



2023 BeHeard Survey

Non-Executives and Legislature

Presented July 2023

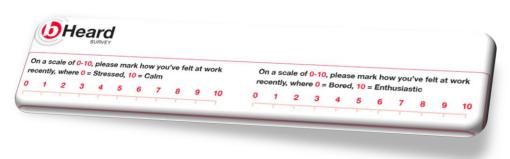
Organisation Effectiveness Team (P&CS), Cabinet Office

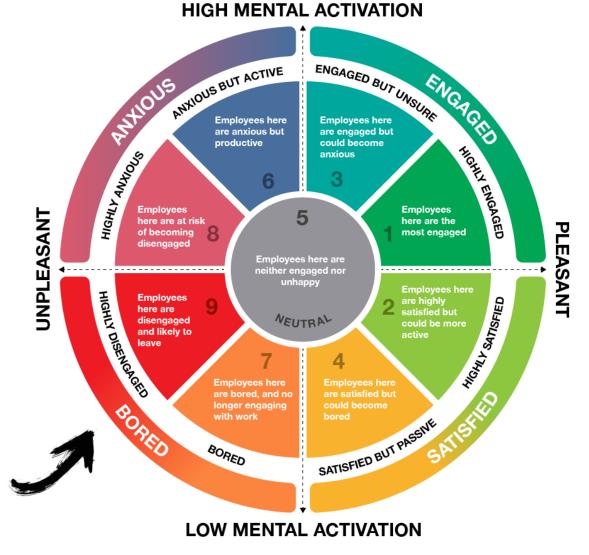


Employee Engagement

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



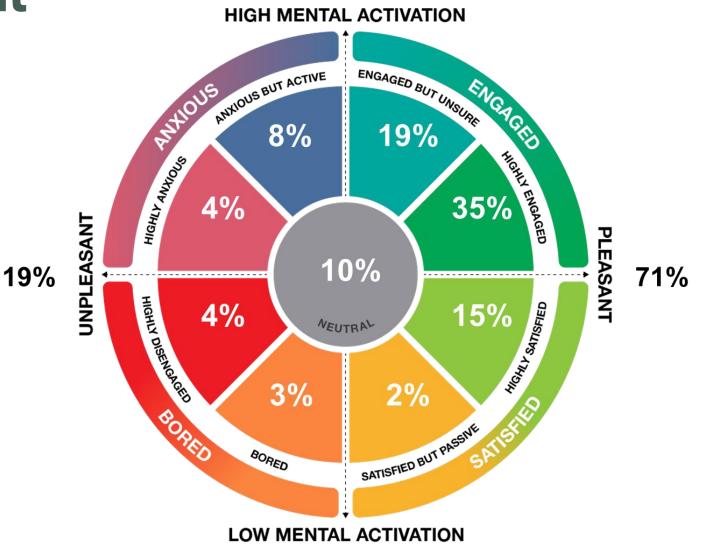




Employee Engagement

Non-Executives and Legislature

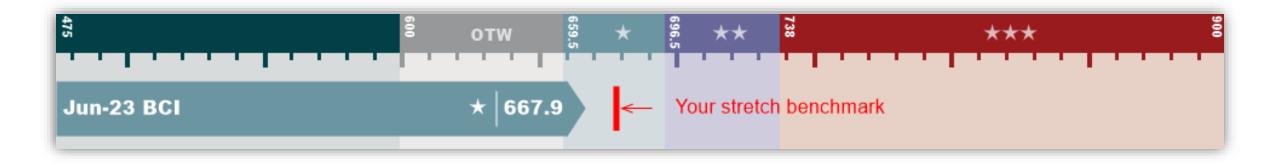
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 71% of respondents within Non-Execs reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores





BCI Score

Non-Executives and Legislature



- 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
- Non-Executives and Legislature reached a 1★ rating in 2023

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

8 Factors of Engagement

7

Non-Executives and Legislature

- 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 readjusted 2020 scores in order to allow like for like comparison based on the departmental headcount



