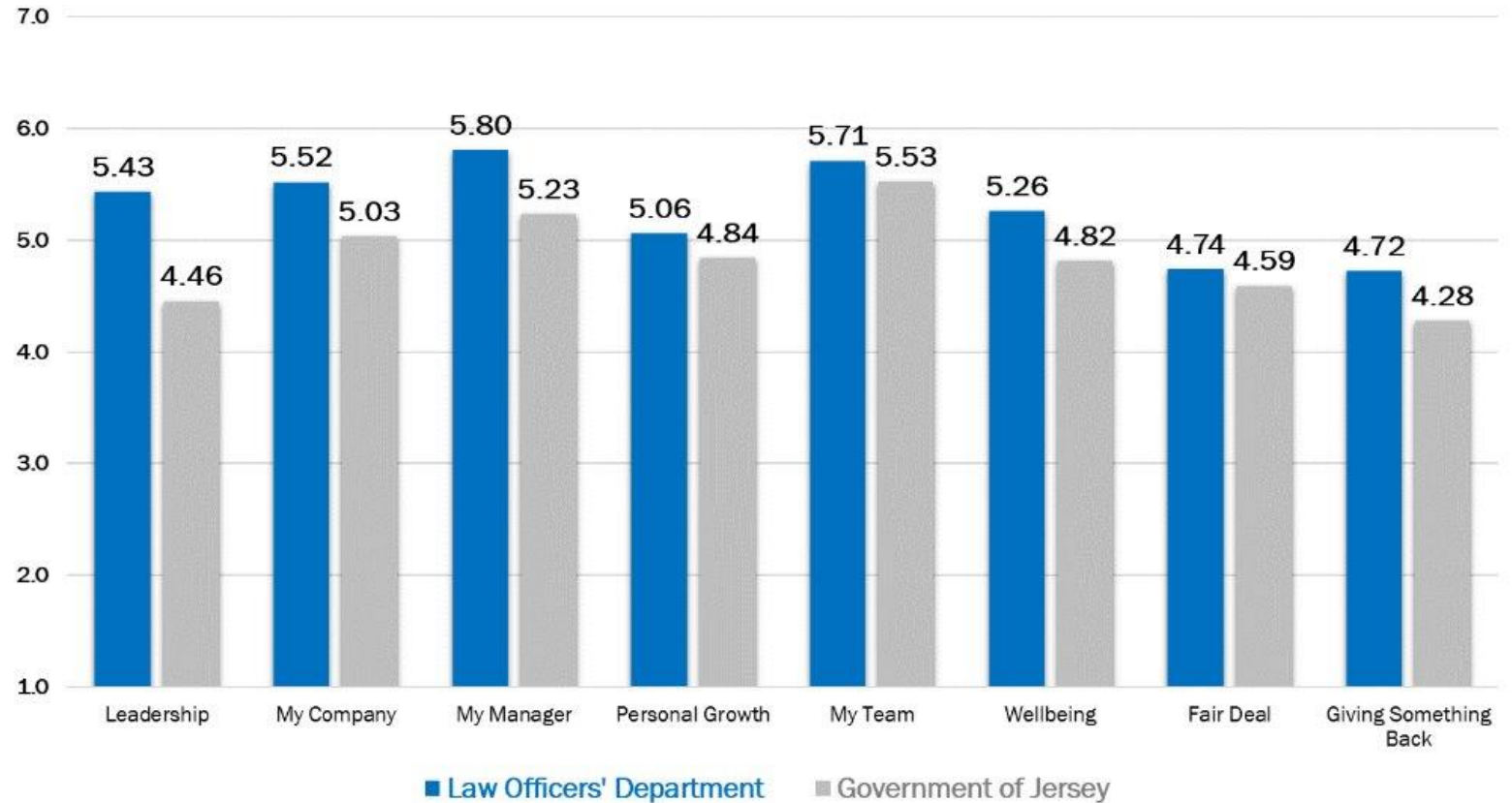
OTW is Good
 ★ is Very Good
 ★★ is Outstanding
 ★★★ is World Class

8 Factors of Engagement



Law Officers' Department 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

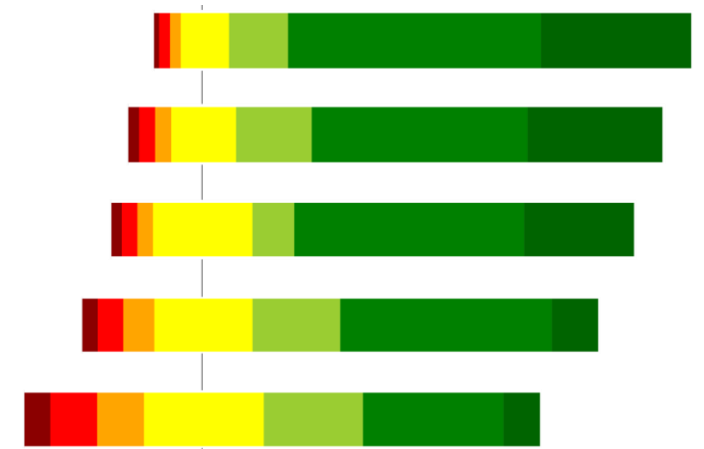
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



