

2023 BeHeard Survey

Customer and Local Services

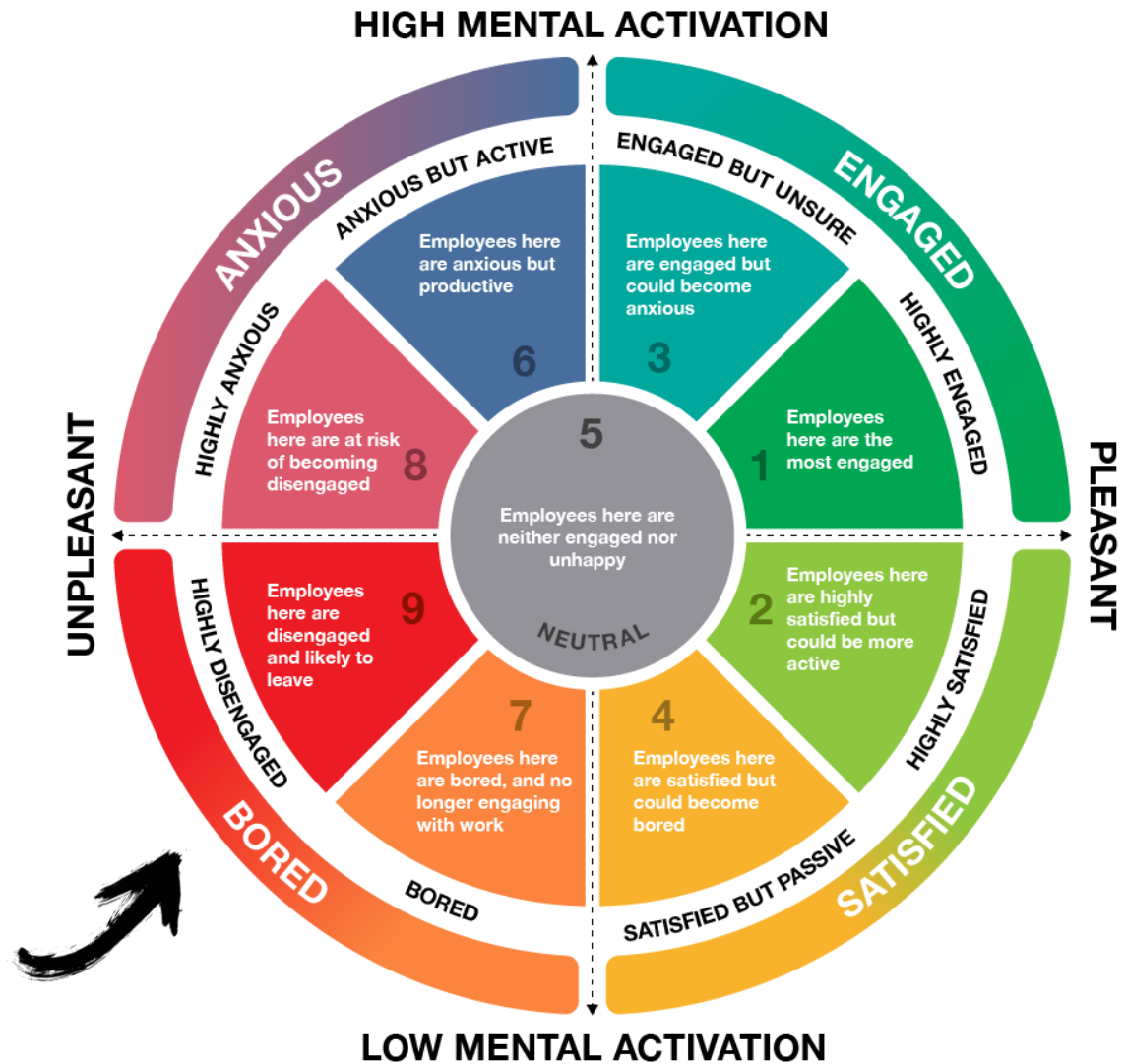
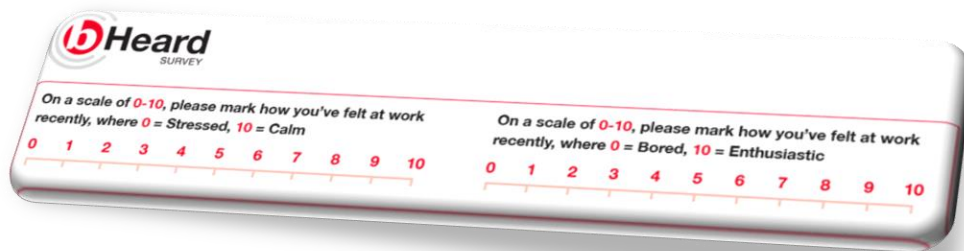
Presented July 2023

Organisation Effectiveness Team (P&CS), Cabinet Office

Employee Engagement

Overview

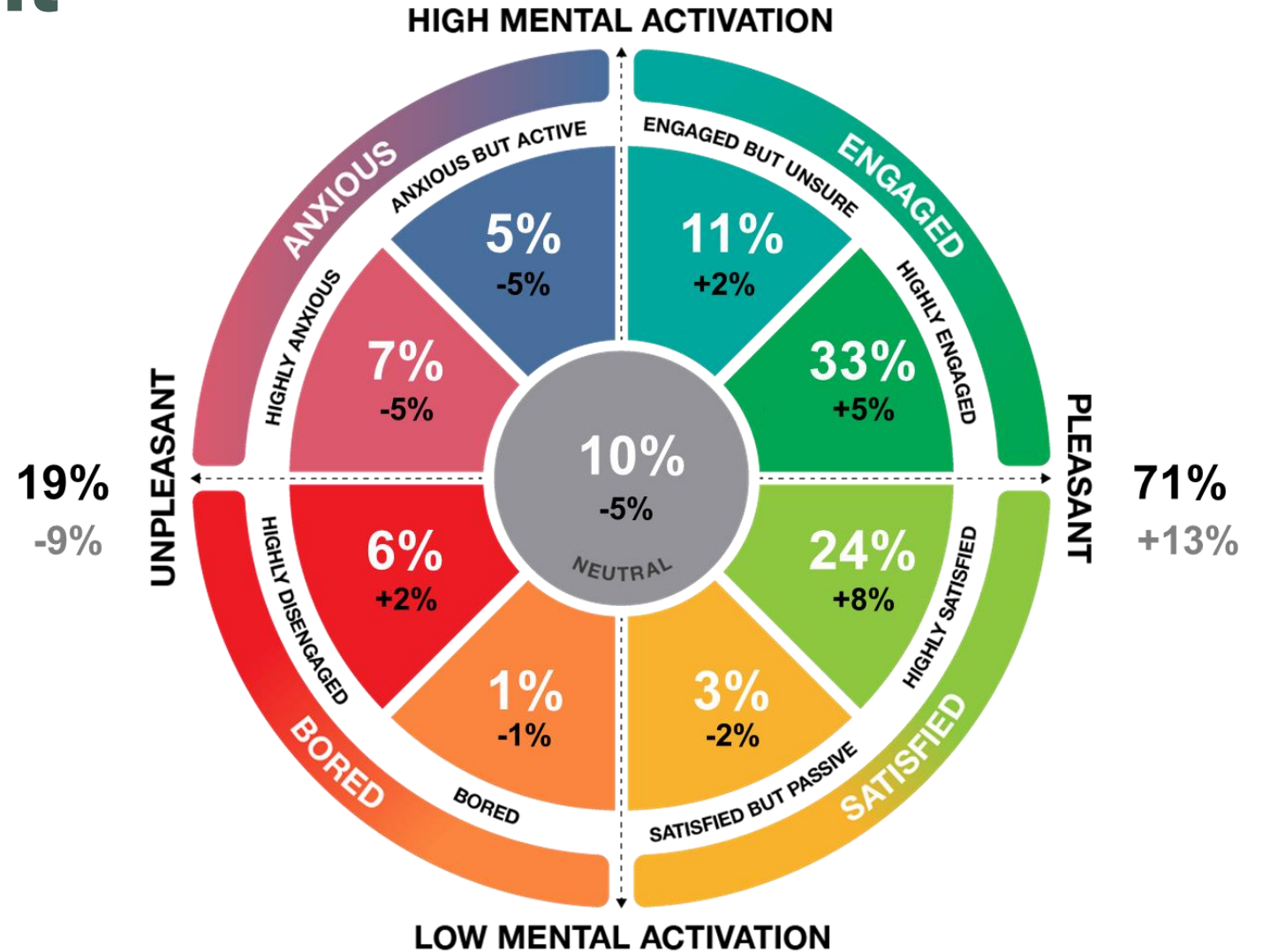
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