■ Non-Execs 2023 ■ Non-Execs 2020

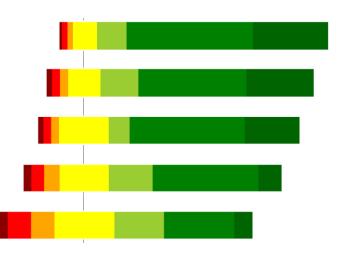




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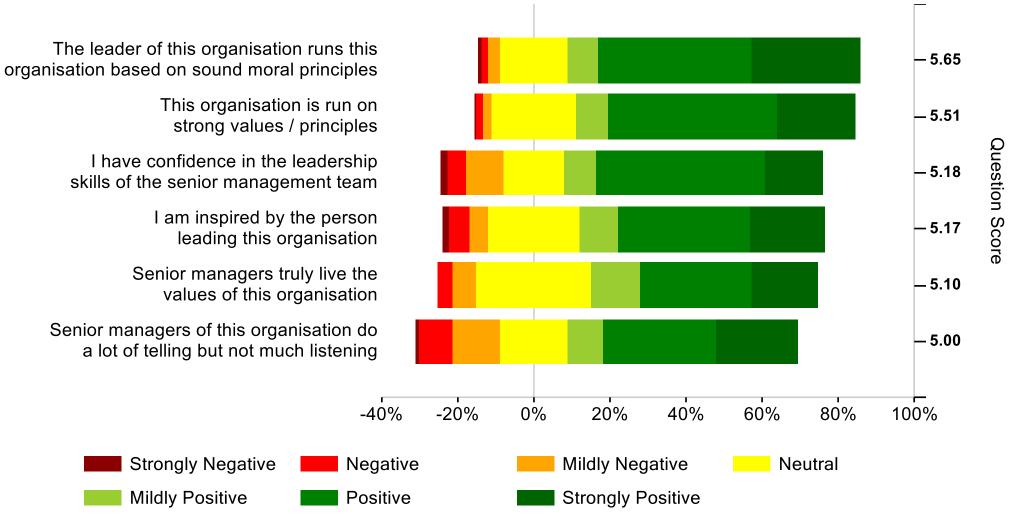
Introduction to heatmaps