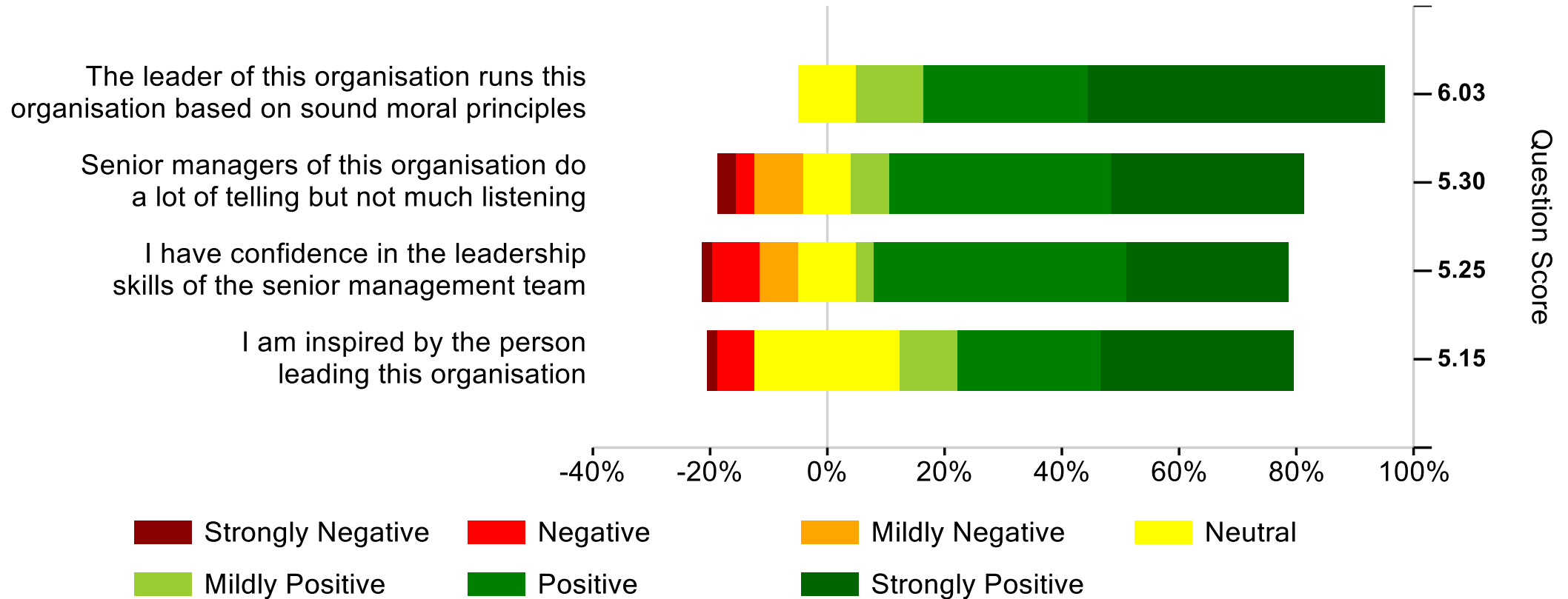
2024 BeHeard Survey

Introduction to heatmaps

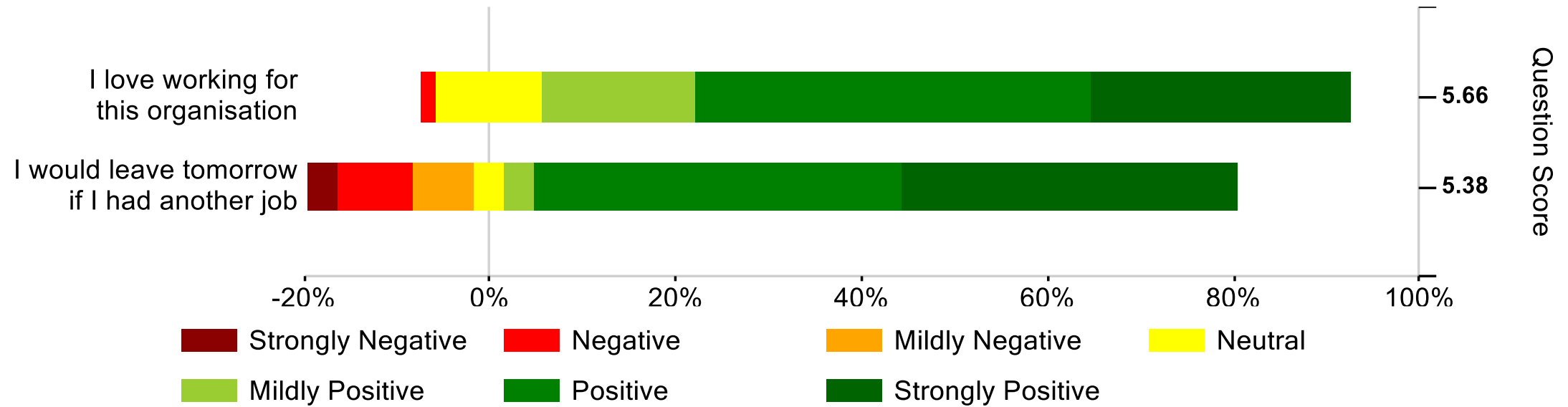
- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements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



Leadership



My Company



My Manager (1 of 3)



