

HSCIC Staff Survey

Author: Tim Roebuck, Nic Fox

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Background

1. The HSCIC is committed to seek regular, structured feedback from staff through staff surveys.
2. The first HSCIC staff survey ran in July and August 2013. 67% of staff responded to the survey.

Purpose

3. The purpose of this paper is to set out responses from the first HSCIC staff survey. This is provided for information to the Board.

Staff survey approach

4. The staff survey is confidential and non attributable to staff and is managed by a third party organisation on behalf of the HSCIC.
5. Staff were asked to respond to two sets of questions:
 - Standard employee engagement questions (e.g. 'I would recommend the HSCIC as a place to work') which use the same methodology as the NHS employee engagement survey approach and were consistent with surveys in some of the predecessor organisations to the HSCIC.
 - A number of supplementary questions which were designed to provide greater insight into our organisational health.

Results and next steps

6. The high level results from the first HSCIC staff survey are included in Appendix A and B.
7. The initial results have been considered by the HSCIC Leadership Forum and Championing Change Forum.
8. These results, along with a work area breakdown and free text comments will be made available to staff in September.
9. Directorates will consider the results as part of their directorate transformation plans, using directorate Change Champions to input.
10. The responses to the Organisation Health questions will help to inform the positioning of HSCIC transformation initiatives and will be used as a baseline to monitor the impact of the Transformation Programme.
11. Staff surveys will be conducted regularly every 3 to 4 months.

Appendix A: Staff Survey Results August 13 - Engagement

Directorate		HSCIC Average Aug 2013 %	Finance and Corporate Services	HR and Transformation	Information and Data Services	Information Assurance	LSP Delivery	Clinical and Public Assurance	Operations and Technical Services	Programme Delivery
Employee Engagement Index		72	69	77	75	67	66	Results not displayed as small numbers protocol applied	74	71
Care of customers/end-users is the HSCIC's top priority.	Advocacy	71	68	77	72	70	67		76	68
I would recommend the HSCIC as a place to work.		70	65	75	76	66	60		73	67
I would recommend the products and services provided by the HSCIC confident in the standard of service that we provide.		74	71	76	77	69	68		77	74
I am able to make suggestions to improve the work of my team / department.	Involvement	77	73	85	80	69	72		78	73
There are frequent opportunities for me to show initiative in my role.		73	70	78	76	67	67		73	71
I am able to make improvements happen in my area of work.		72	69	74	75	66	66		73	71
I look forward to going to work.	Motivation	67	63	69	68	59	62		69	68
I am enthusiastic about my job.		72	69	75	74	65	65		74	75
Time passes quickly when I am working.		74	75	80	74	73	68		74	74

RAG statuses are applied where Green is 70%+, Amber is between 65 and 70% and Red is below 65%. The Employee Engagement Index is displayed as a percentage and rounded to the nearest whole (the real number behind the data is used to show the RAG status).

Appendix B: Staff Survey Results August 13 – Organisation health indicators

Directorate	HSCIC Average Aug 2013 %	Finance and Corporate Services	HR and Transformation	Information and Data Services	Information Assurance	LSP Delivery	Clinical and Public Assurance	Operations and Technical Services	Programme Delivery
Generally, I know who the customers of the HSCIC are.	73	67	69	75	73	69	Results not displayed as small numbers protocol applied	74	76
I have a clear understanding of the needs of my customers.	77	71	82	78	76	73		80	79
The HSCIC has a clearly articulated strategy for its future.	55	51	60	58	49	49		57	54
I can see how my work objectives contribute to the HSCIC achieving its stated purpose.	64	60	74	68	62	55		64	63
I have the right knowledge and skills to perform well in my role.	79	78	82	81	73	78		78	77
I am clear about the knowledge and skills that I need to progress within the organisation.	65	64	71	69	58	60		65	64
I have the opportunity to engage in organisational change initiatives.	60	63	85	60	54	62		59	56
Overall, I feel that my contribution is valued.	65	64	72	69	55	58		66	63
I have challenging work objectives.	72	72	74	74	72	63		73	74
My work area differentiates between good and average performance.	61	60	62	63	58	59		59	61
My work area monitors its performance using KPIs or metrics.	60	60	52	64	55	52		63	59
My work area performs well against its KPIs/targets.	72	69	63	73	72	70		74	72