- 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





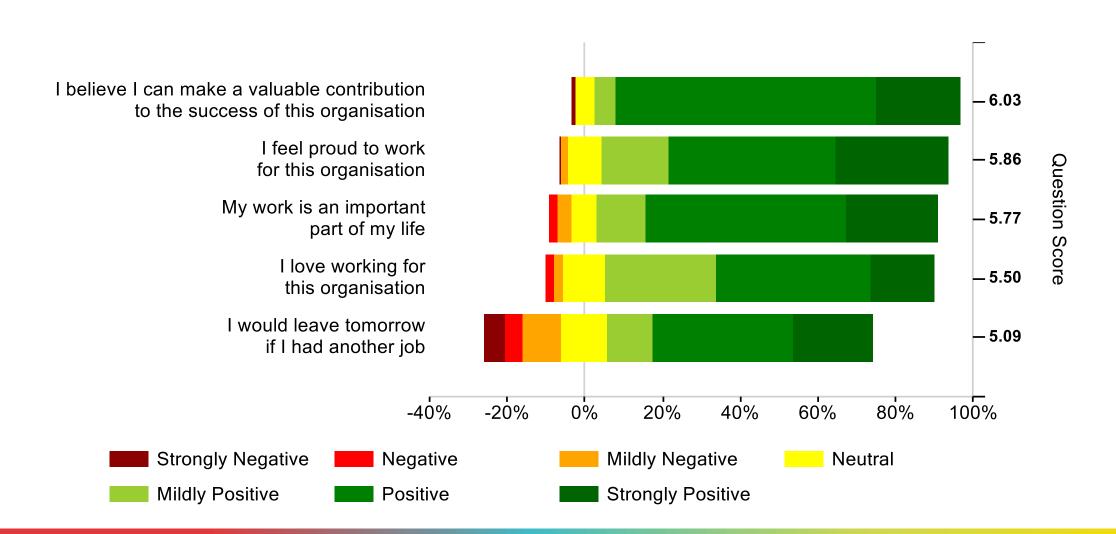
Leadership



Leadership questions related to Bailiff's Chambers – Steven Cartwright, Estab. of H.E. Lt. Governor – Justin Oldridge, Judicial Greffe - Adam Clarke, Law Officers' Department – Mark Temple, Overseas Aid – Simon Boas, Probation Service – Mike Cutland, States Greffe – Lisa Hart, Viscount's Department – Matthew Swan Senior Managers questions related to Senior Managers in each department

