

Addendum to the Health and Social Care Staff Experience Report 2017: iMatter Health and Social Care Staff Experience Report 2017

As part of the on-going governance inquiry by the [Health and Sport Committee](#) the Cabinet Secretary for Health and Sport was recently asked for clarification on the calculation and presentation of the iMatter Employee Engagement Index (EEI) on the basis that referring to the EEI as a percentage is not statistically accurate. The correspondence can be viewed here. (links to Letter to Cabinet Secretary March 2018 and response letter dated 24 April 2018).

Consideration of this concern has confirmed that an oversight led to the EEI figures being presented in percentage terms rather than being shown as an index. Expert advice on this issue has assured us that this does not materially change the nature of the results themselves, the areas of challenge, or the areas where performance is shown to be strong. Any index such as this has the main aim of comparing performance, be that across areas or over time, as long as the calculation is consistent.

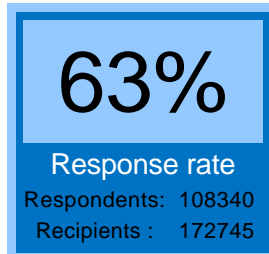
The Scottish Workforce and Staff Governance Committee (SWAG) Secretariat have fully considered this issue and unanimously agreed that the EEI calculation should remain unchanged but the results be expressed and presented as an index.

SWAG Secretariat also agreed that the specification for the already planned external evaluation of the iMatter and Dignity at Work surveys will include a review of the current calculation of EEI within iMatter.

The iMatter Health and Social Care Staff Experience Report 2017 has therefore been prepared to show the EEI appropriately presented and should be read alongside the previously published Health and Social Care Staff Experience Report 2017.

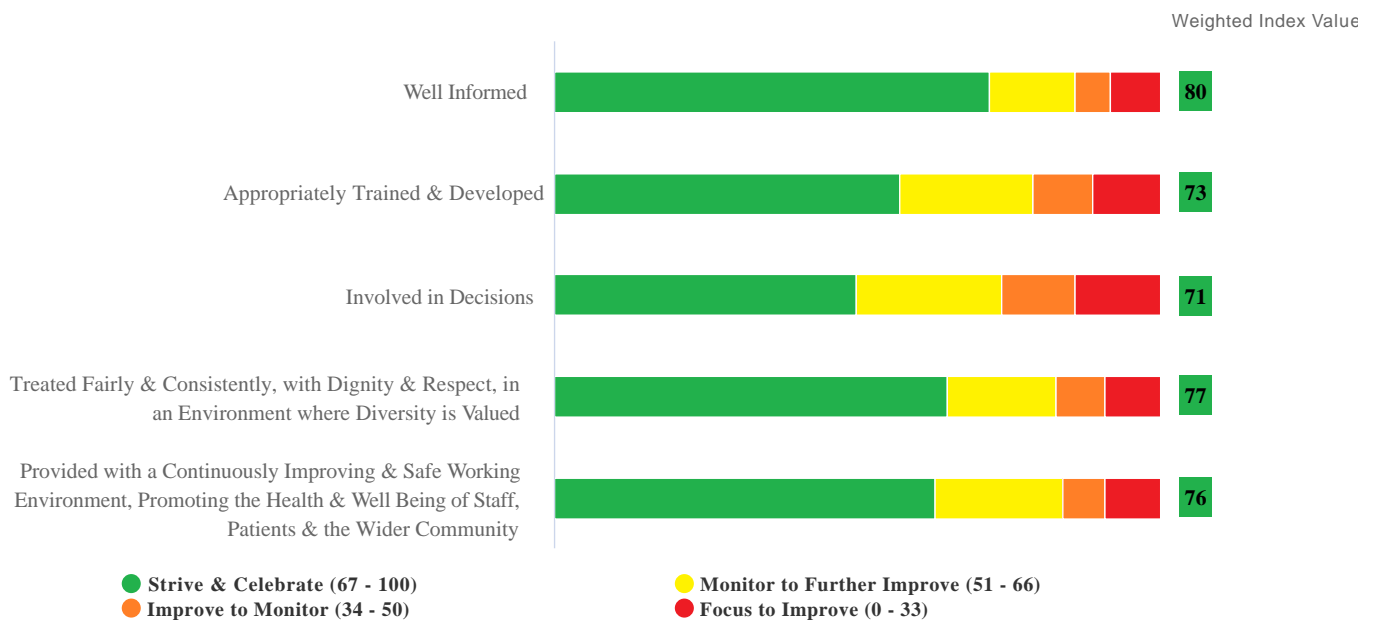
Health & Social Care iMatter Report 2017

NHS Scotland



Employee Engagement Index

Staff Governance Standards - Strand Scores



Calculating the Average Score

The number of responses for each point on the scale (Strongly Agree – Strongly Disagree) is multiplied by its number value (6-1) (see right). These scores are then added together and divided by the overall number of responses to the question.

