NHS Scotland: Staff Engagement Portal (SEP)
Chief Executives Manual
May 2015

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Creating your CEO account

1. You will receive an email with a personal link similar to: http://nhsscotland-sep.webropol.com/EN/Account/SetPassword?userId=EAC285C8-3ACF-4BBD-A491-A8514EB122BB

2. This is your own personal link and should not be shared with any one else

3. If you manage multiple teams you will only be required to click on 1 link to access all your teams

4. The first time you log in you will be required to set up a password

5. This password will be used for further access to the system

Please, set up your password

| Password | Password |
| Confirm Password | Confirm password |

The correct password format is:
- Password must be Alphanumeric
- Must be at least 6 characters long
- Must contain 1 special character such as !#@&

Set password

Creating your CEO account

1. After your first login future access to the Staff Engagement Portal (SEP) will be from:
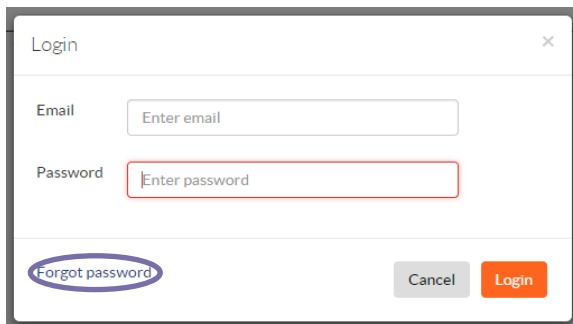
   http://nhsscotland-sep.webropol.com

2. Click on Login

3. Your login details will be your email address and password created - see previous page

Click on the login button and enter your work email address and set up a password. This will give you access to the Staff Experience Team Homepage
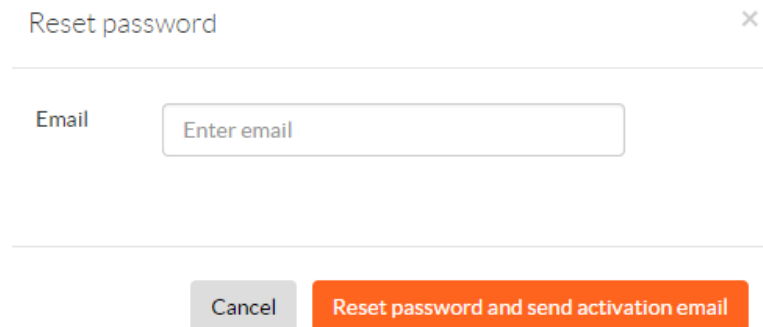
Forgot Password

1. If you forget your password do not attempt to enter an incorrect password more than 5 times otherwise you will be locked out of the system

2. Click on forgot password

3. In, "Reset password" pop up enter your email and click on "Reset password and send activation email"

4. You will receive an email with a link to reset your password.

5. Click on the link and enter a new password

6. The link is only valid for 2 days, after which you will need to repeat this process again to reset your password

Help videos

- Click on the help icon to access more manuals or help videos

- A list of the help videos and manuals will be displayed

- Select the video or manual you want to view

The following videos are available for guidance:

- Viewing CEO Reports: https://youtu.be/SngQir8uj_E

Accessing your CEO account

- Select the questionnaire and your CEO from the drop down menu

- If you manage multiple Teams your Teams will show in the drop down menu

NHS Scotland iMatter Questionnaire
New SMT organisation

NHS Scotland iMatter Questionnaire
SMT: New SMT organisation
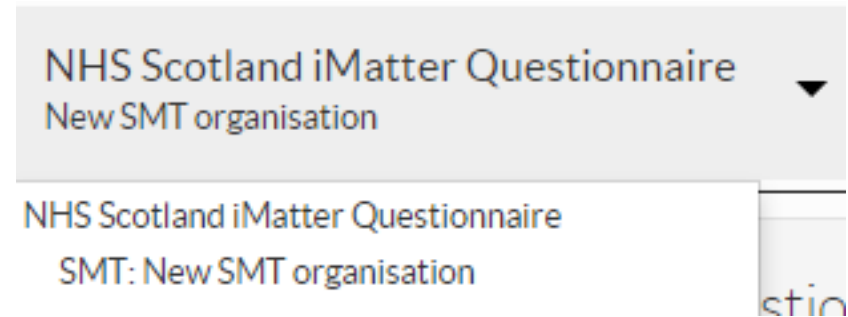
- Please refer to the Team Managers Manuals for more details on accessing the team manager level.