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

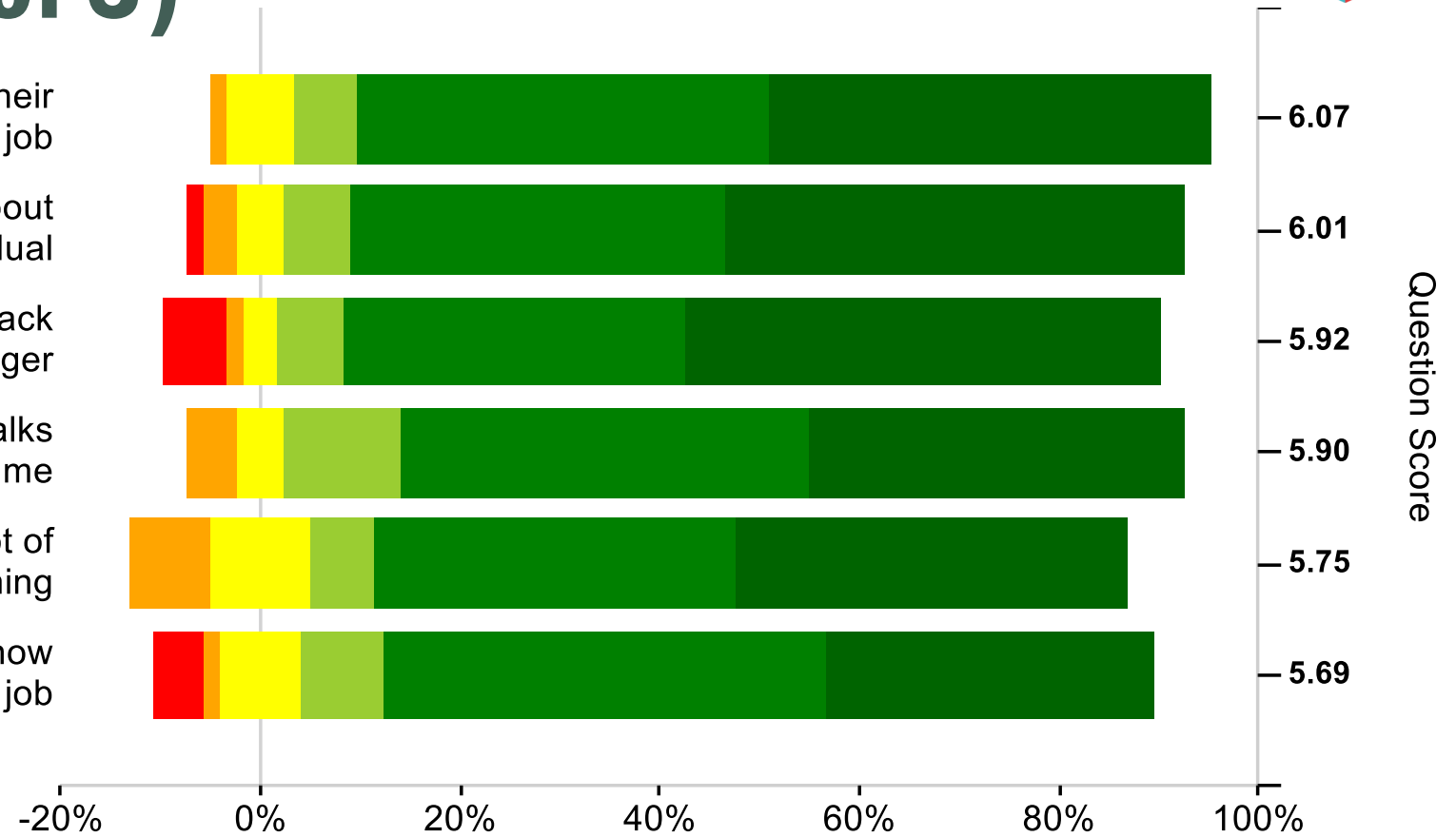
My manager cares about me as an individual