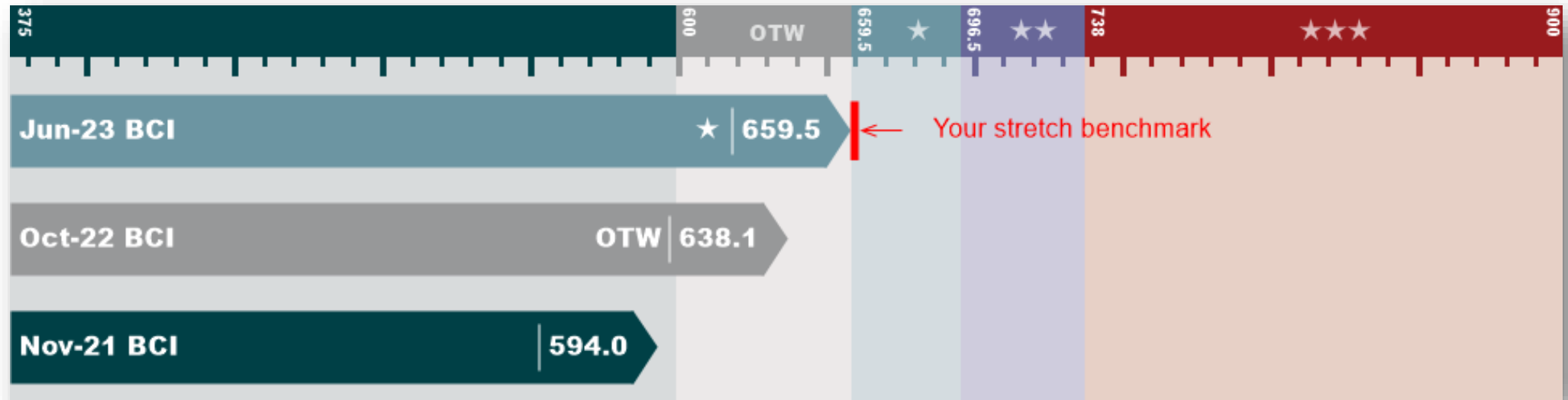
CLS

- 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
- 71% of respondents within CLS reported an overall pleasant experience in the workplace – a 13% increase since 2022
- This chart is not based on the 8 factors of engagement scores



BCI Score

CLS



- 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
- CLS reached a 1★ rating in 2023

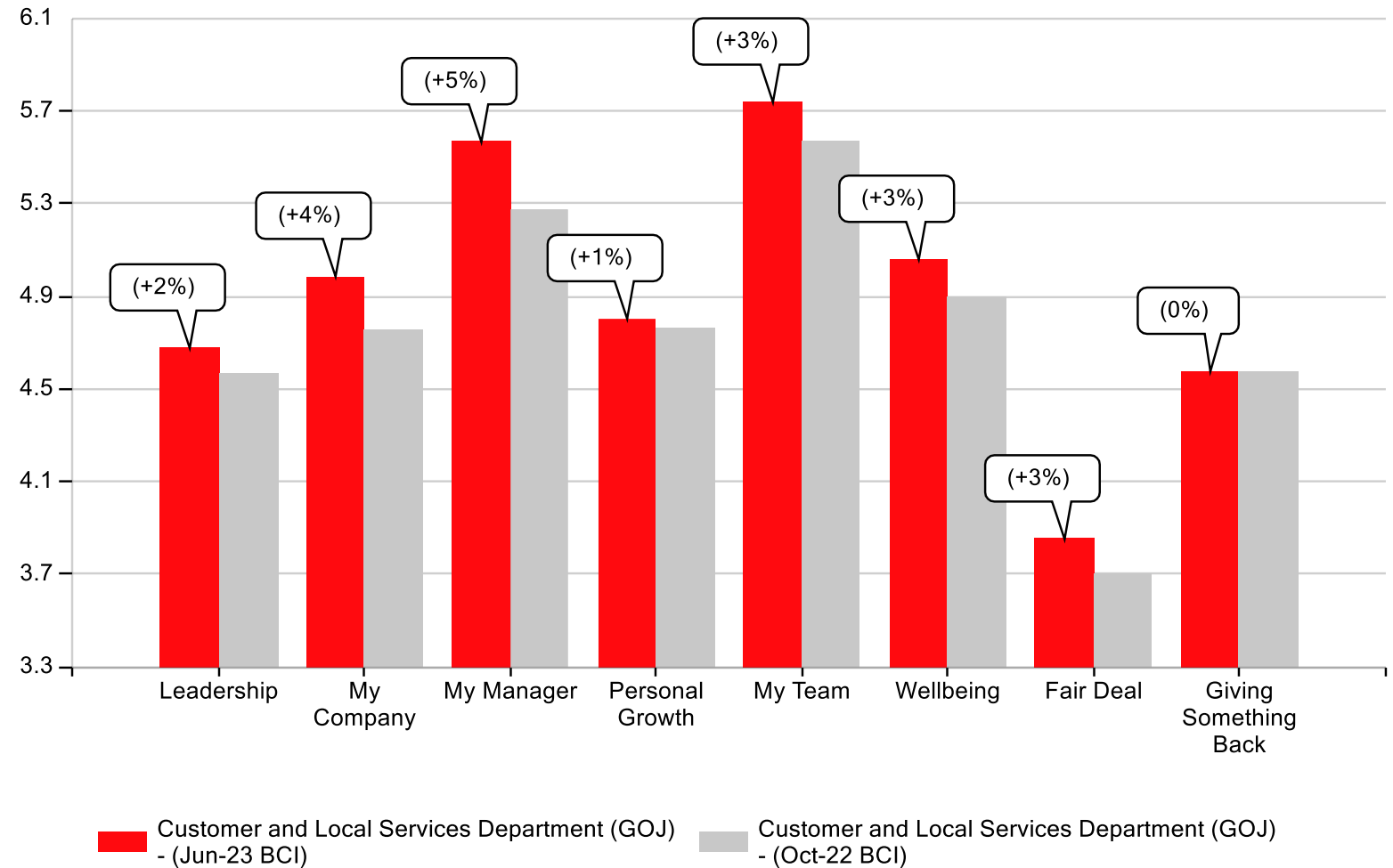
OTW is Good
 ★ is Very Good
 ★★ is Outstanding
 ★★★ is World Class

