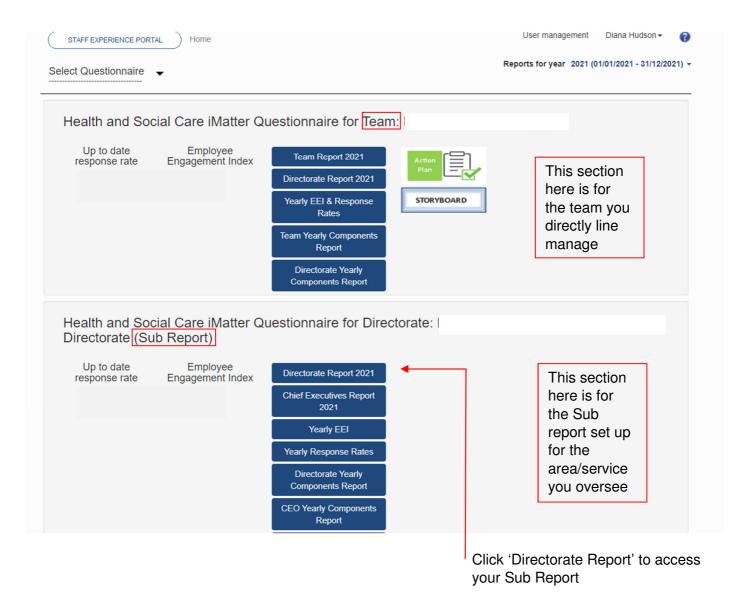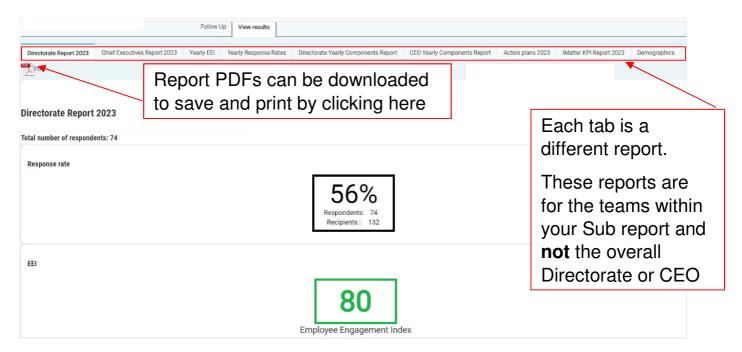# iMatter Sub-Reporting Guide

Managers with a Sub Report set up on the system will be able to access the report from the portal on their iMatter account. Log in to your account https://nhsscotland-sep.webropol.com/Account/Login where the portal page below will appear -

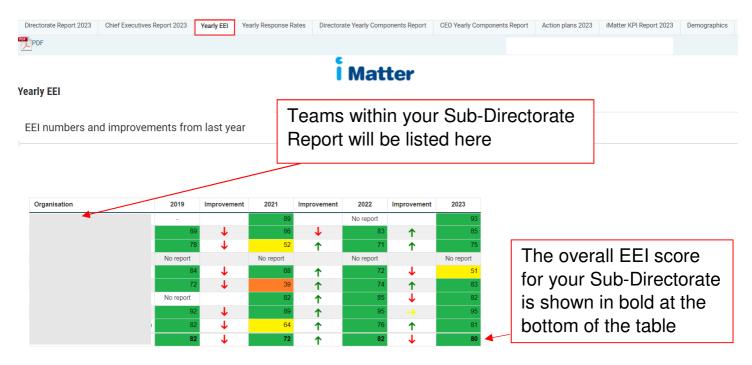You can also access your Sub Report by clicking 'Select Questionnaire'. On the drop down menu, there will be an option to select your team report, or Sub Report. The Sub Report will include "(Sub Report)" in the drop down menu.
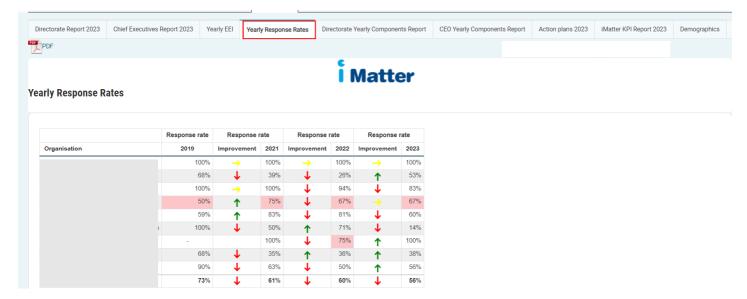
Once you have clicked into the Sub Report, this will appear as below, showing an aggregated report of responses from recipients across all the teams included in your Sub Report -