I feel that I lack support from my manager

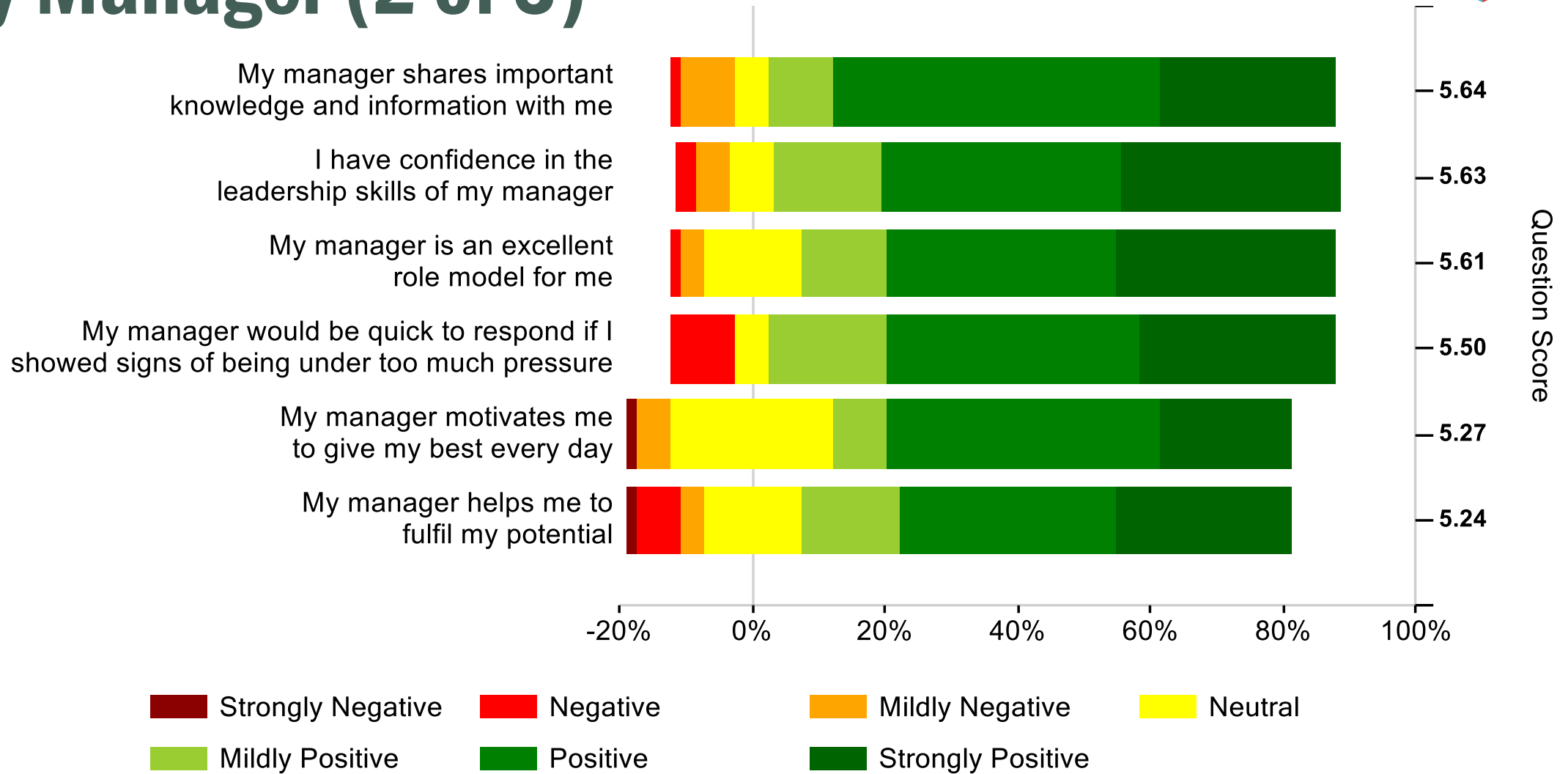
I feel that my manager talks openly and honestly with me

My manager does a lot of telling but not much listening

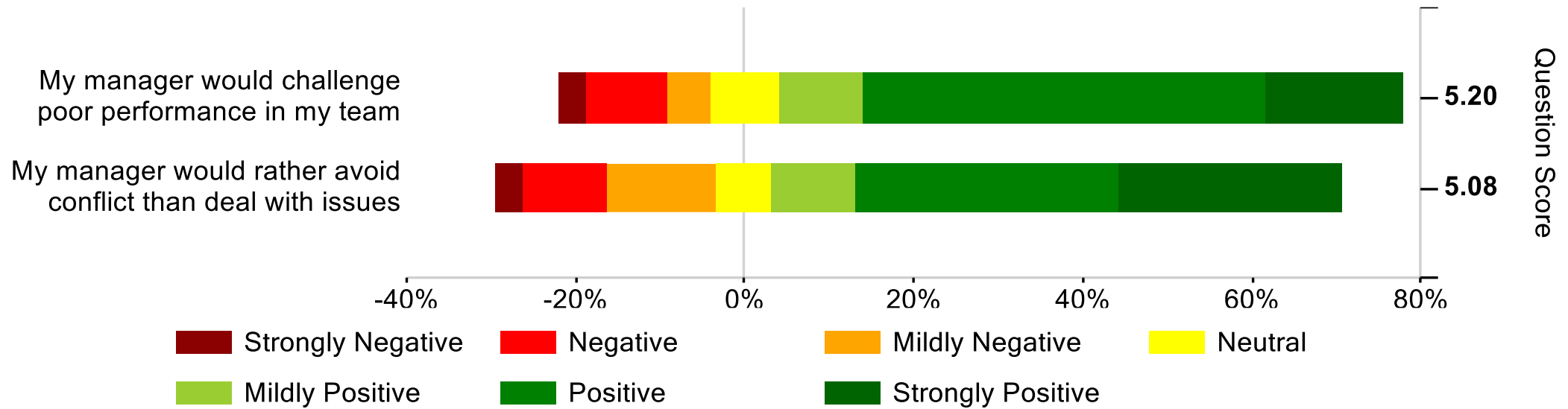
My manager cares about how satisfied I am in my job



My Manager (2 of 3)