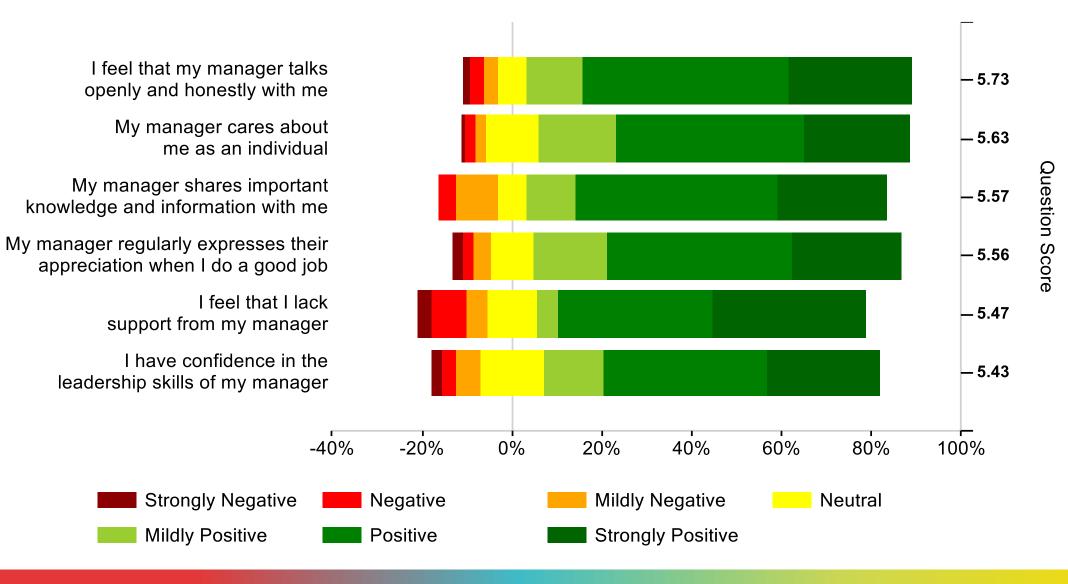
PEOPLE

My Company



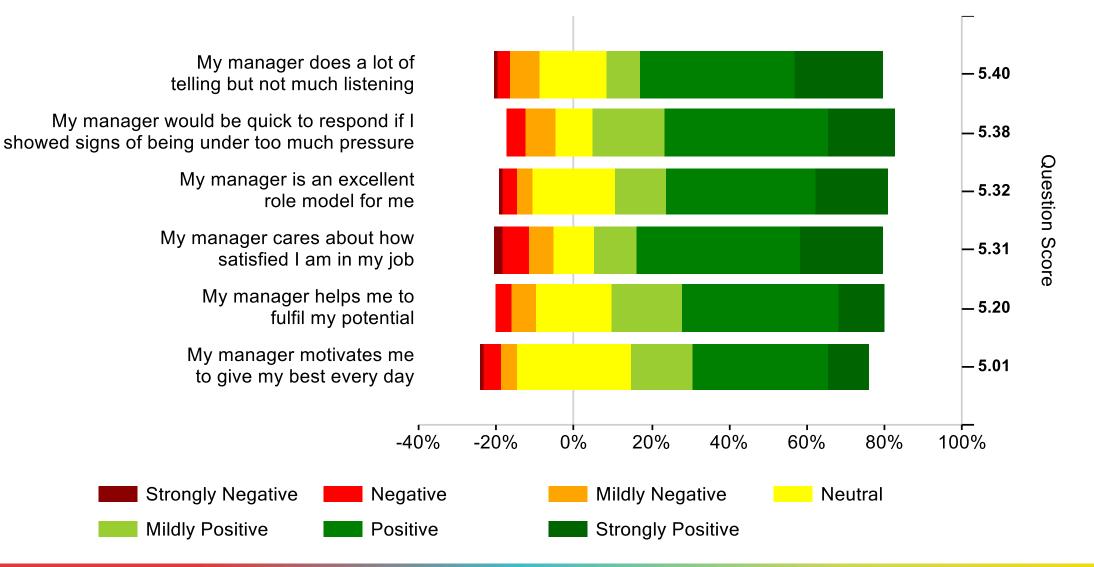


My Manager (1 of 2)



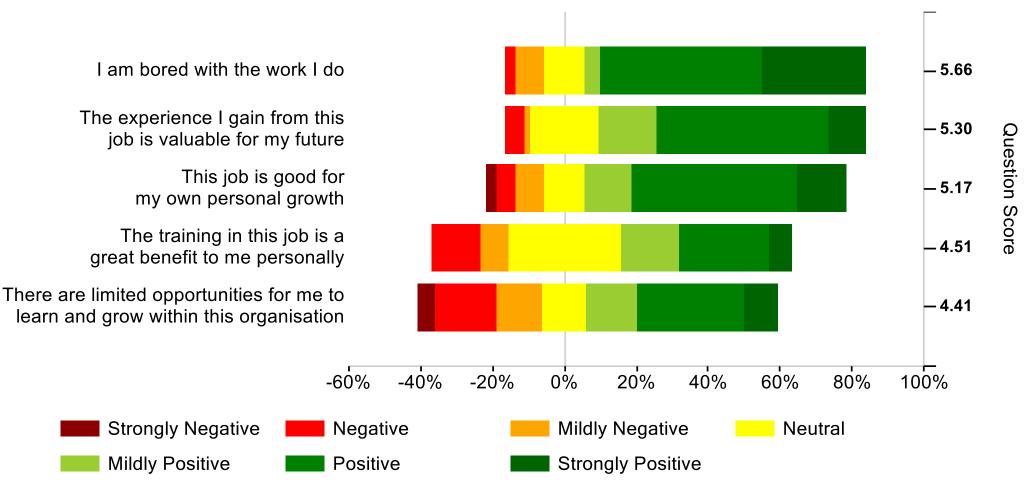


My Manager (2 of 2)