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Follow up: Team Confirmations

- Teams within your CEO will be sent a link to set up their Team Accounts and confirm their Teams

- You can follow up on the progress of Team confirmations within your CEO Account

- Click on the Follow Up tab and you will be directed to the Follow Up screen

Follow up: Team Confirmations

- Click on the Team Confirmations tab and expand the hierarchy to view all Directorates and teams within your CEO
- Teams which have confirmed will show the date they confirmed
- Teams which have not confirmed are clearly identified in red
- Click on +icon to expand list

Team confirmations	Response rates	Action plan / storyboard		

Search by ▾			Search	

NHS Scotland	Team member information updated and confirmed	Deadline
▾ New SMT organisation	6 out of 10 teams confirmed	
▾ Directorate Name: R Greys Directorate	1 out of 4 teams confirmed	
B Roots Team (Team Name)	Not confirmed ⚠	16/03/2015
J Littles Team (Team Name)	Not confirmed ⚠	16/03/2015
T Thistle & M Thorn Shared Team	Confirmed 16/02/2015	16/02/2015
Team Nessie	Not confirmed ⚠	16/03/2015

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Follow up: Response Rates

- CEOs can log in to the portal and view the overall CEO Response Rate directly from the home page
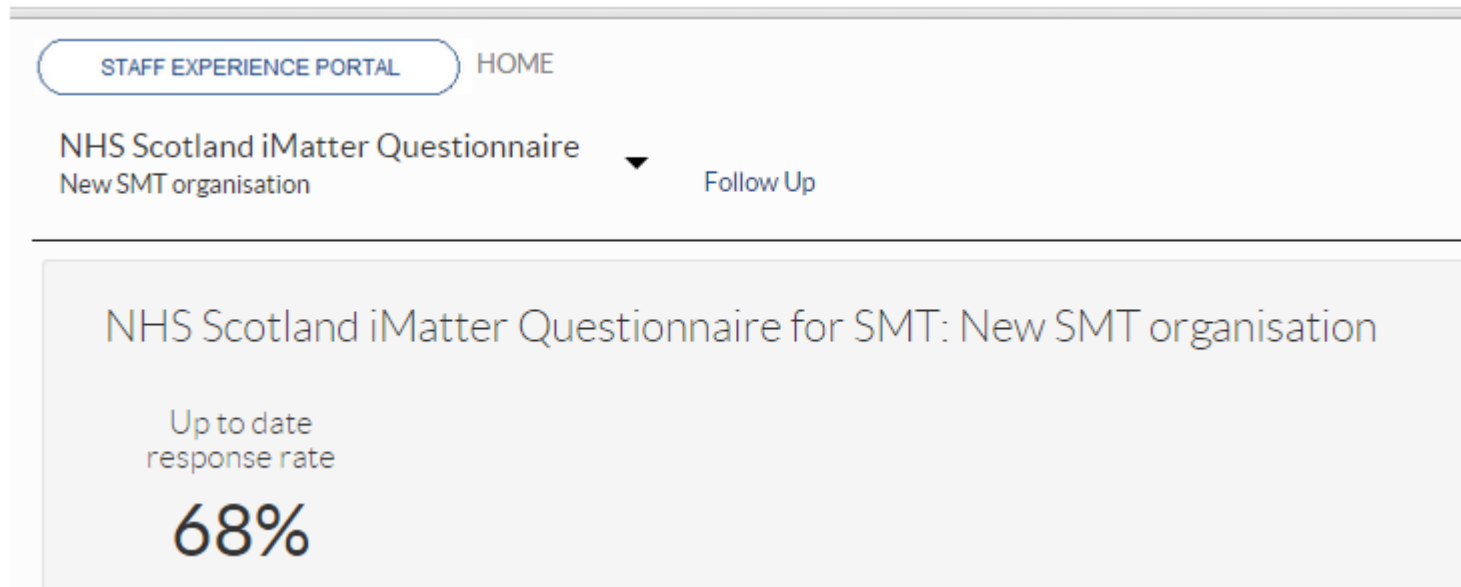
- To view the response rates of Directorates & Teams within your CEO click on the Follow Up tab