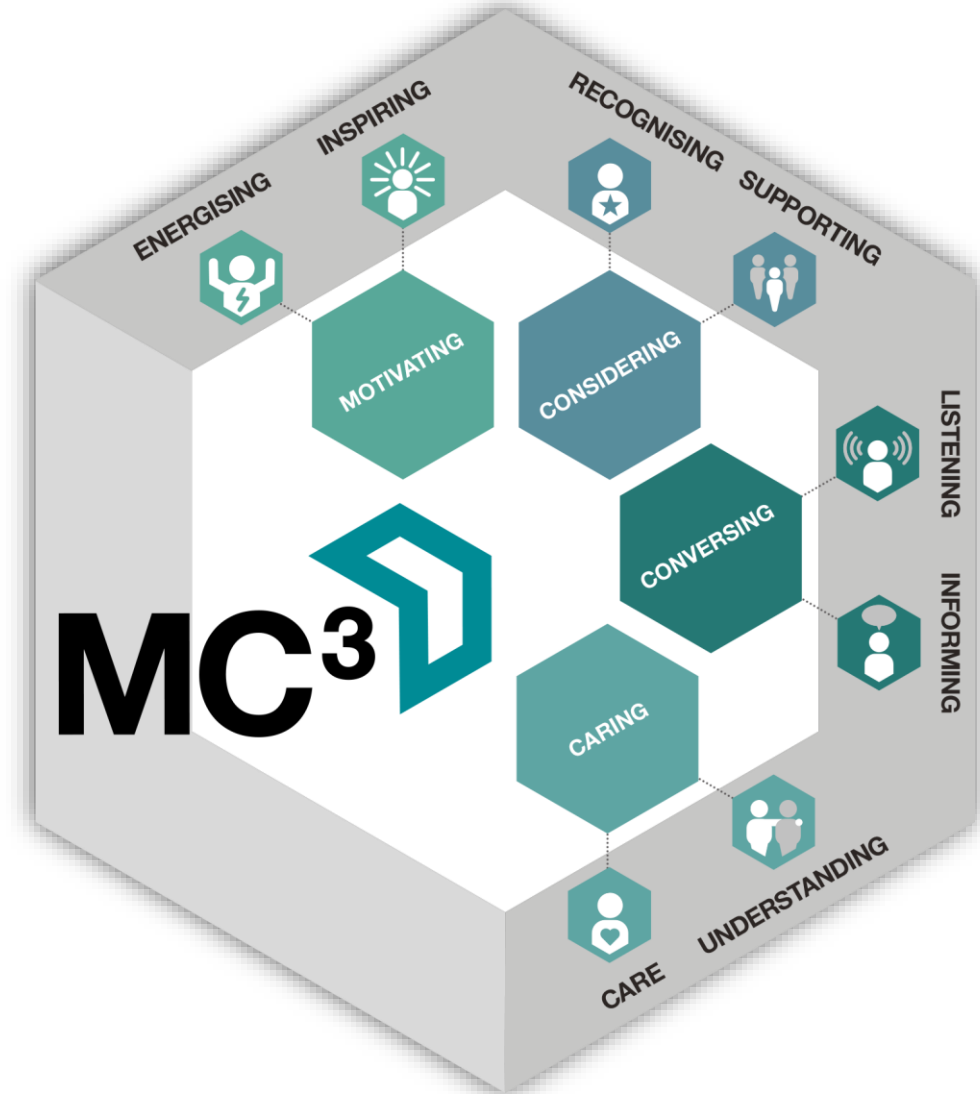


My Manager (3 of 3)