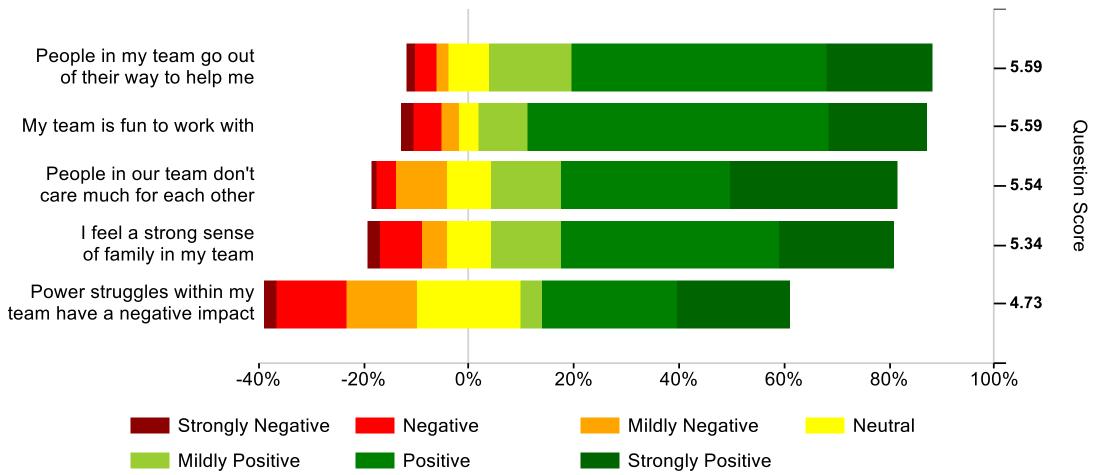


Personal Growth



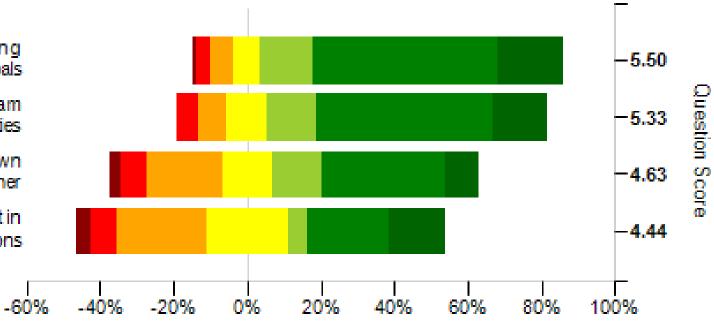
My Team (1 of 2)







My Team (2 of 2)

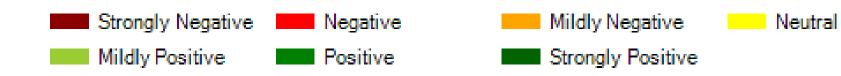


I am confident that we're all working together to achieve common goals

> There is clarity in my team around direction and priorities

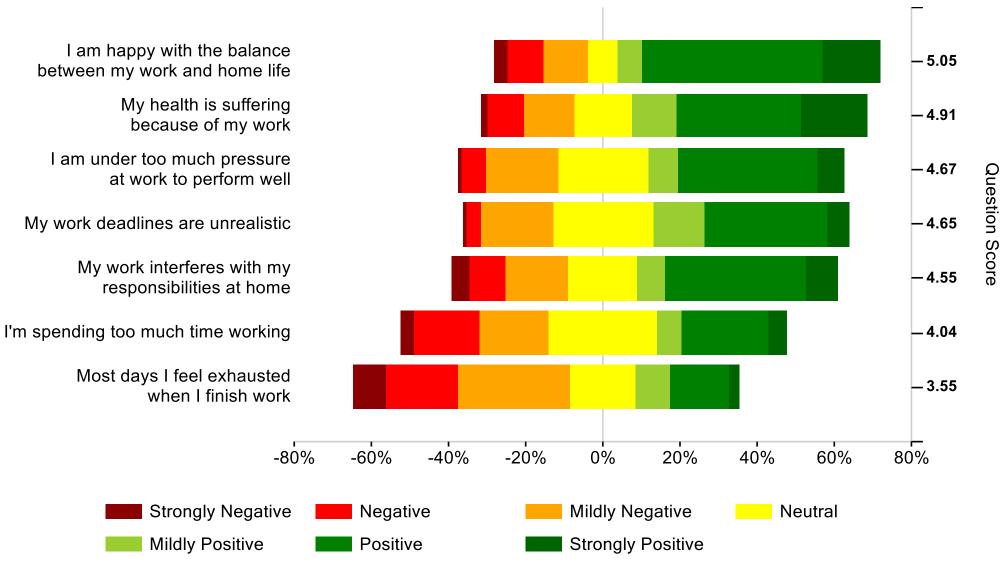
In my team we are too focused on our own work to spend time supporting one another