8 Factors of Engagement



CLS

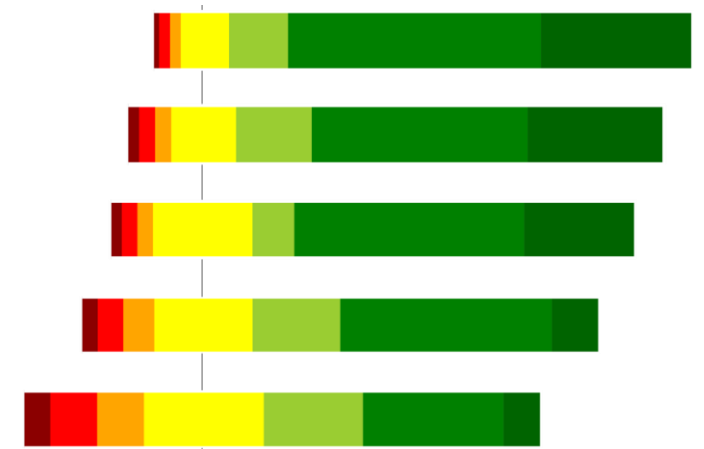
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7
- The chart shows 2023 scores compared against the 2022 pulse survey scores



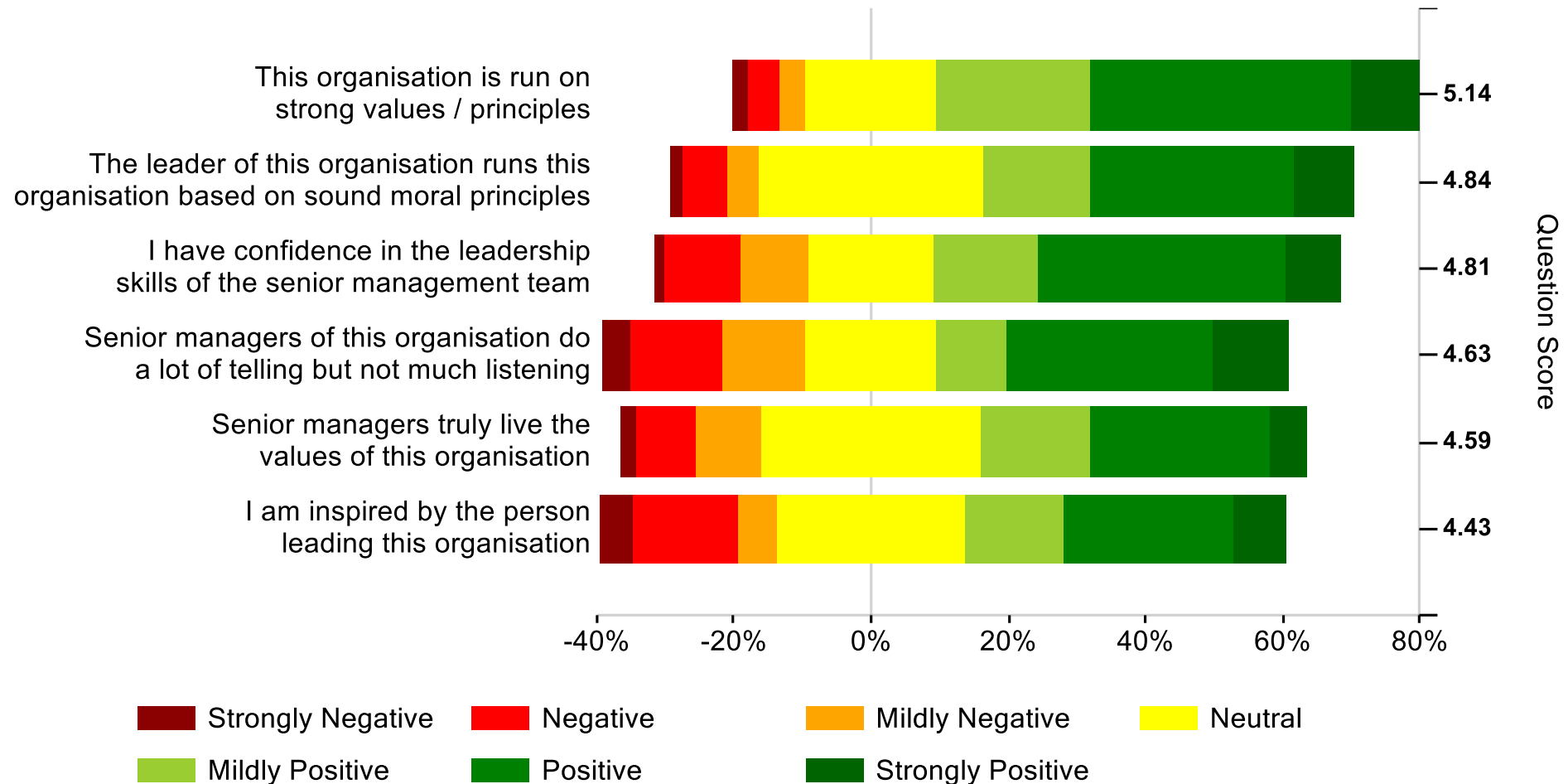
2023 BeHeard Survey

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, Ian Burns

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

My Company



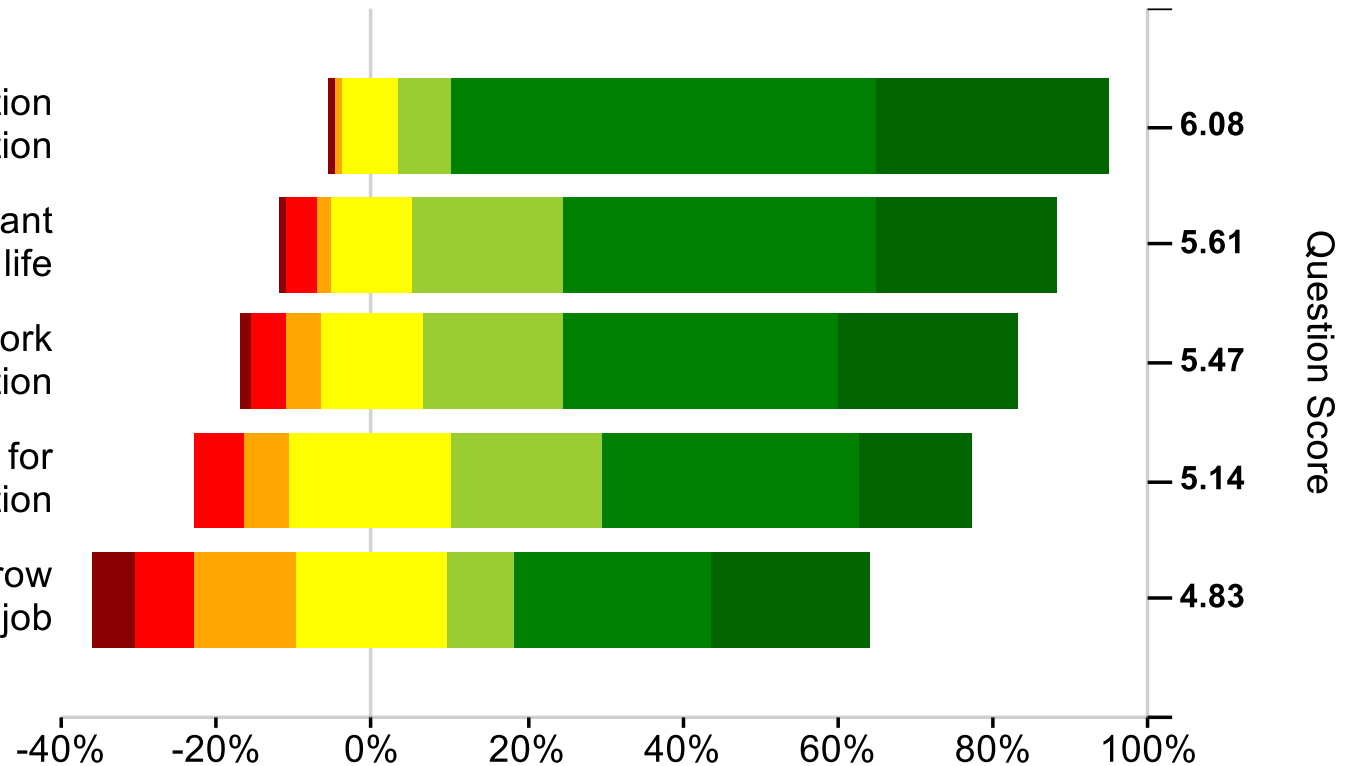
I believe I can make a valuable contribution to the success of this organisation