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



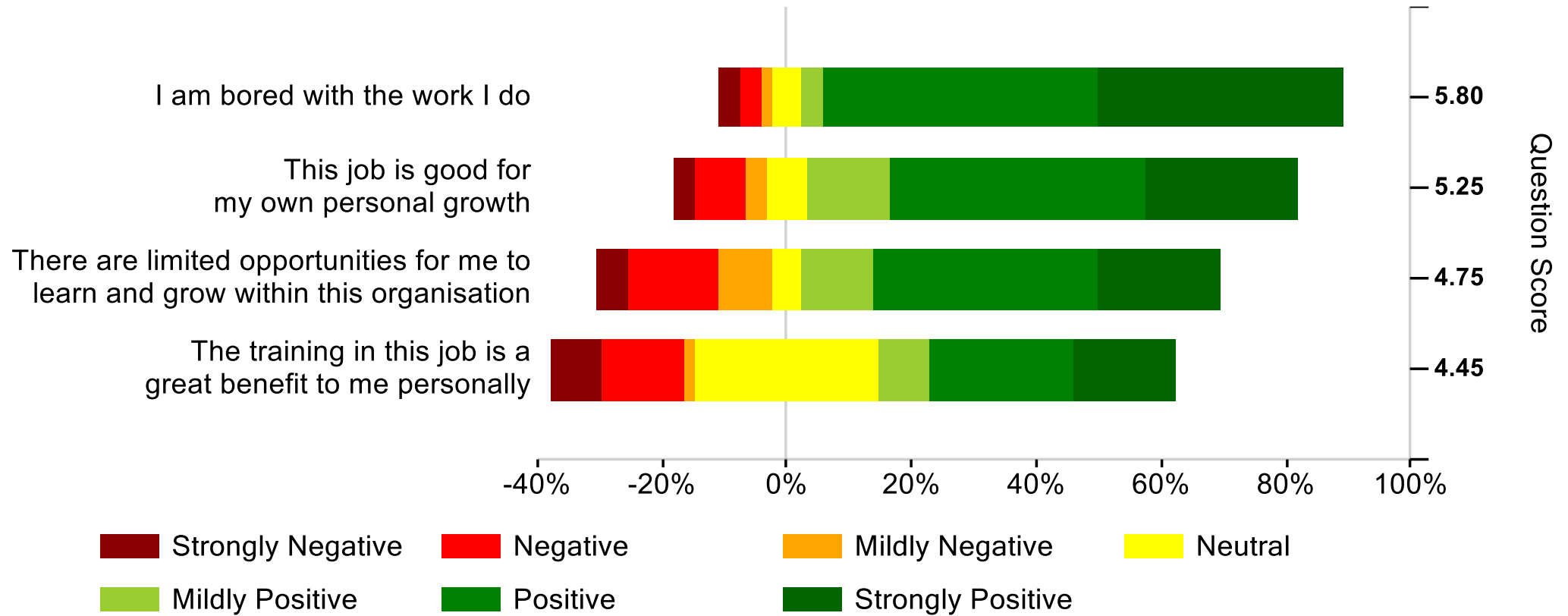
MC³



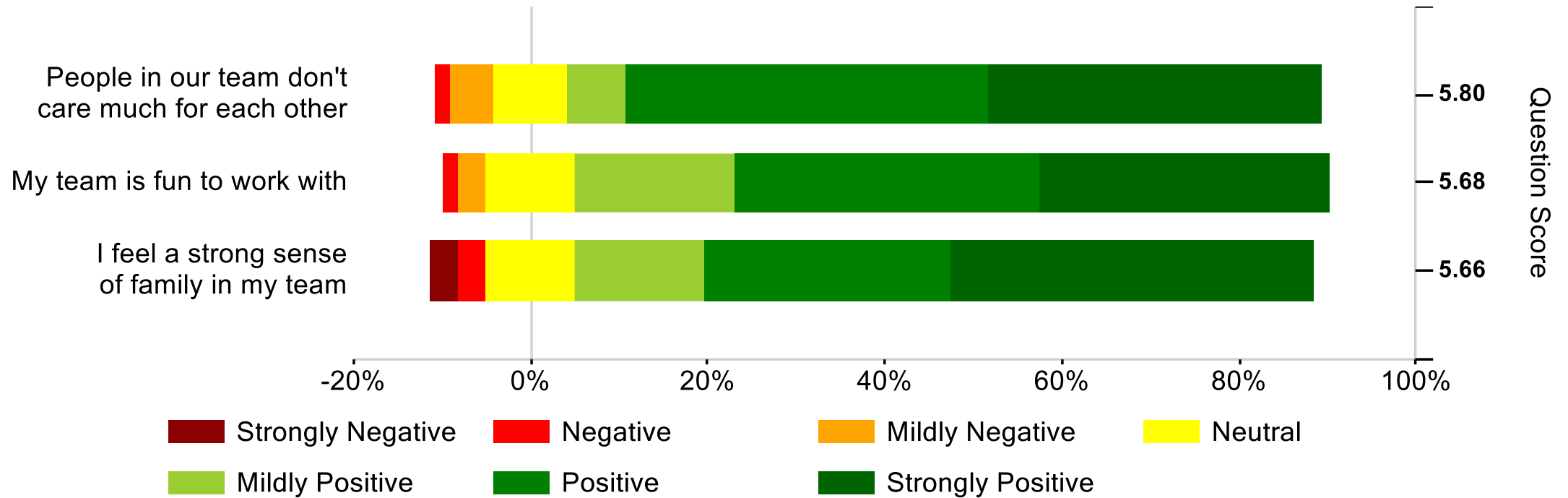
	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58 -4	81.28 -6	82.22 -7	81.16 -5	83.33 -5	85.42 -4	83.33 -7	85.42 -5	84.79 -4	87.50 -8	84.00 -5	83.33 -6	84.72 -4
Law Officers' Department	78.39	75.64	75.08	76.19	78.49	80.98	76.00	80.13	80.75	79.50	79.30	77.77	80.83
2* Manager	76.71 2	74.99 1	74.79 0	75.02 1	77.33 1	79.17 2	76.98 -1	80.00 0	79.17 2	81.67 -2	77.78 2	77.38 0	78.13 3
1* Manager	71.46 7	69.67 6	68.52 7	70.04 6	72.04 6	72.73 8	72.07 4	74.96 5	73.33 7	76.34 3	71.89 7	71.67 6	72.62 8
Ones to Watch Manager	65.34 13	62.59 13	59.33 16	67.88 8	66.88 12	63.19 18	62.80 13	67.06 13	63.28 17	65.40 14	64.09 15	66.28 11	67.02 14