Directorate Report 2023 | Chief Executives Report 2023 | Yearly EEI | Yearly Response Rates | Directorate Yearly Components Report | CEO Yearly Components Report | Action plans 2023 | iMatter KPI Report 2023 | Demographics

PDF

Report PDFs can be downloaded to save and print by clicking here

Directorate Report 2023

Total number of respondents: 74

Response rate

56%
Respondents: 74
Recipients: 132

Each tab is a different report.

These reports are for the teams within your Sub report and not the overall Directorate or CEO

EEI

80
Employee Engagement Index

The yearly EEI report as shown below will list each team within your Sub Report and if the EEI has improved from the previous year. Where 'no report' is shown, this means that there was no team report achieved. (If a '–' is shown against any team, this indicates the team was not in the system during that particular year).

Directorate Report 2023 | Chief Executives Report 2023 | Yearly EEI | Yearly Response Rates | Directorate Yearly Components Report | CEO Yearly Components Report | Action plans 2023 | iMatter KPI Report 2023 | Demographics

PDF

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Yearly EEI

EEI numbers and improvements from last year

Teams within your Sub-Directorate Report will be listed here

Organisation	2019	Improvement	2021	Improvement	2022	Improvement	2023
	-		89		No report		93
	89	↓	86	↓	83	↑	85
	78	↓	52	↑	71	↑	75
	No report		No report		No report		No report
	84	↓	68	↑	72	↓	51
	72	↓	39	↑	74	↑	83
	No report		82	↑	85	↓	82
	92	↓	89	↑	95	→	95
	82	↓	64	↑	76	↑	81
	82	↓	**72**	↑	**82**	↓	**80**

The overall EEI score for your Sub-Directorate is shown in bold at the bottom of the table

The Yearly Response Rates tab will allow you to analyse if the response rates of the teams within your Sub Report have improved, decreased, or stayed the same year on year.

PDF

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Yearly Response Rates

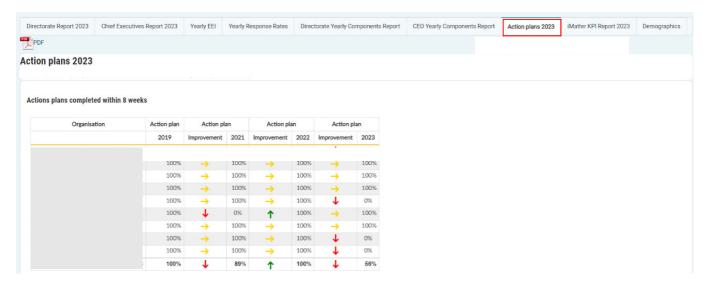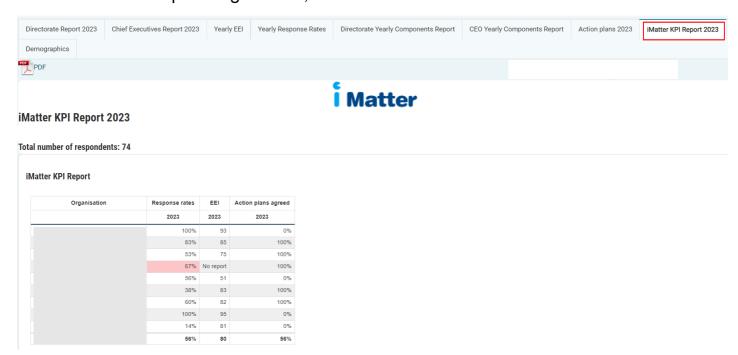| Organisation	Response rate 2019	Improvement	Response rate 2021	Improvement	Response rate 2022	Improvement	Response rate 2023
	100%	→	100%	→	100%	→	100%
	68%	↓	39%	↓	26%	↑	53%
	100%	→	100%	↓	94%	↓	83%
	50%	↑	75%	↓	67%	→	67%
	59%	↑	83%	↓	81%	↓	60%
	100%	↓	50%	↑	71%	↓	14%
	-		100%	↓	75%	↑	100%
	68%	↓	35%	↑	36%	↑	38%
	90%	↓	63%	↓	50%	↑	56%
	73%	↓	61%	↓	60%	↓	56%

The Yearly Components Report will show the average response score for each question and shown in Green, Yellow, Amber or Red.

