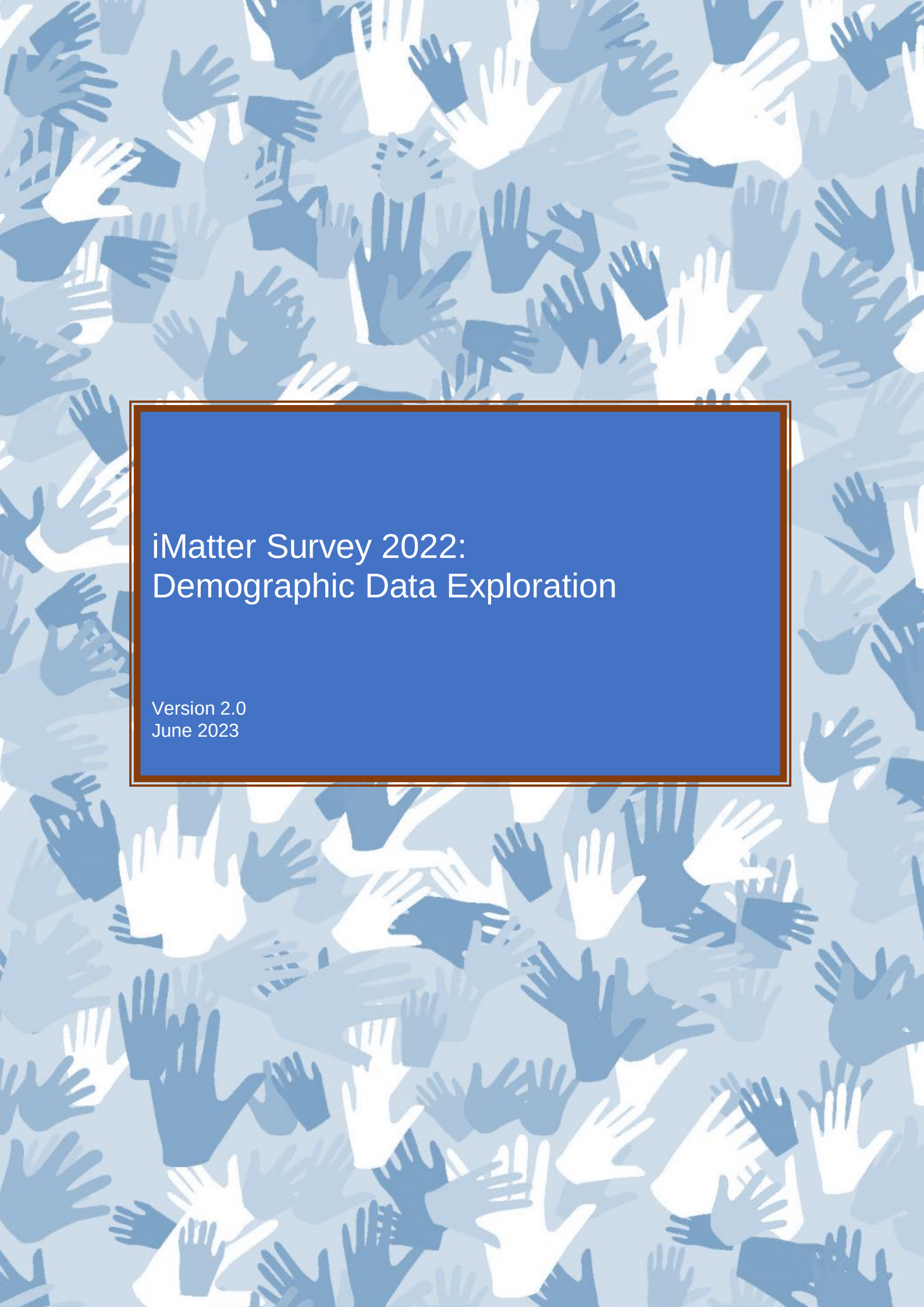
iMatter Survey 2022: Demographic Data Exploration

August 2023

Scottish Government
Riaghaltas na h-Alba



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Version 2.0
June 2023

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Background

Background

iMatter

The iMatter Continuous Improvement Model was developed by NHSScotland staff with the aim of engaging all staff in a way that feels right for them. The focus is on team-based understanding of experience, but it also offers information at various levels within organisations to evidence and help improve staff experience. As such, it can provide clarity on where to focus efforts for maximum impact, which in turn leads to better care, better health, and better value.