Internal politics often get in the way of finding solutions



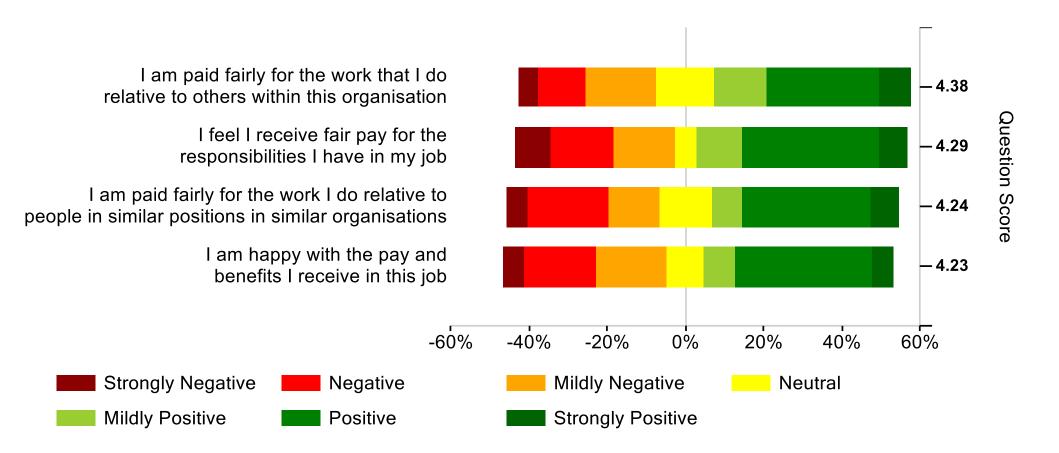


Wellbeing



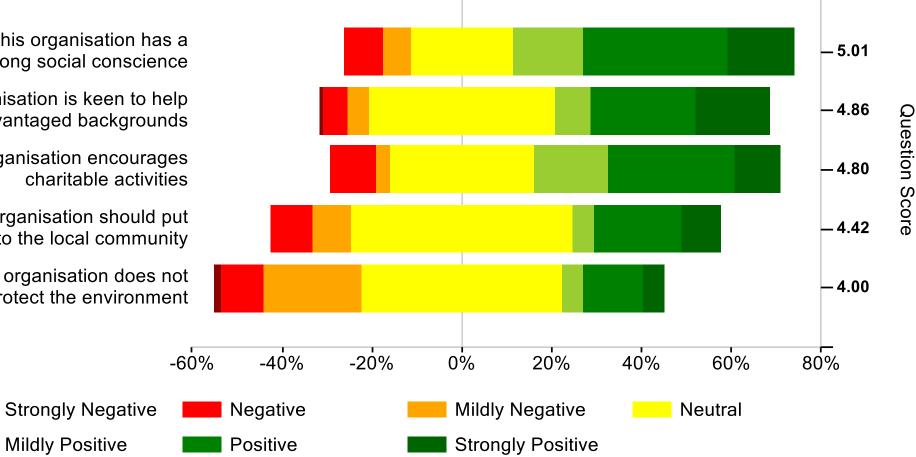


Fair Deal





Giving Something Back



This organisation has a strong social conscience

This organisation is keen to help people from disadvantaged backgrounds

> My organisation encourages charitable activities

I think this organisation should put more back into the local community

I believe this organisation does not do enough to protect the environment



Feedback (1 of 2)

I feel I can tell my manager when work is going badly

What is expected of me in my work is made completely clear to me

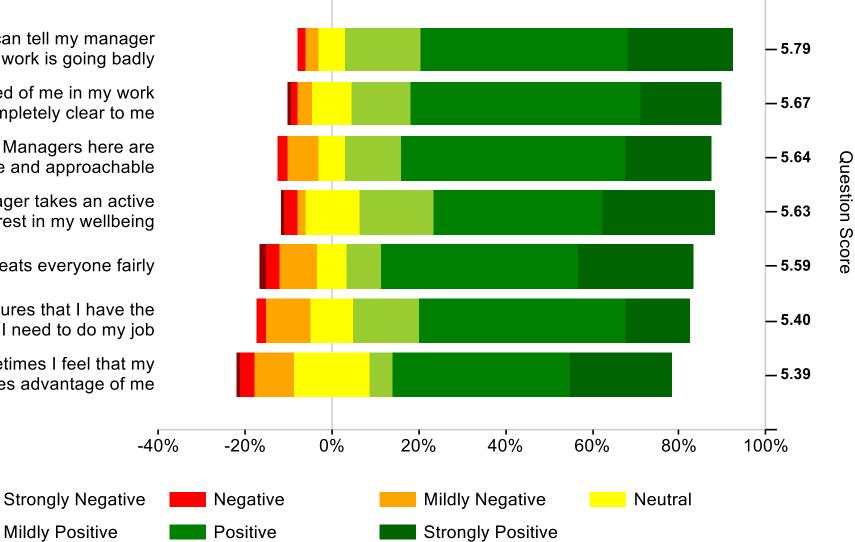
> Senior Managers here are visible and approachable