PDF

Directorate Yearly Components Report

1. iMatter Components 2023

iMatter Questions	Staff Experience Employee Engagement Components	Average Response 2019	2021	2022	2023
I am clear about my duties and responsibilities	Role Clarity	94	87	92	91
I get the information I need to do my job well	Clear, appropriate and timeously communication	90	80	88	89
I have confidence and trust in my direct line manager	Confidence and trust in management	88	78	90	89
I would recommend my team as a good one to be a part of	Additional Question	90	87	92	89
My direct line manager is sufficiently approachable	Visible and consistent leadership	90	78	00	88
I am treated with dignity and respect as an individual	Valued as an individual	86	75	86	88
I feel my direct line manager cares about my health and well-being	Assessing risk and monitoring work stress and workload	87	75	90	88
My team works well together	Effective team working	89	86	91	87
I understand how my role contributes to the goals of my organisation	Sense of vision, purpose and values	87	84	88	87
I have sufficient support to do my job well	Access to time and resources	85	73	87	86
I am confident performance is managed well within my team	Performance management	85	78	89	86
I am treated fairly and consistently	Consistent application of employment policies and procedures	87	75	85	86
My work gives me a sense of achievement	Job satisfaction	87	79	89	85
I feel involved in decisions relating to my team	Empowered to influence	82	70	83	84
I get enough helpful feedback on how well I do my work	Performance development and review	78	66	82	82
I am given the time and resources to support my learning growth	Learning & growth	78	71	79	81
I am confident my ideas and suggestions are listened to	Listened to and acted upon	81	69	80	81
I feel involved in decisions relating to my job	Empowered to influence	79	66	78	80
I feel appreciated for the work I do	Recognition and reward	79	69	79	80
I am confident my ideas and suggestion are acted upon	Listened to and acted upon	78	67	77	79
I would be happy for a friend or relative to access services within my organisation	Additional Question	84	74	81	79

The Action Plan tab will show which teams within your Sub Report have completed their Action Plans within 8 weeks (the timescale associated with the iMatter Action Planning Key Performance Indicator (KPI). If the Action Plan was uploaded within 8 weeks, it will show as 100%, and if the Action Plan was not uploaded within the 8 weeks, it will show as 0%.

📄 PDF

Action plans 2023

Actions plans completed within 8 weeks

Organisation	Action plan 2019	Improvement	2021	Improvement	2022	Improvement	2023
	100%	→	100%	→	100%	→	100%
	100%	→	100%	→	100%	→	100%
	100%	→	100%	→	100%	→	100%
	100%	→	100%	→	100%	↓	0%
	100%	↓	0%	↑	100%	→	100%
	100%	→	100%	→	100%	→	100%
	100%	→	100%	→	100%	↓	0%
	100%	→	100%	→	100%	↓	0%
	100%	↓	**89%**	↑	**100%**	↓	**56%**

The iMatter KPI Report will show the response rates, EEI score, and if an Action Plan has been uploaded (within 8 weeks) for each of the teams in your Sub Report. Where 'no report' is shown, the team did not achieve the required response rate in order for a team report to generate, therefore no EEI score is available.

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iMatter KPI Report 2023

Total number of respondents: 74

iMatter KPI Report

Organisation	Response rates 2023	EEI 2023	Action plans agreed 2023
	100%	93	0%
	83%	85	100%
	53%	75	100%
	67%	No report	100%
	56%	51	0%
	38%	83	100%
	60%	82	100%
	100%	95	0%
	14%	81	0%
	56%	**80**	**56%**

Key Points to note for Sub Reports:

- Teams can appear in more than one Sub Report
- A manager can only be assigned one Sub Report, however different managers can be set up with same Sub Report, where there is an appropriate business need
- Sub Reports can be built for a number of levels, so could cover a service, site, Sub-service etc.
- Can be changed at any time – for instance, as Sub Report managers change, or you become aware of additional reports which require to be built

Should you have any questions about Sub Reporting, please contact iMatter@ggc.scot.nhs.uk.