- Response rates show real time figures – see page 21

Follow up: Response Rates:

- To view the response rates of Directorates and Teams within your CEO Account click on the Follow Up tab

- From the Follow Up screen click on the Response Rates tab

- Expand the hierarchy to view all Directorates & Teams within your CEO Account - click on +icon to expand list

- The minimum response rate to view reports is 60% - any Teams or Directorates not achieving 60% will be highlighted in red

Team confirmations	Response rates	Action plan / storyboard			
NHS Scotland		**Sent surveys**	**Responses**	**Response rates**	**Deadline**
New SMT organisation		37	25	68%	
▼ Directorate Name: R Greys Directorate		16	14	88%	
B Roots Team (Team Name)		2	2	100%	20/02/2015
J Littles Team (Team Name)		4	2	50%	20/02/2015
T Thistle & M Thorn Shared Team		4	4	100%	20/02/2015
Team Nessie		2	2	100%	20/02/2015
▼ New Directorate		7	4	57%	

Search by

Follow up: Action plan / Storyboard

- Once reports have been generated (see next page Viewing Reports) Teams within your CEO will also be required to create a team action plan and storyboard with their team members.

- They will be required to Identify what they do well as a team

- Identify up to a maximum of 3 areas of improvement, 1 area of improvement is mandatory

- Up to a maximum of 3 desired outcomes and actions, 1 desired action is mandatory

- Assign responsibility and specify a completion date

- They will also be required to complete a record of progress in order to complete the action plan.

- You can follow up on your teams to see the date the action plan and story board were created and the date Action plan was completed.

- Any teams that have not completed will be clearly be identified in Red

Viewing reports

- 5 weeks after the electronic question is closed reports will become available - CEOs will receive an email notifying them reports are available

- Aggregated CEO reports will only be published if the CEO achieves a response rate of 60% or more - all other yearly comparison CEO reports will still be published and available to view

- The following reports will be published:

  - Aggregated CEO report

  - Aggregated Board report - if your Board has achieved a response rate of 60% or more

  - A yearly EEI Report

  - A Yearly Response Rates report

  - A Yearly Components report

- If you have not achieved the required minimum response rate your Aggregated CEO report will not be published and you will need to contact your iMatter Operational Lead for further advice and support

Viewing reports

- You can access your reports directly from your home page dashboard - all the reports that are available will be displayed here as direct links to the report

NHS Scotland iMatter Questionnaire for SMT: New SMT organisation

Up to date response rate
68%

Employee Engagement Index
75%

Chief Executives Report 2015
Board Report 2015
Yearly EEI
Yearly Response Rates
Yearly Components
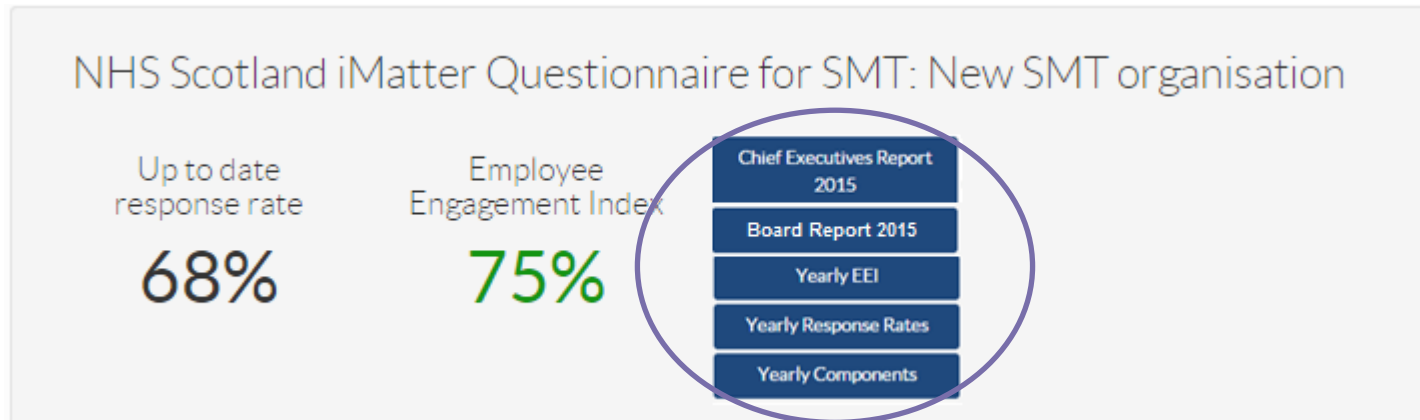
- Alternatively select the questionnaire and click on the View Results tab