My manager takes an active interest in my wellbeing

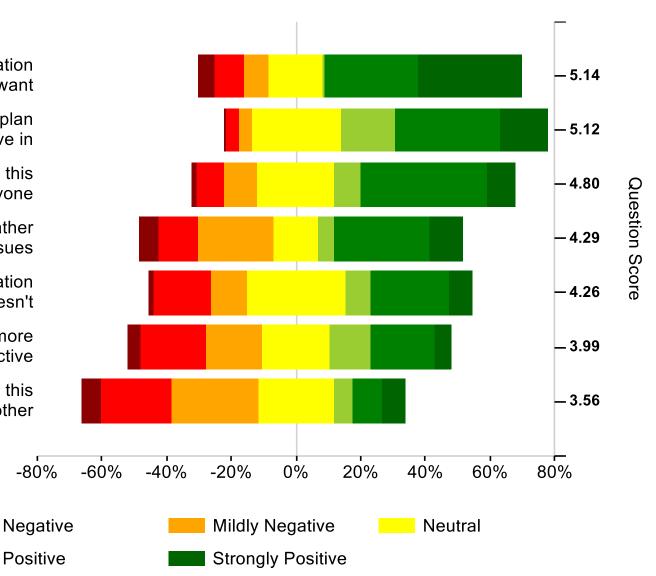
My manager treats everyone fairly

My manager ensures that I have the resources I need to do my job

> Sometimes I feel that my manager takes advantage of me







Feedback (2 of 2)

Some people here use intimidation to get what they want

The leader has a plan that I believe in

Policies and procedures within this organisation are fair to everyone

Managers in my organisation would rather avoid conflict than deal with issues

I have skills that my organisation could use but doesn't

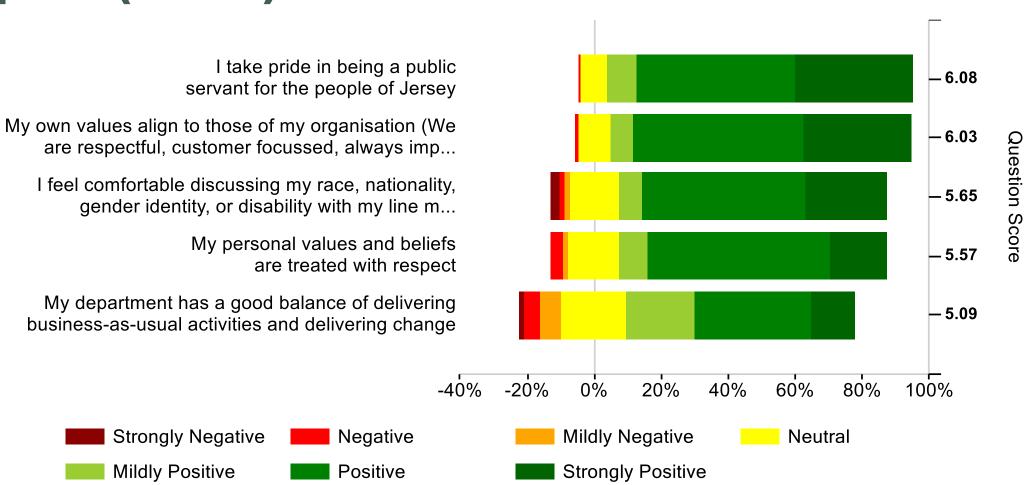
This organisation feels more reactive than proactive