6	Strongly Agree
5	Agree
4	Slightly Agree
3	Slightly Disagree
2	Disagree
1	Strongly Disagree

Experience as an Individual:

Number of respondents: 108340



My Team / My Direct Line Manager:

Number of respondents: 108340

Average score



● **Strive & Celebrate (67 - 100)**

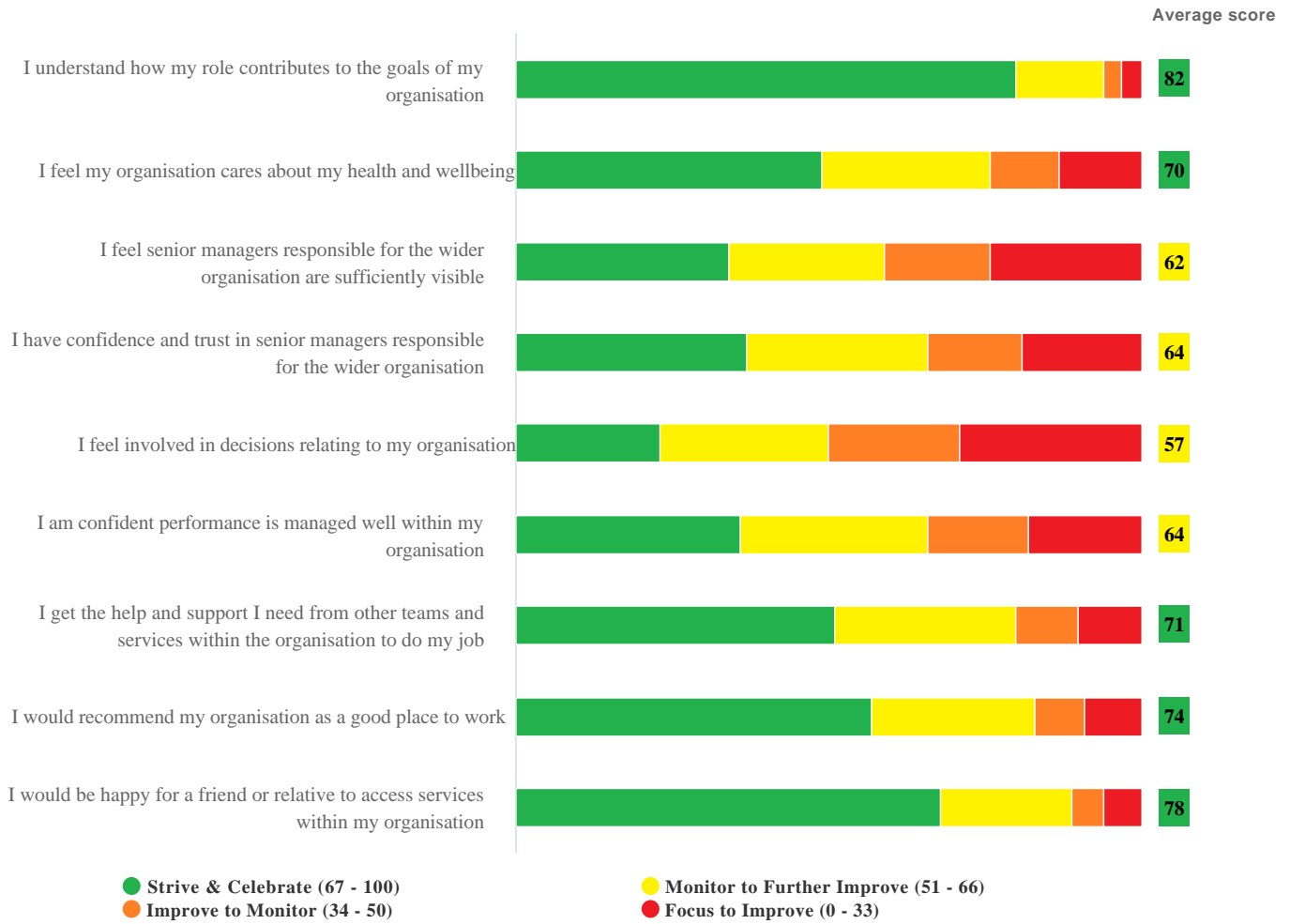
● **Improve to Monitor (34 - 50)**

● **Monitor to Further Improve (51 - 66)**

● **Focus to Improve (0 - 33)**

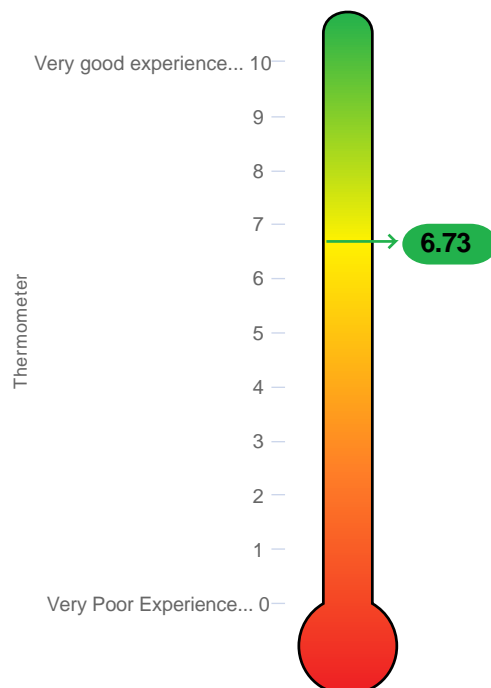
My Organisation:

Number of respondents: 108340



Overall, working within my organisation is a

Number of respondents: 108340



EEl number for teams within NHS Scotland

EEl Threshold	(67-100)	(51-66)	(34-50)	(0-33)	No report	Total
Number of Teams	8152	973	67	3	4547	13742
Percentage of Teams	59.3%	7.1%	0.5%	0%	33%	100%