STAFF EXPERIENCE PORTAL | HOME

NHS Scotland iMatter Questionnaire
New SMT organisation

Follow Up   View results

Viewing reports

- By clicking on the report links from the dashboard, or selecting the View Results tab, you will be directed to the reporting page

- You will see tabs for all the reports that are available to you

- You can also download all the reports to PDF

<< Back to Response rates

| Yearly Components | Yearly EEI | Yearly Response Rates | Board Report 2015 | Chief Executives Report 2015 |

The Aggregated CEO Report

Your Aggregated CEO report will show the following:

- Your aggregated CEO Response Rate

- Your aggregated CEO Employee Engagement Index (EEI) - the colour of the EEI is reflected in the thresholds key below each chart

- The report will also show the NHSScotland Staff Governance Strands which underpin the iMatter Continuous Improvement Model
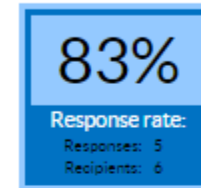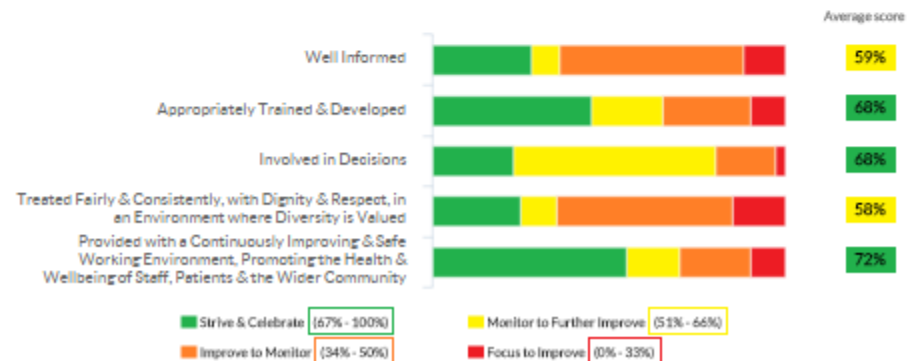
The Aggregated CEO Report

You will also see 3 sections in your report which are:

- Experience as an individual
- Experience within your team
- Experience within your organisation