Some departments / teams in this organisation don't work well with each other

Strongly Negative

Mildly Positive

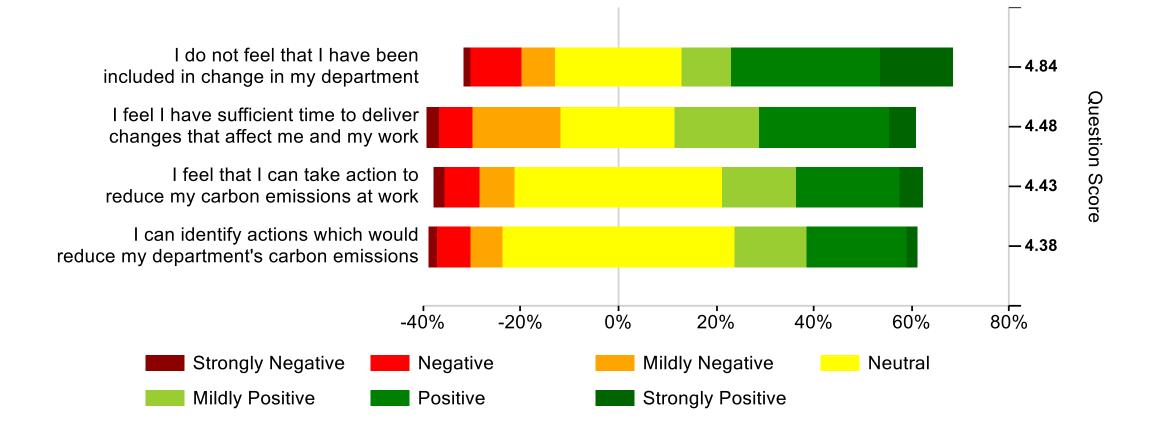




Bespoke (1 of 2)

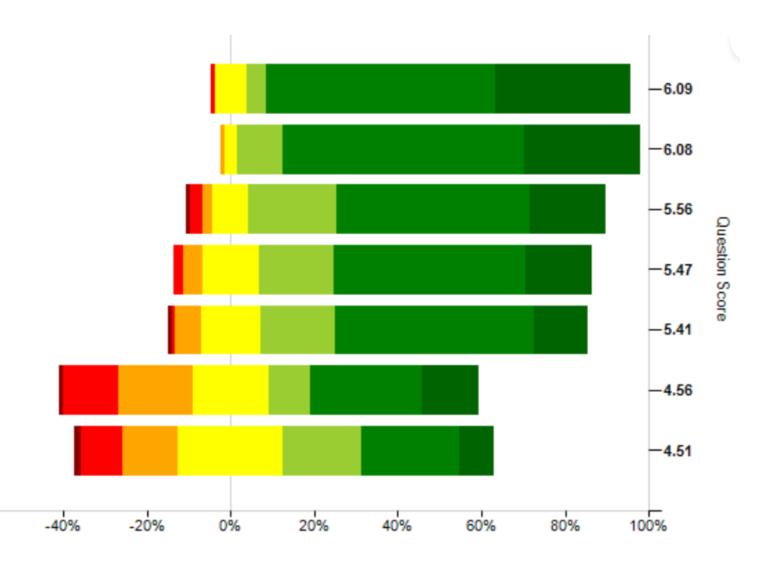


Bespoke (2 of 2)





Service



This organisation can be trusted by our customers / clients

This organisation provides a great service to its customers / clients

We are constantly seeking to improve the service we offer here

> I have the support I need to provide a great service

We have the freedom to do what is needed to provide a great service for our customers / clients

> Some people here do not understand the expectations of our customers / clients

> > Delivering great service is rewarded here

> > > -6**0**%