Demographic questions were first introduced in the Everyone Matters Pulse Survey 2020 and were added to the iMatter survey in 2021. They were again included in iMatter 2022. The questions asked are the same as those asked in the Scottish Census 2022 Scotland's Census 2022 paper questionnaires | Scotland's Census (scotlandscensus.gov.uk). It is intended that in the future comparisons can be made to national statistics, but at this time the final 2022 census data is not available.

The full iMatter questionnaire is contained in Appendix 1

iMatter Fieldwork

The iMatter process uses Webropol to distribute electronic and paper questionnaires to NHSScotland employees, as well as those employed by the Local Authority who work in a Health & Social Care Partnership who chose to participate. In 2022, all 22 Health Boards and 29 H & SCPs took part, and all fieldwork was carried out between 16 May to 8 August 2022

Demographic Analysis

This report seeks to draw learning from the iMatter demographic data set that can be of value to Scottish Government and Health and Social Care, both in terms of profiling the workforce and exploring relationships between demographic characteristics and workplace experience.
The analysis looks in detail at how attitudes and experiences compare across various demographic groups. The learning will support activity around diversity and inclusion across Health and Social Care.

This report will act as a benchmark against which we will measure future progress. Currently, the report is presented at a national level, but we will continue investigating how we might present the report at individual Board level safely without compromising anonymity.

Where appropriate comparisons are made to the 2021 iMatter survey, in which the same set of questions were used and to the Everyone Matters Pulse Survey carried out in 2020 during the Covid-19 pandemic, in which similar demographic questions were included.

Response Rate

In total 199,772 questionnaires were issued, 5,330 more than in 2021. A total of 110,250 usable responses were received, up by 2,084 on 2021. This equates to an overall response rate of 55%. Through the report comparisons are made to iMatter 2021 and to the Everyone Matters Pulse Survey (EMPS) carried out during the Covid-19 pandemic in 2020. The response rate in 2021 was 56% and 43% for EMPS 2020.

Survey	Sample Size	Response Rate
iMatter 2022	110,250	55%
iMatter 2021	108,166	56%
Everyone Matters Pulse Survey 2020	83,656	43%

Non-Response/'Prefer not to say'

Demographic questions were optional and a 'prefer not to say' option was also included in each question.

Typically, over 90% of those completing the survey opted to provide answers to the demographic questions, so over 40% of the workforce.

Much of the analysis in this report is based on **just those staff who responded to the question with information about themselves** (i.e. excluding both those who chose not to answer the question at all and those who opted for 'Prefer not to say'). Because we are looking to understand more about the demographic profile of staff and the relationship those profiles have on well-being and workplace experiences, those who did not provide this information cannot be included in this analysis.

The proportion of staff **not** answering each of the questions is shown below.

Question	Staff NOT answering
What was your age at your last birthday?	11%
What is your sex?	7%
Do you consider yourself to be trans, or have a trans history?	7%
What is your legal marital or registered civil partnership status?	9%
Which of the following best describes your sexual orientation?	8%
Do you consider yourself to be disabled within the definition of the Equality Act 2010?	6%
Do you have any of the following, which have lasted, or are expected to last, at least 12 months?	18%
Have you been on maternity/parental or shared parental leave in the past 12 months?	7%
What religion, religious denomination or body do you belong to?	7%
What is your ethnic group?	7%
Since last September, have you experienced change either in your job role or the environment you work in?	2%
Which staff group do you belong to? (please select the group that reflects your main role)	3%
Which staff group do you belong to? (NHSScotland staff only)	3%
Which staff group do you belong to? (local authority staff only)	3%

Potential Response Bias

This analysis is based on the staff who chose to take part in iMatter and respond on the demographic questions. In statistical terms the views of 4 in 10 staff would be deemed representative of all staff. However, we note that there may be a demographic bias in the staff that take part in the survey.