- You will see the average score for each question within each of the 3 sections
- The colour of the score is reflected in the threshold key below each chart
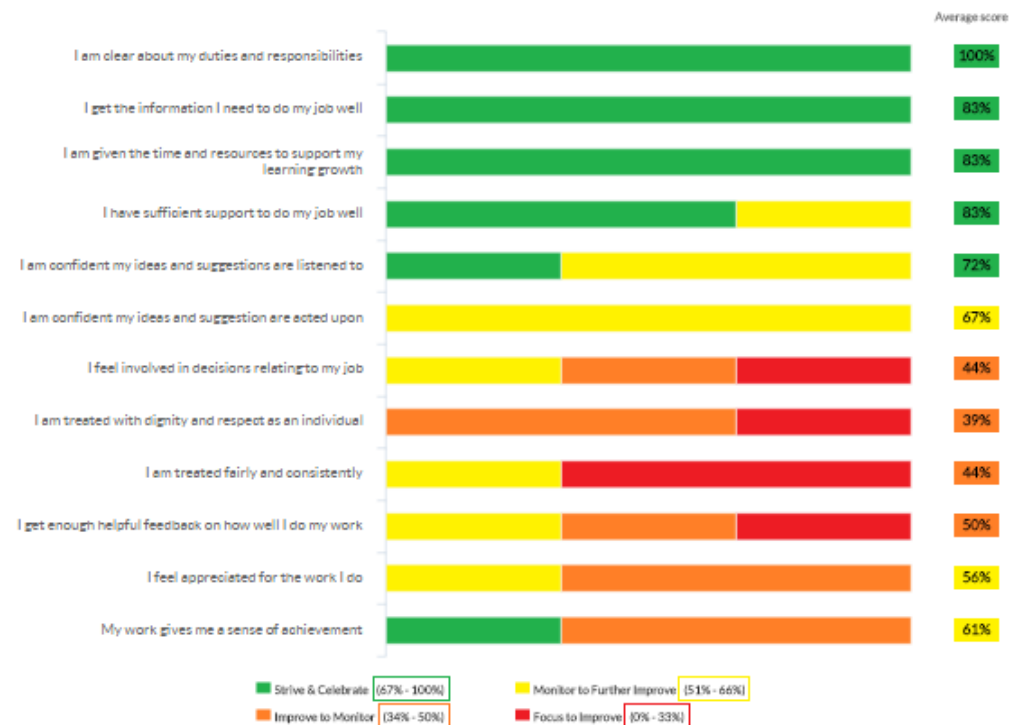
The Aggregated CEO Report

- The thermometer shows the aggregated CEO average for the overall experience of working within your organisation

Overall, working within my organisation is a ......

Responses count: 3
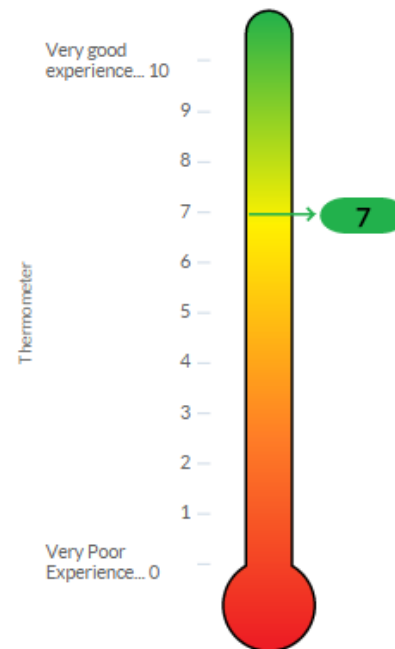
The Aggregated Board Report

- All CEOs will receive a copy of their aggregated Board report as long as the Board has also achieved a response rate of 60%

- The report can be used for comparing your feedback and for bench marking

- If you have not received a report this is an opportunity to see a report and consider using this when discussing iMatter Continuous Improvement with your Directors
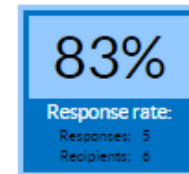
Yearly EEI Scores Report

- You will also see an Aggregated CEO report showing the Yearly EEI score for Directorates within your CEO, as well as an aggregated score for your CEO

- The colour of the score is reflected in the threshold key below the table

- You will eventually be able to see a table with up to 5 year's improvements and comparisons

- If a response rate of 60% is not achieved for Directorates then no score will show for that Directorate

EEI numbers and improvement from last year

Team	2015 EEI
Test Directorate 1	74%
Test Directorate 2	No report
Test SMT	72%

- If your CEO response rate is less than 60% then the overall CEO score will not show

| 67% - 100% Strive & Celebrate | 51% - 66% Monitor to Further Improve | 34% - 50% Improve to Monitor | 0% - 33% Focus to Improve |

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Yearly Response Rates Reports

- You will also see an Aggregated CEO report for Yearly Response Rates for Directorates within your CEO, as well as an aggregated response rate for your CEO

- Any Directorates with a response rate of less than 60% will be highlighted in red