My work is an important part of my life

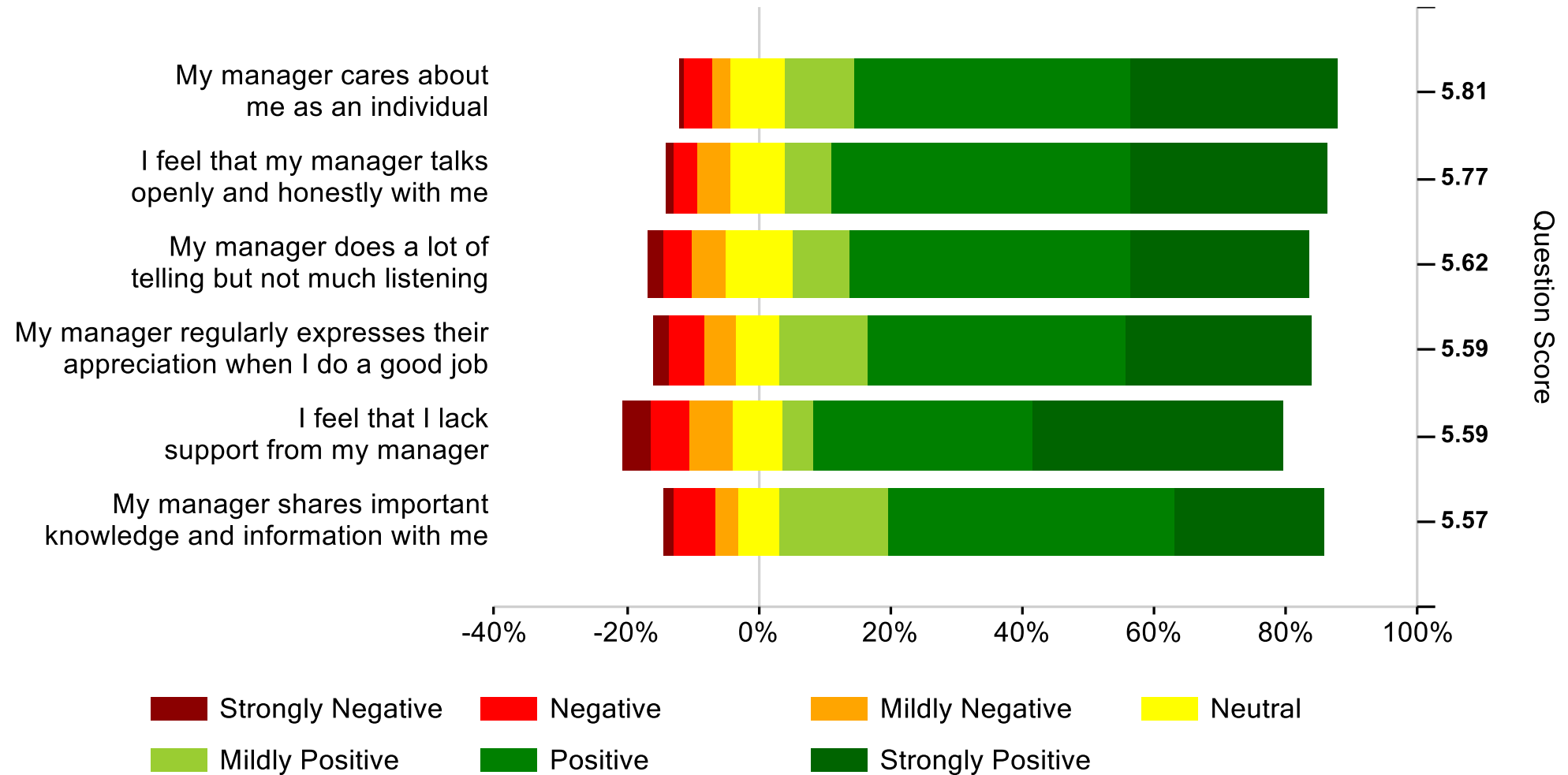
I feel proud to work for this organisation

I love working for this organisation

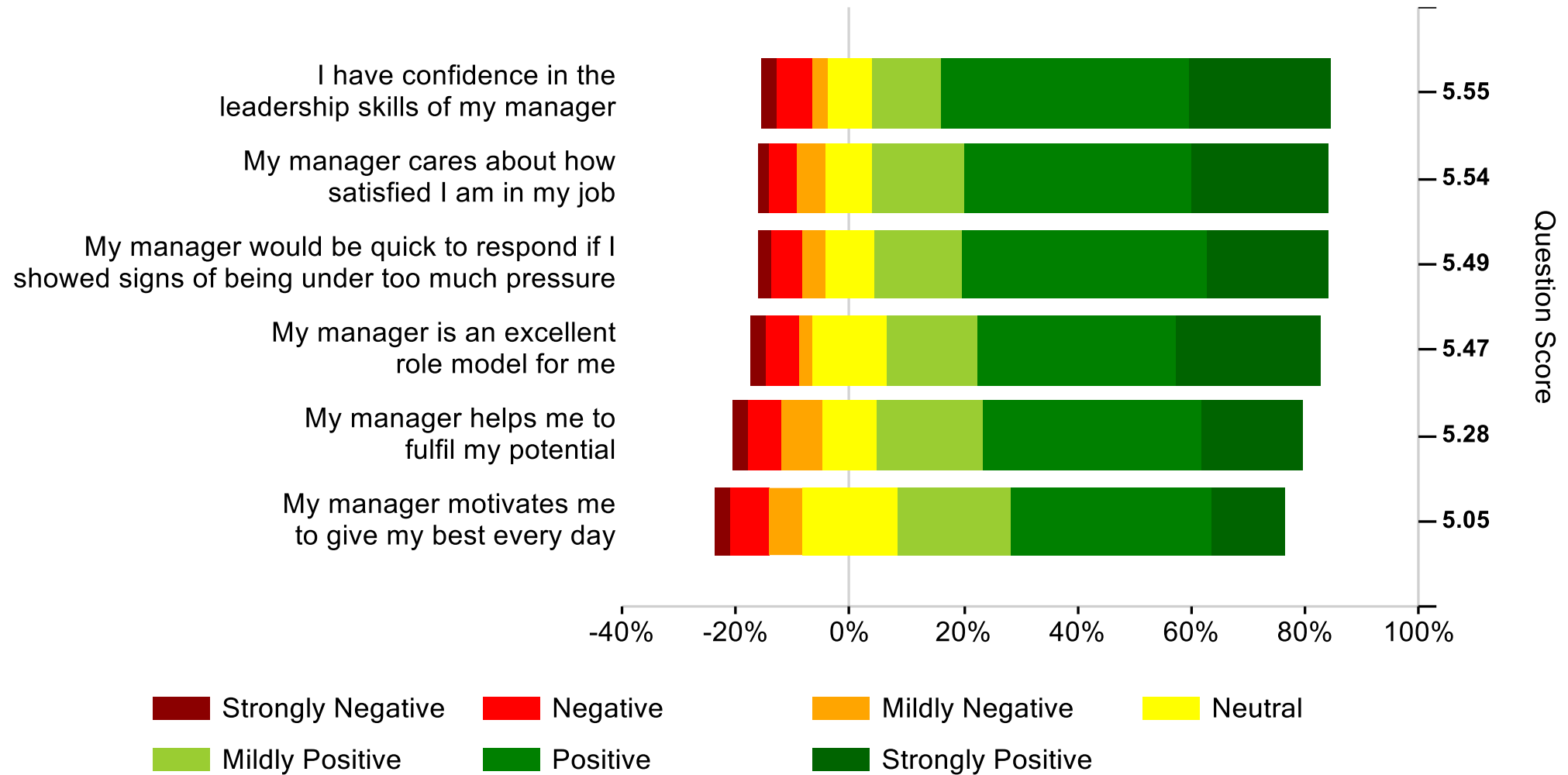
I would leave tomorrow if I had another job