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

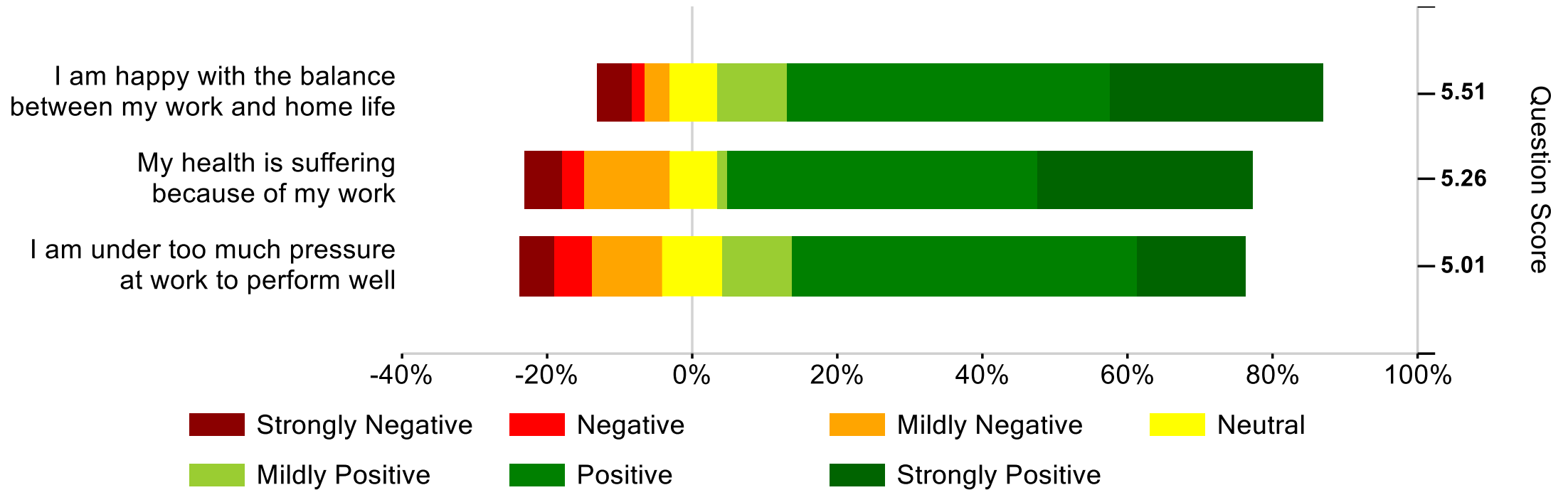
Personal Growth



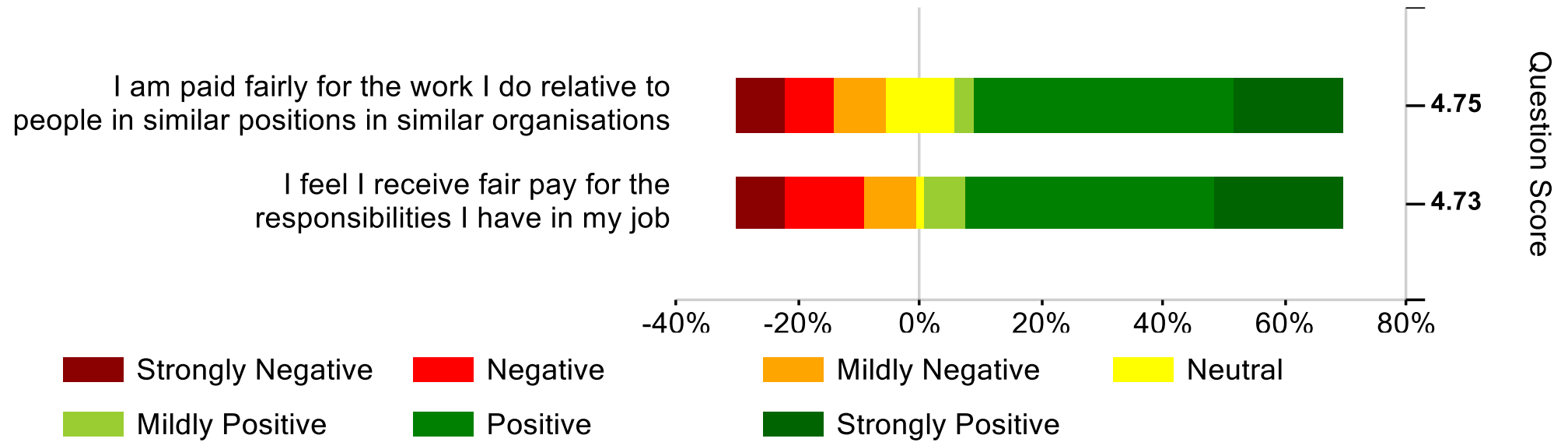
My Team



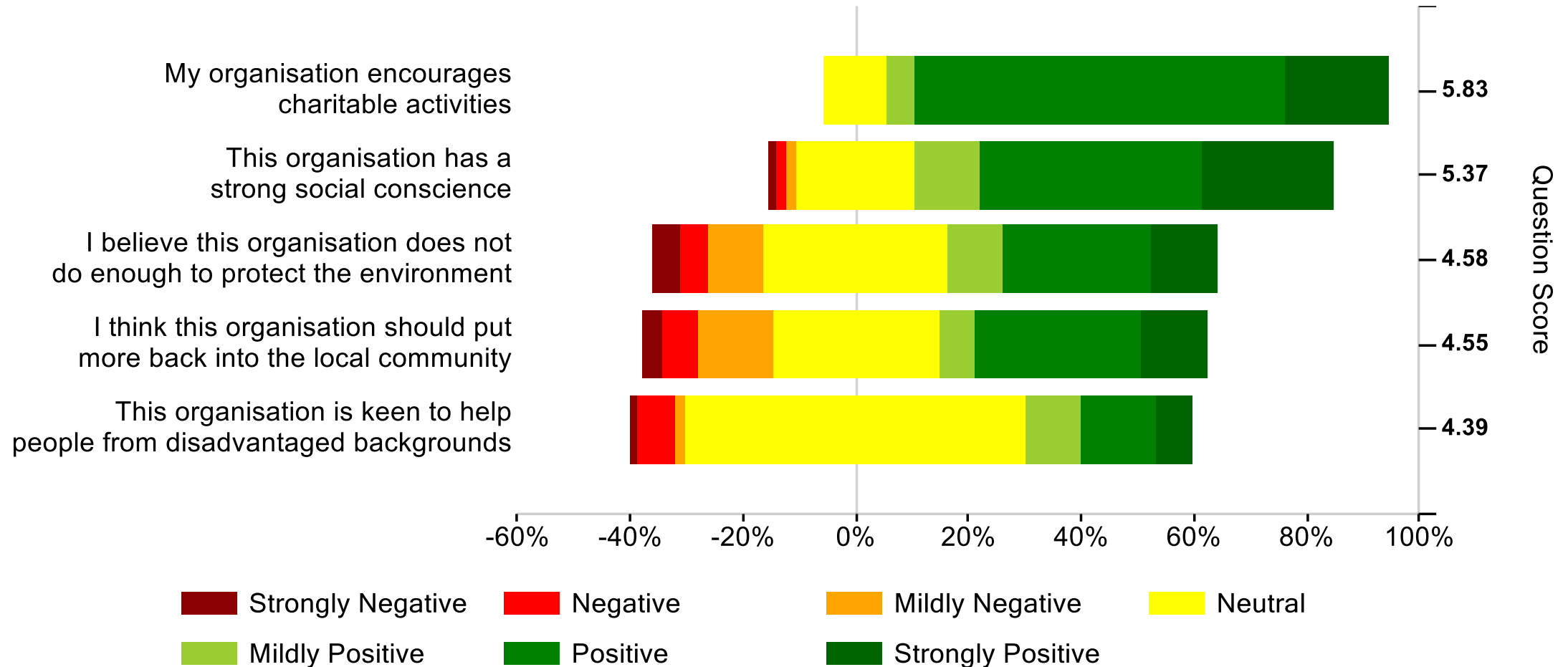