Comparisons are made to the NHSScotland published workforce data Data tables | Turas Data Intelligence (nhs.scot). This data has been collected via staff engagement forms when people join, or change boards within NHSScotland, or via the e:you questionnaire exercise undertaken for all

NHSScotland staff in post. Demographic details are not known for 19% and 38% of staff, plus an additional 8% to 12% who decline to provide personal information. This data source is therefore based on up to two-thirds of NHSScotland staff.

Small Base Sizes

There are a number of demographic groups that are very small and therefore cannot be analysed beyond the overall national level. This does not in any way imply a reduced importance of those minority groups, but rather is reflective of the need to protect the anonymity of individuals. In some cases we are able to combine smaller demographic groups in order to provide some analysis e.g. combining two age groups or several ethnicity groups to provide a robust sample size.

Protecting Anonymity

In carrying out this analysis we are sensitive to the risk of identification of individual people, through their demographic characteristics and responses to individual questions. For that reason, analysis is only reported here where the sample size is 10 or more. Where necessary, individual data points are suppressed to protect confidentiality.

The Relevance of Change

The questions relating to changes experienced (personal and work-related) were introduced into the Everyone Matters Pulse Survey in 2020 during the Covid-19 pandemic. At this time lives were subjected to unprecedented change, and it was important to understand the extent to which Health and Social Care staff were experiencing change. The EMPS reporting illustrated the relationship between change and certain demographic groups. The question was retained in iMatter 2021 and it was evident that some staff were continuing to experience Covid-linked change both work-related and personal. iMatter 2022 saw a considerable drop in the proportion of staff experiencing change (41% in 2022 compared to 63% in 2021 and 74% in 2020)

Whilst not possible to fully verify, we believe that the nature of change experienced in 2022 is likely to be more ‘normal’ than seen in 2020 and 2021. For example:

- changes in team or in work location are more likely to be chosen job changes rather than those emergency changes made in response to the pandemic
- those with caring responsibilities are more likely to be ingoing, rather than specific Covid-triggered responsibilities caring for vulnerable people who had been advised to shield

Rounding Errors

Rounding percentages to the nearest whole number occasionally results in total percentages that do not add up to exactly 100%.

Demographic Profile and Trend

Demographic Profile

Overview of Demographic Profile of Staff

Note: Percentages shown are based on those staff answering each relevant question.

- There are staff from across the age spectrum, with the most prevalent age group being 45 – 54 years (29% of staff)
- Four out of five staff working in Health and Social Care who took part in iMatter 2022 are female (80%) and one in five (20%) are male
- 95% think of themselves as heterosexual/straight, with small minorities describing themselves as gay, lesbian, bisexual or self-describe.
- Less than 1% of staff taking part in iMatter consider themselves as Trans or with a Trans history. This is in line with the estimate of 0.5% of adults (almost 24,000) across the Scottish population (Source: National Care Service: equality evidence review, June 2022)
- 4% of staff have taken maternity/paternity leave in the preceding 12 months
- 56% of staff are married or in a civil partnership, while 30% have never been married or in a civil partnership
- 6% of staff responding to iMatter consider themselves disabled. Conditions experienced include ones affecting both physical and/or mental health.
- Over half of staff say they have no religion. Church of Scotland and Roman Catholic are the two most prevalent religions.
- White is the most prevalent ethnicity (96%) and within that 88% are Scottish and 10% are other British White.