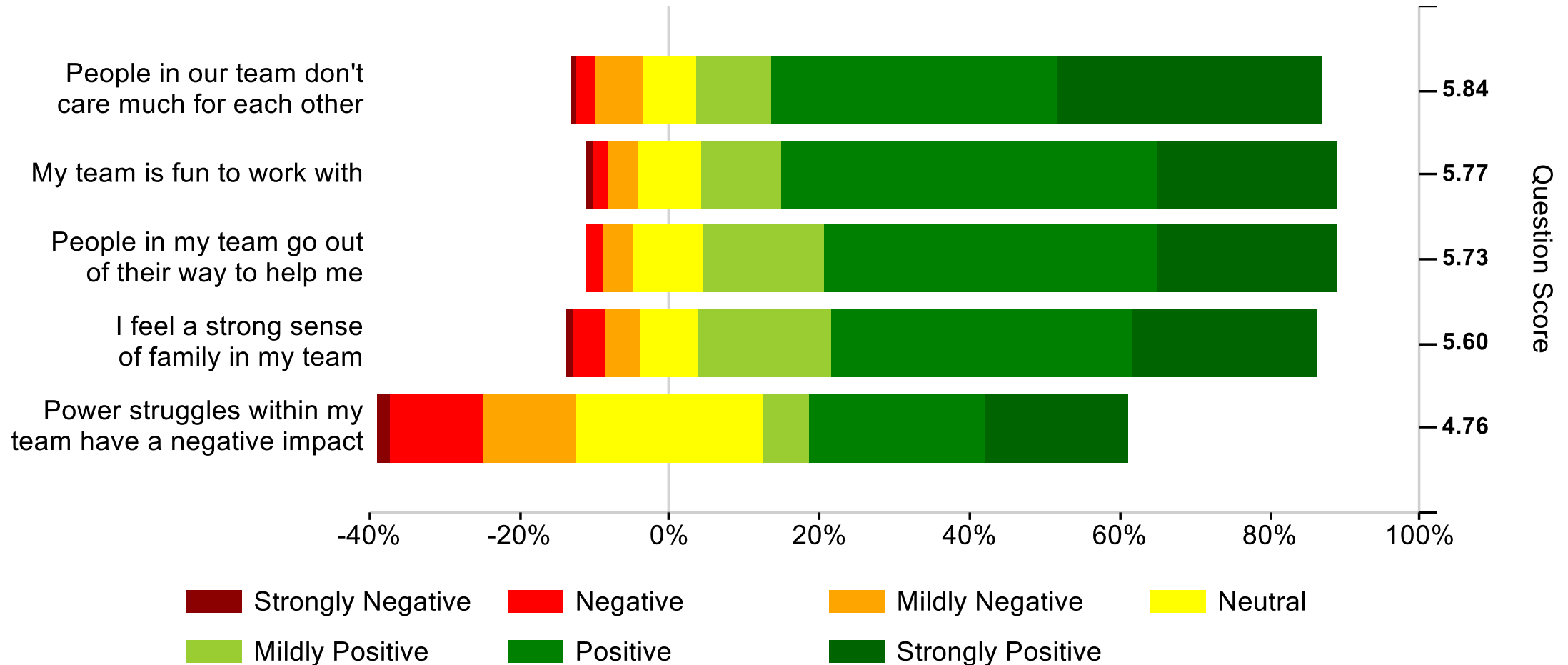
My Manager (1 of 2)



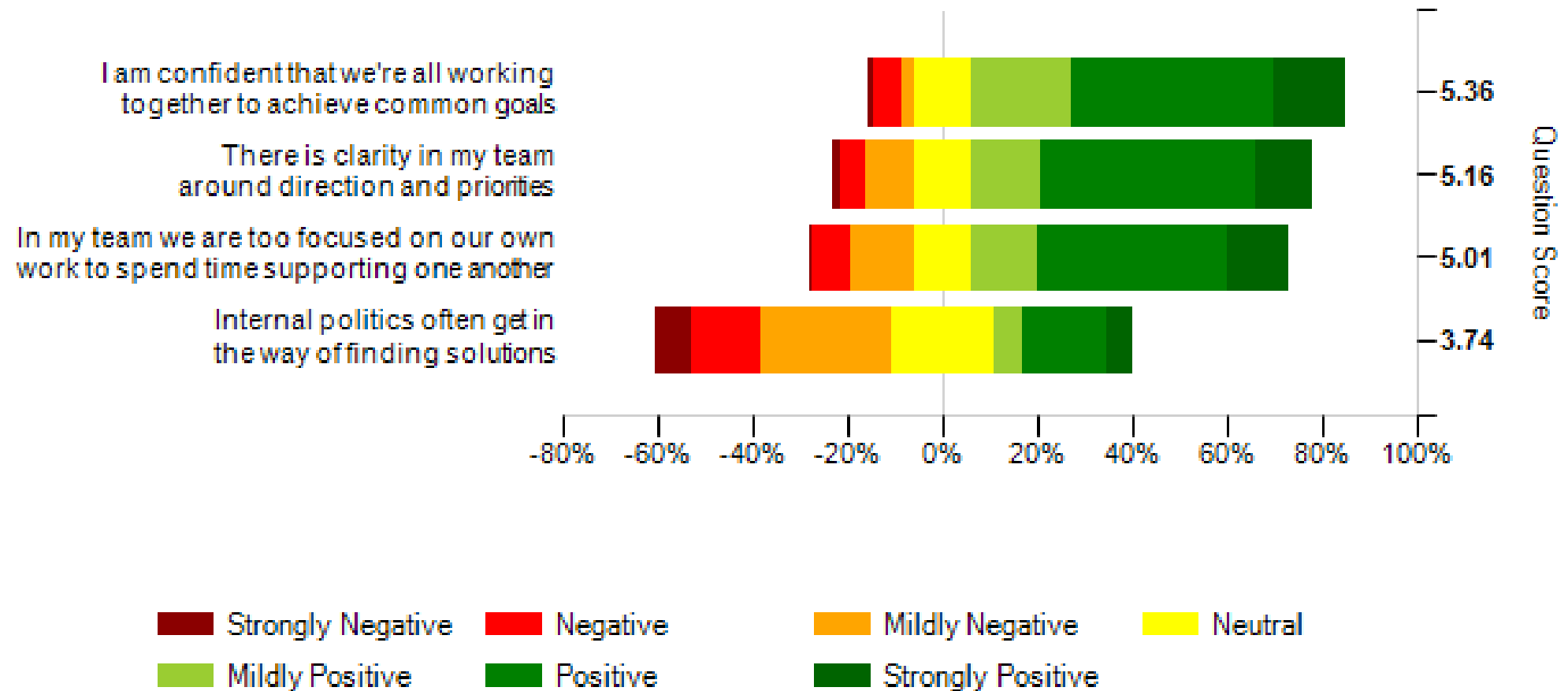
My Manager (2 of 2)