- You will eventually be able to see a table with up to 5 years response rates

Response rates

	2015
Team	Response Rate
Test Directorate 1	100%
Test Directorate 2	88%
Test Directorate 3	57%
Test SMT	**82%**

Yearly Components Reports

- The yearly components table shows the 28 questions which are marked to the 20 Staff Experience Components which are linked to the 5 Governance Strands

- The report shows the average score received for each component

- The colour of the score is reflected in the threshold key below the table

- You will eventually be able to see a table with up to 5 year's improvements and comparisons

Questions, components and average score

IMatter Questions	Staff Experience Employee Engagement Components	Average Response Percentage
		2015
I am clear about my duties and responsibilities	Role Clarity	100%
I get the information I need to do my job well	Clear, Appropriate and Timeously Communication	87%
I am given the time and resources to support my learning growth	Learning and Growth	87%
I understand how my role contributes to the goals of the organisation	Sense of Vision, Purpose and Values	87%
I have sufficient support to do my job well	Access to Time and Resources	83%
I feel my direct line manager cares about my health and well-being	Assessing Risk and Monitoring Work Stress and Workload	83%
I feel my organisation cares about my health and wellbeing	Health and Wellbeing Support	83%
I have confidence and trust in senior managers responsible for the wider organisation	Confidence and Trust in my management	83%
My direct line manager is sufficiently approachable	Visible and Consistent Leadership	80%
I feel senior managers responsible for the wider organisation are sufficiently visible	Visible and Consistent Leadership	80%
I would recommend my organisation as a good place to work	Additional question	80%
I would be happy for a friend or relative to access services within my organisation	Additional question	80%
I feel involved in decisions relating to my organisation	Partnership Working	77%
I am confident my ideas and suggestions are listened to	Listened to and Acted Upon	73%
I am confident performance is managed well within my organisation	Performance Management	73%
I get the help and support I need from other teams and services within the organisation to do my job	Appropriate Behaviours and Supportive Relationships	73%
I am confident performance is managed well within my team	Performance Management	70%
I would recommend my team as a good one to be a part of	Additional question	70%
I have confidence and trust sufficiently in my line manager	Confidence and Trust in my management	70%
I am confident my ideas and suggestion are acted upon	Listened to and Acted Upon	67%
I feel involved in decisions relating to my team	Empowered to Influence	63%
My team works well together	Effective Team Work	63%
I get enough helpful feedback on how well I do my work	Performance Development and Review	53%
I feel involved in decisions relating to my job	Empowered to Influence	50%
I feel appreciated for the work I do	Recognition and Reward	50%
My work gives me a sense of achievement	Job Satisfaction	50%
I am treated fairly and consistently	Consistent Application of Employment Policies and Procedures	47%
I am treated with dignity and respect as an individual	Valued as an Individual	43%

67% - 100% Strive & Celebrate 51% - 66% Monitor to Further Improve 34% - 50% Improve to Monitor 0% - 33% Focus to Improve

Real-time Response Rates & Published Reports

| NHS Scotland	Sent surveys	Responses	Response rates	Deadline
▼ National Directorate1	146	127	87% Report	

Real time response rates for a CEO

i Matter

- For some Teams within the CEO, the date and time the iMatter process begins may vary

CEO Report 2015
CEO 1

- The Response Rates shown in the Follow Up are in real time

- The CEO report is only updated once the reports for Teams are published

Published report for a CEO varies from the real time response rates

82%
Response rate:
Responses: 49
Recipients: 60

- The data in the reports may vary from the Follow Up Response Rates page as it will not include the results of Teams whose reports are not published

- **Remember:** Team reports are published 5 weeks after the electronic questionnaire closes each time.

79%
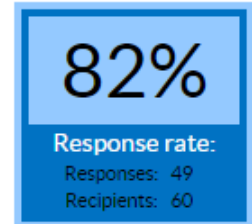
Employee Engagement Index

Repeating the process next year

- As part of your continuous improvement journey the iMatter process will be repeated at the same time each year

- You will still be able to access your reports next year to monitor and compare your improvement