Demographic Characteristic	Percentage
What was your age at your last birthday?	
Under 25 years	4%
25-34 years	18%
35-44 years	24%
45-54 years	29%
55-64 years	23%
65+ years	2%
What is your sex?	
Male	20%
Female	80%
Which of the following best describes your sexual orientation?	
Straight/Heterosexual	95%
Gay or Lesbian	3%
Bisexual	2%
Prefer to self-describe[1]	1%
Do you consider yourself to be trans, or have a trans history?	
Yes, I identify as transgender[2]	<1%
No, I do not identify as transgender	100%
Have you been on maternity/parental or shared parental leave in the past 12 months?	
Yes	4%
No	96%

[1] Those who prefer to self-describe are most likely to describe themselves as “pansexual”, “asexual”. Or “queer”
[2] Those who say they identify as transgender are most likely to describe themselves as “Non Binary” in the open responses.

Demographic Characteristic	Percentage
What is your legal marital or registered civil partnership status?	
Married	55%
Never married and never in civil partnership	30%
Divorced / dissolved	9%
Separated	3%
Widowed / surviving partner from civil partnership	2%
In a registered civil partnership	1%
Do you consider yourself to be disabled within the definition of the Equality Act 2010?	
Yes	6%
No	94%
Do you have any of the following, which have lasted, or are expected to last, at least 12 months?[3]	
Long-term illness, disease or condition	13%
Mental health condition	9%
Deafness or partial hearing loss	4%
Physical disability	4%
Other condition	4%
Learning difficulty	2%
Blindness or partial sight loss	1%
Learning disability	1%
Full or partial loss of voice or difficulty speaking	<1%
Developmental disorder	<1%
What religion, religious denomination or body do you belong to?	
None	56%
Church of Scotland	22%
Roman Catholic	15%
Other Christian	5%
Muslim	1%
Hindu	<1%
Buddhist	<1%
Sikh	<1%
Jewish	<1%
Pagan	<1%
Another religion or body[4]	1%

[3] Individuals can give more than one response. 68% said they had 'No condition' and 18% did not answer the question
[4] Other religions mentioned most in open responses are "Baptist", "Evangelical" and "Church of England"

Demographic Characteristic	Percentage
What is your ethnic group?	
White	96%
Mixed or multiple ethnic groups	1%
Asian, Scottish Asian or British Asian	2%
African, Scottish African or British African	1%
Caribbean or Black	<1%
Another ethnic group	1%
Within White	
Scottish	88%
Other British	10%
Irish	2%
Polish	1%
Gypsy/Traveller	<1%
Roma	<1%
Showman/Showwoman	<1%
Another white ethnic group[5]	2%
Within Asian, Scottish Asian or British Asian	
Pakistani, Scottish Pakistani or British Pakistani	20%
Indian, Scottish Indian or British Indian	46%
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	2%
Chinese, Scottish Chinese or British Chinese	12%
Other[6]	20%
Within **Another ethnic group**	
Arab, Scottish Arab or British Arab	33%
Other[7]	67%

[5] Staff who are 'Other White' are from a wide range of countries from across the world
[6] Filipino and Nepalese are the most frequently mentioned ethnicities within 'Other Asian'
[7] 'Other ethnic groups mentioned are very varied including some also mentioned elsewere such as Filipino, South American (various), Asian, Middle Eastern etc.

Trend in Demographic Data

The demographic profile of staff completing iMatter 2022 have been compared to iMatter 2021. Comparisons to EMPS 2020 have **not** been made as the question wordings and answer options for many of the demographic characteristics differed. This, combined with the lower response rate and EMPS taking place during the Covid-19 pandemic, make it inappropriate to make direct comparisons between iMatter and EMPS demographics.