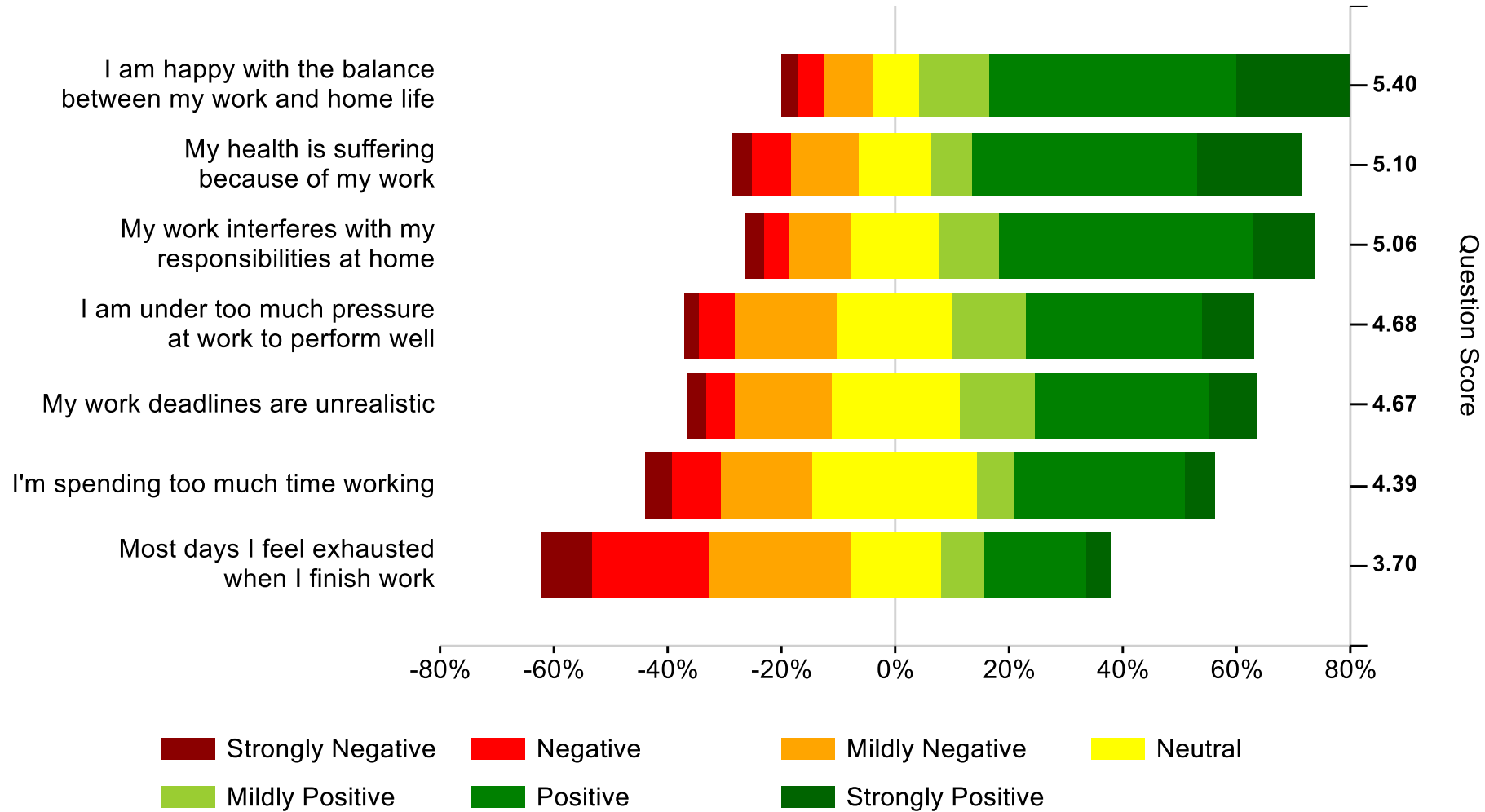
My Team (1 of 2)



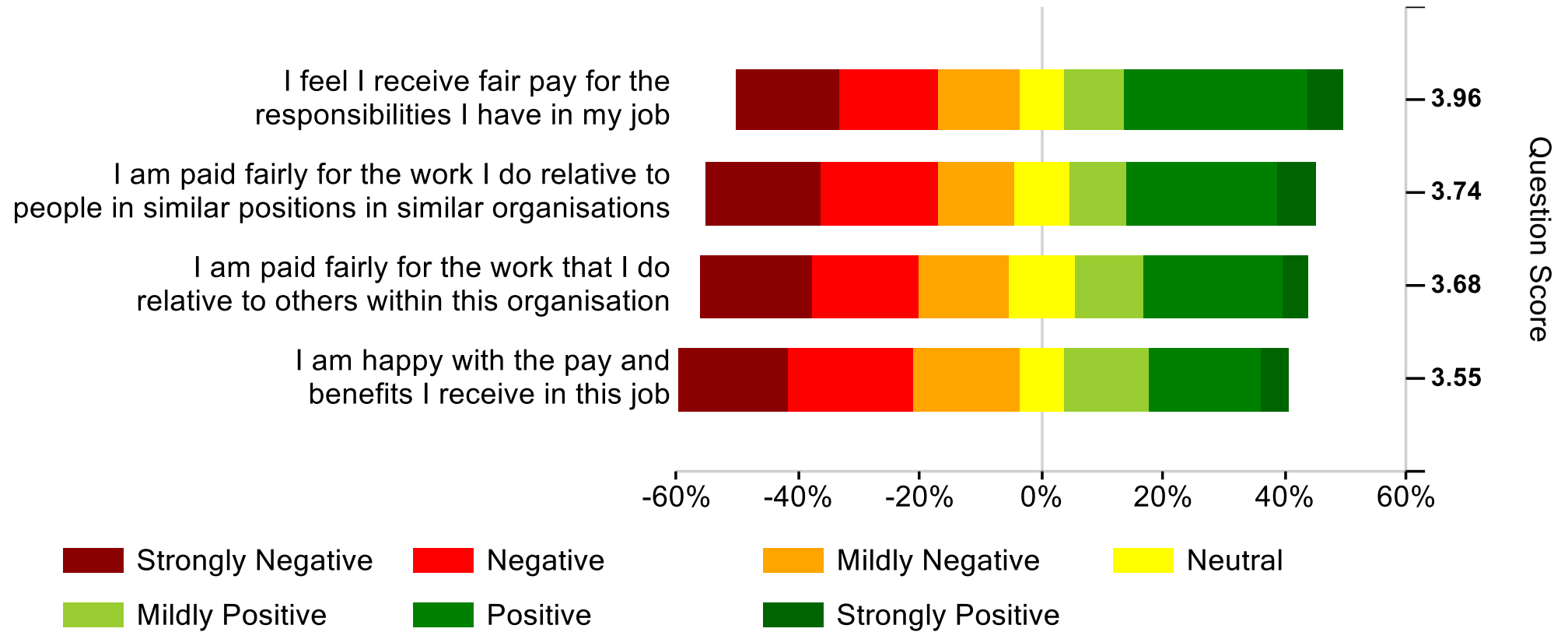
My Team (2 of 2)