Wellbeing



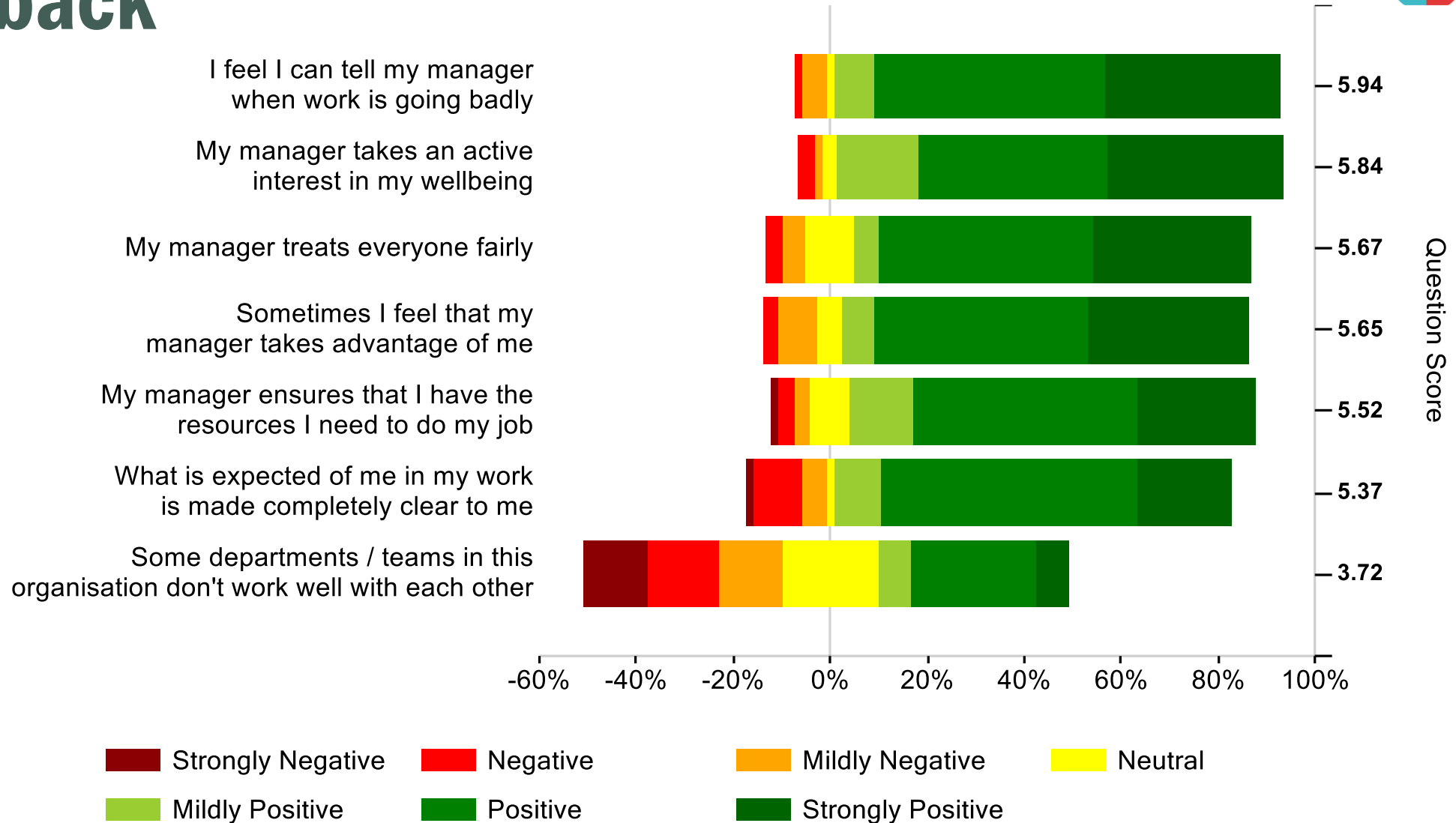
Fair Deal



Giving Something Back



Feedback



Bespoke

Flexibility in my working practices such as how, when and where I work, is important to me