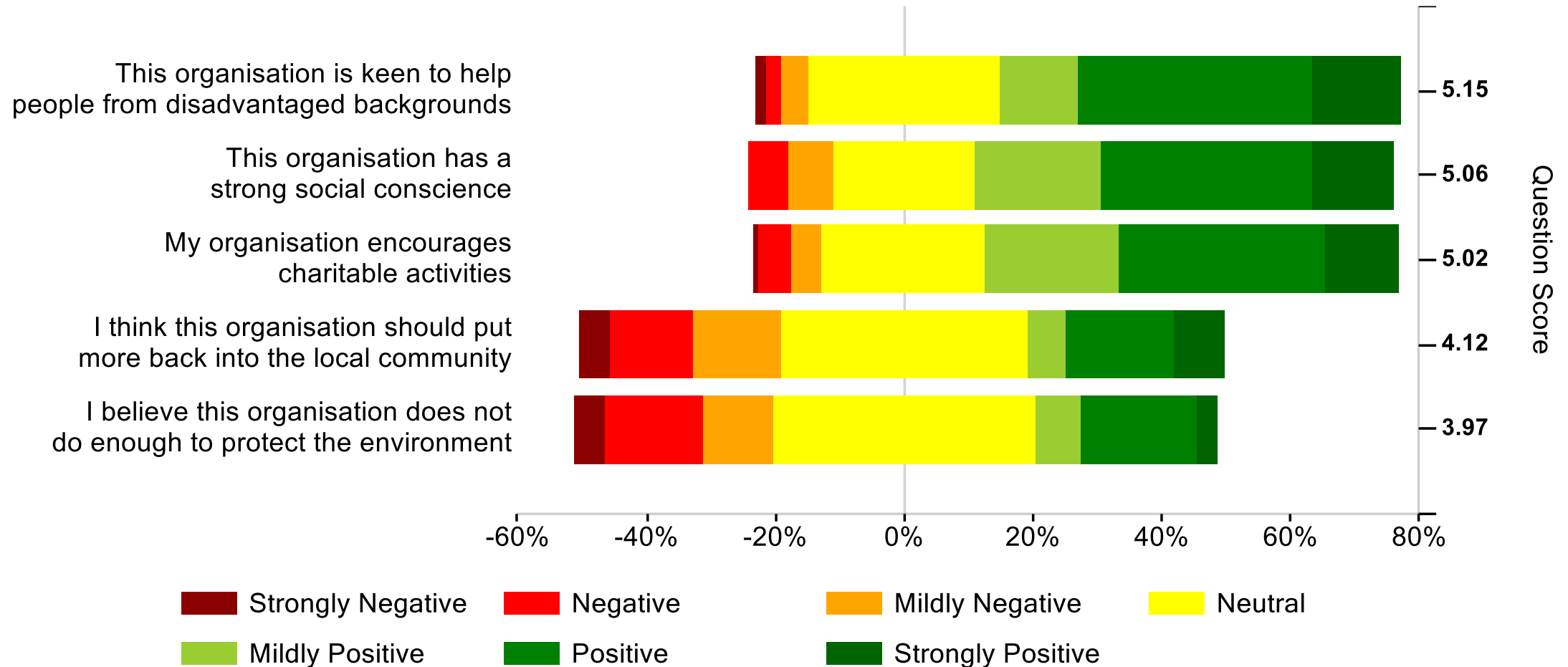
Wellbeing



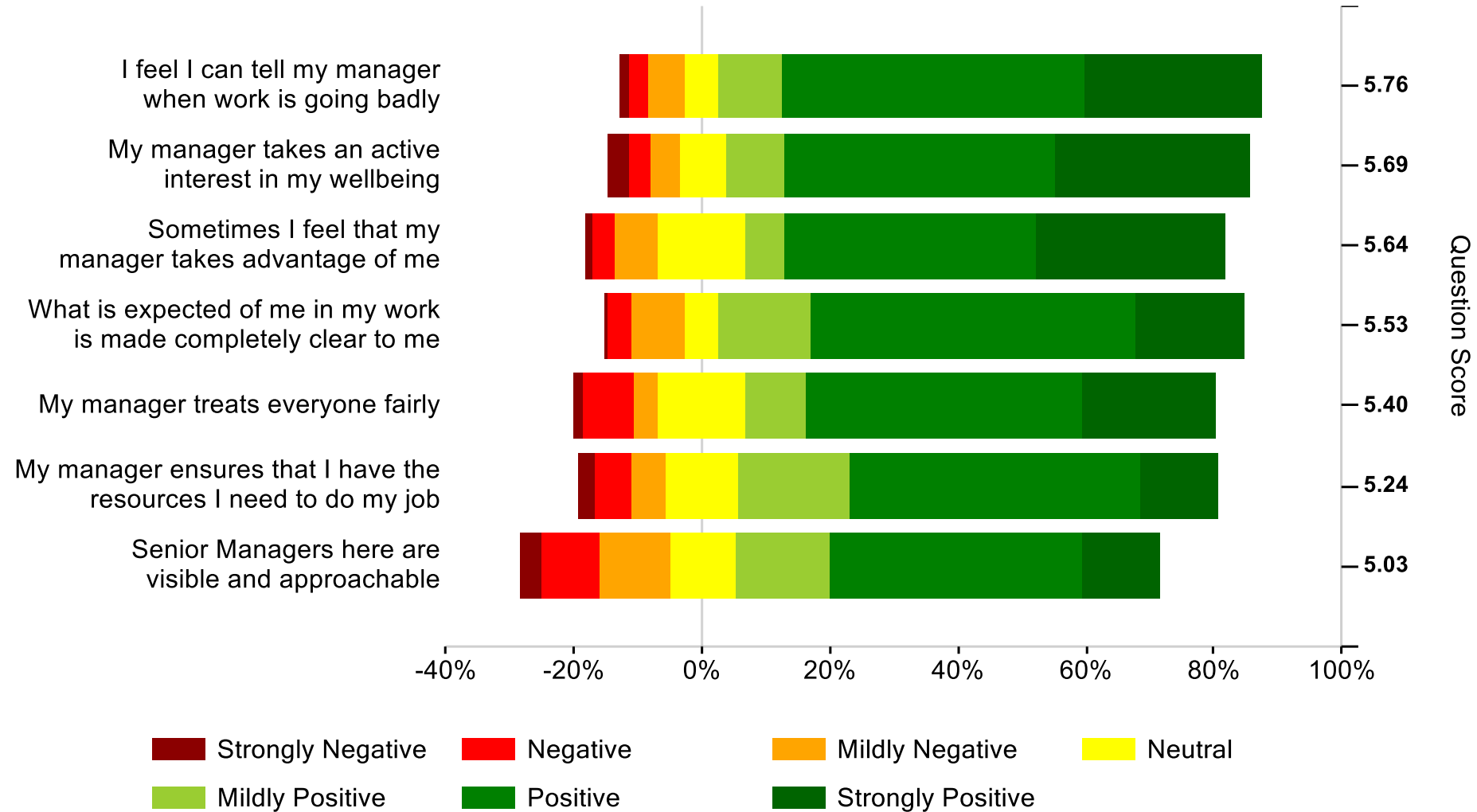
Fair Deal



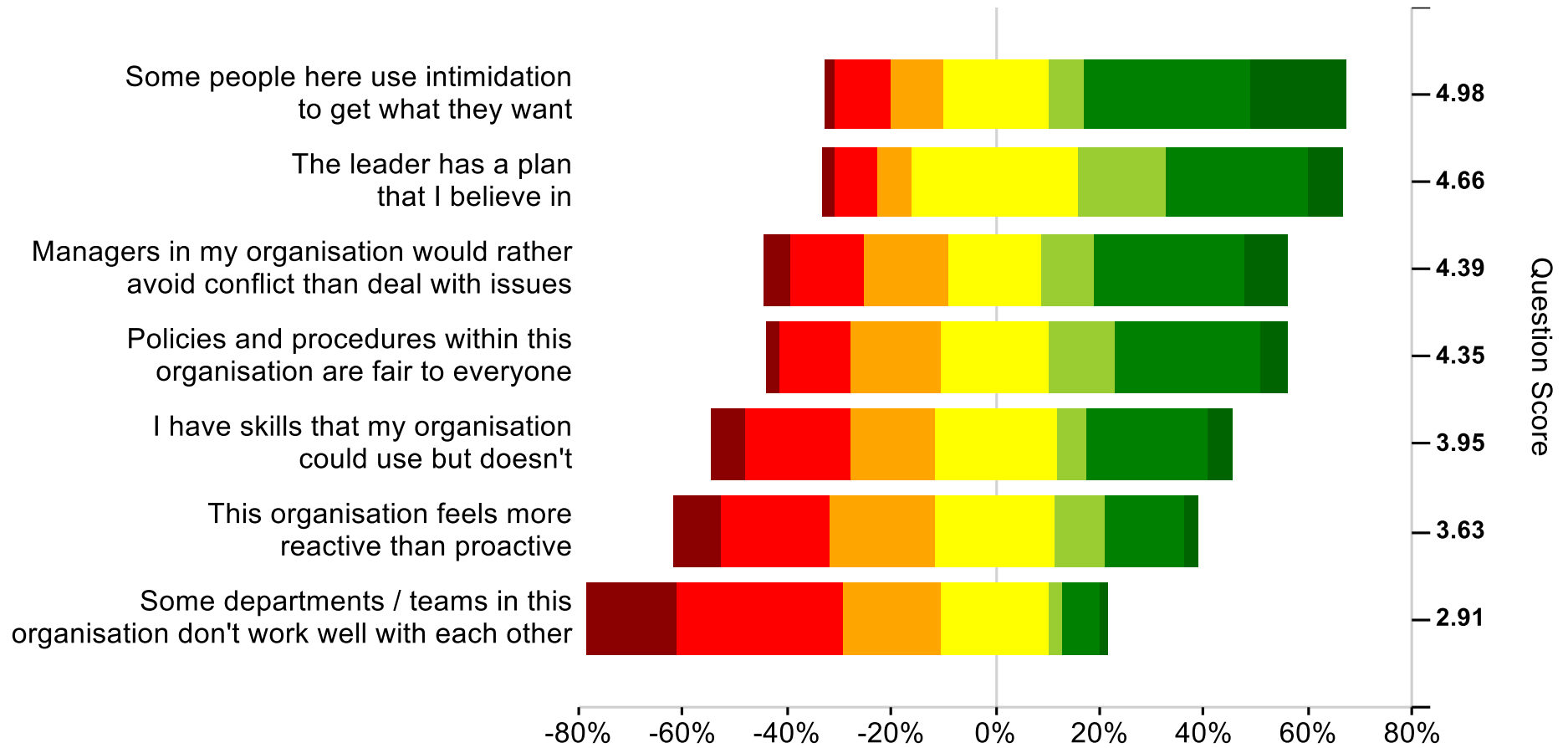
Giving Something Back



Feedback (1 of 2)



Feedback (2 of 2)



Bespoke (1 of 2)



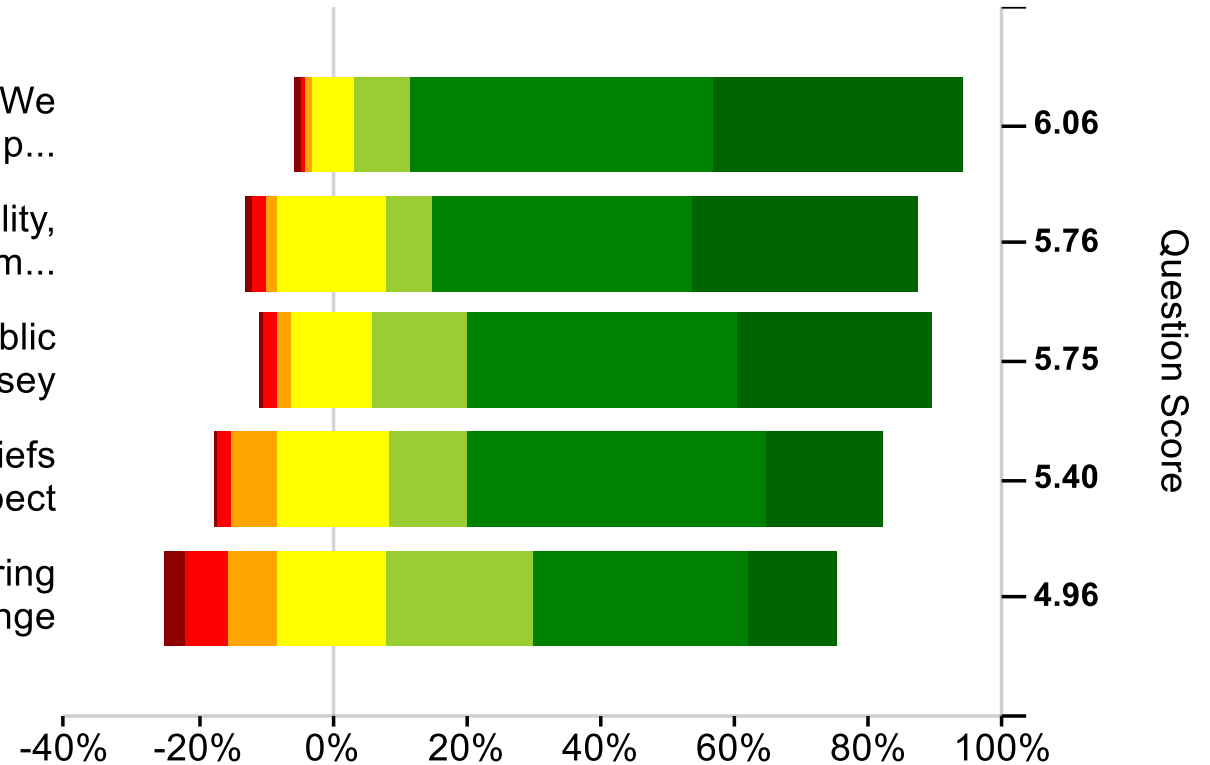
My own values align to those of my organisation (We are respectful, customer focussed, always imp...

I feel comfortable discussing my race, nationality, gender identity, or disability with my line m...

I take pride in being a public servant for the people of Jersey

My personal values and beliefs are treated with respect

My department has a good balance of delivering business-as-usual activities and delivering change



Bespoke (2 of 2)