The vast majority of demographic attribute either do not differ from 2021 to 2022 or move only by plus or minus one percentage point. For reference all information is contained in Appendix 2. The demographic characteristics that have moved more than one percentage point are:

- The percentage of staff who have never married or registered in a civil partnership, up 3 percentage points. This may be reflective of the general trend seen in the population as illustrated by the England Census 2021.*
- The percentage of staff who say they have no religion and do not belong to a religious denomination or body has decreased by 2 percentage points. This shift in religious belief is in line with other published population data (ONS Data for England and Wales)* and may be linked to the Covid-19 pandemic.
- There has been an increase of 2 percentage points in staff stating they have not taken maternity/parental leave in the last 12 months.

** Scottish 2022 Census data not available at the time of writing. English 2021 Census data is used as a proxy*.

Other sources of background reading on the impact of Covid-a9 on religious believe can be seen at: COVID-19 and its effect on people's religious belief • City, University of London Faith and spirituality in the time of Covid - BBC News

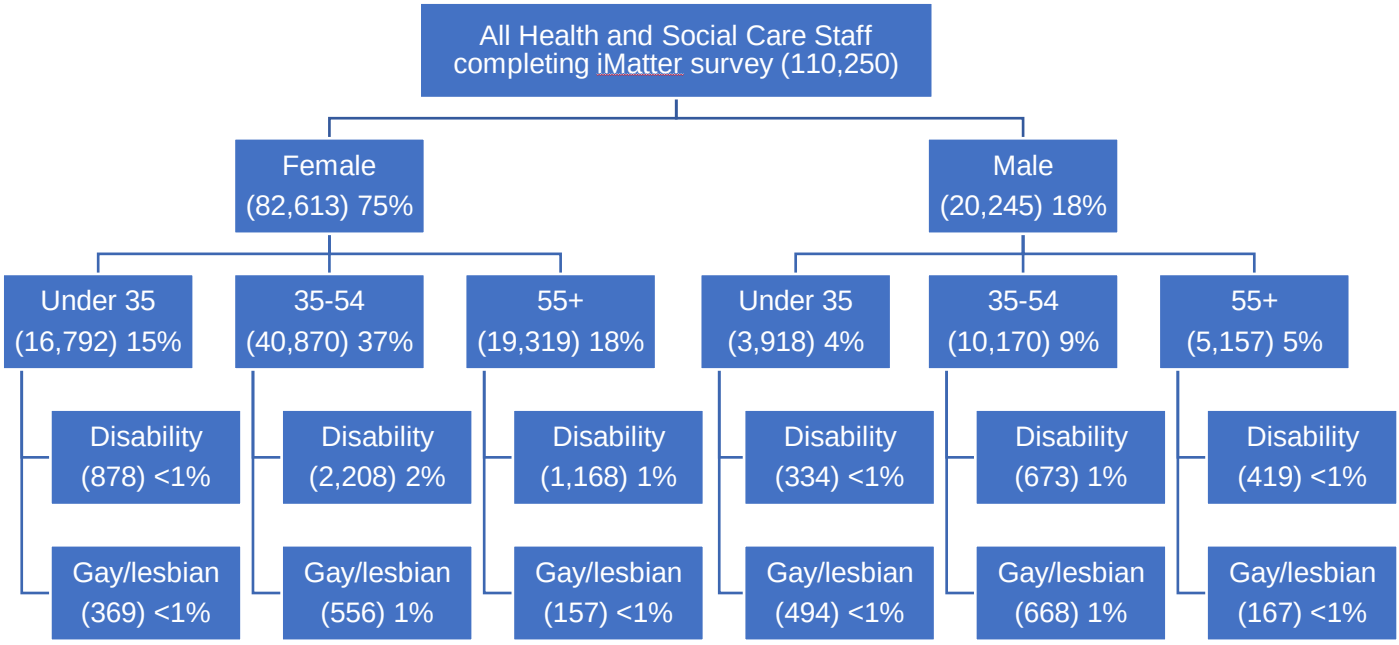
Intersectionality

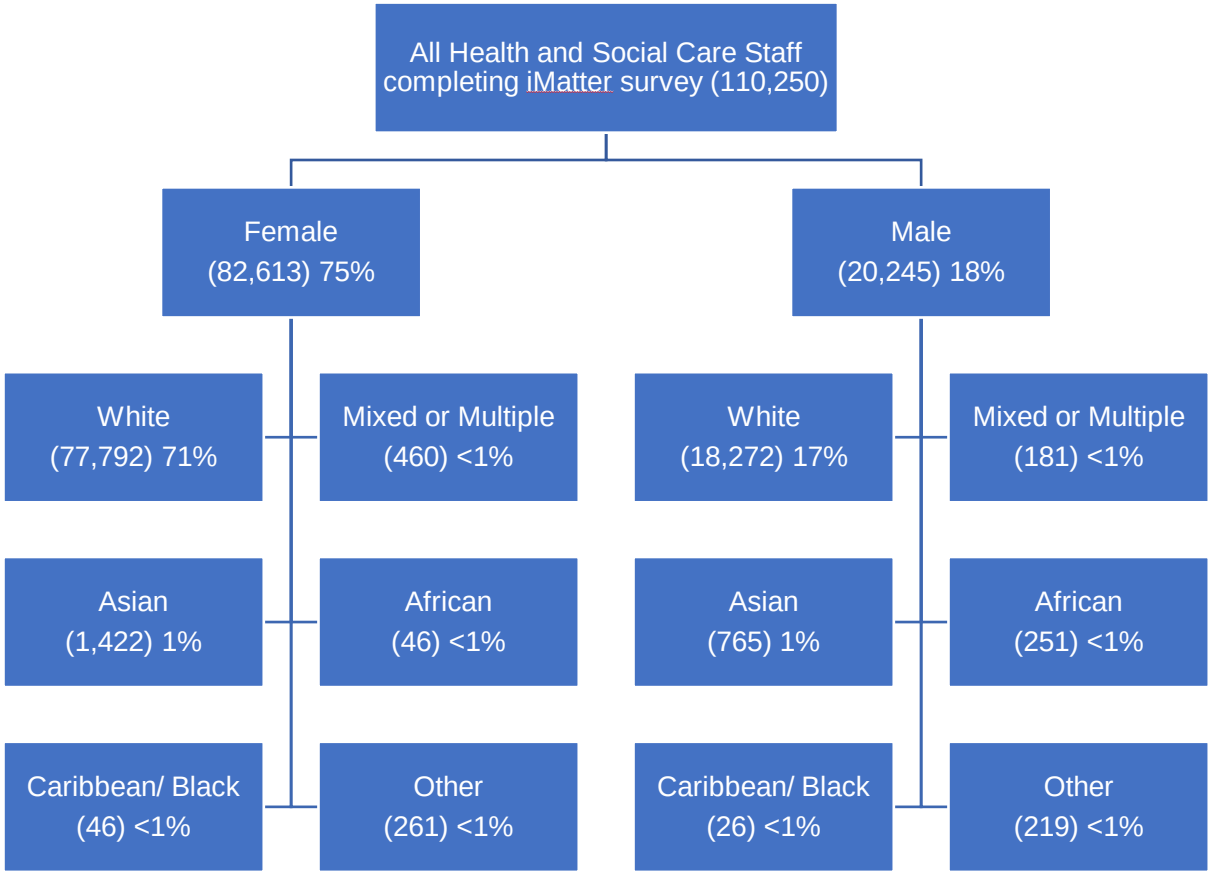
Intersectionality - Overview

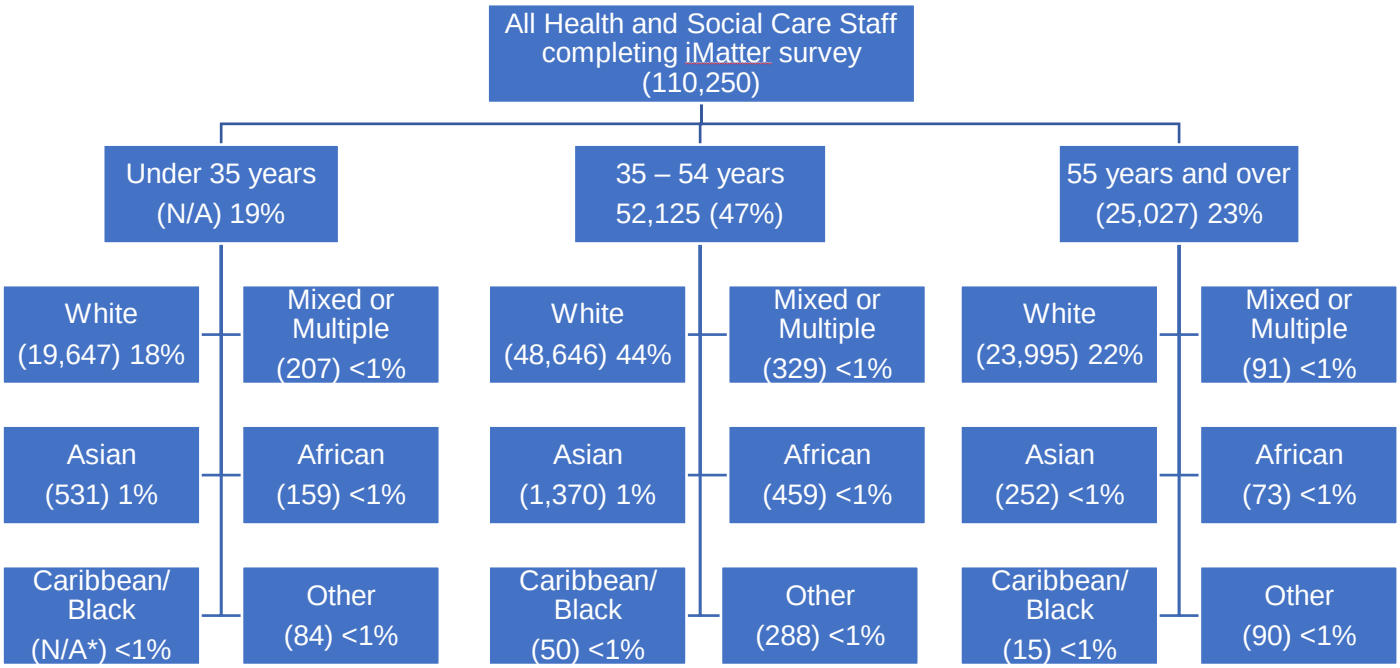
This section contains information on the size of various intersectional groups, by combining more than one demographic characteristic, for example, age and sex.

For each we show both the number of staff identifying within this group from their iMatter survey responses and the percentage of the total responding to iMatter. These percentages are therefore assumed to be indicative of the incidence of these groups across all Health and Social Care staff. Many of the intersectional groups comprise less than 1% of the Health and Social Care staff and are therefore very much minority groups. Others, whilst still a small share of the total workforce are larger groups that can be explored in more detail.

The same information is included within Appendix 3 in accessible table format.







** Small bases sizes are not shown to protect anonymity*

Intersectional Profiles

Within intersectional data there are variations between groups. These are summarised below and further details are included within Appendix 3.

Compared to males, **female** staff are more likely to be:

- Divorced (+4 percentage points [pp])
- Straight/heterosexual (+5pp)
- White (+4pp)
- Church of Scotland (+6pp)

Compared to older staff, **younger** staff are more likely to be:

- Female (82% of staff under 25 years are female, compared to 73% of those aged 65 years and over
- Gay, lesbian or bisexual (4% of staff aged under 25 years are gay/lesbian and 7% are bisexual, compared to 1% and <1% of those aged 55 years and over)
- Never (not yet) married, divorced or widowed (30% of those aged 25 – 34 years are married, 1% are divorced and <1% are widowed, 64% of those aged 45 – 64 years are married, 17% of those aged 55 – 64 are divorced and 12% of those aged over 65 years are widowed)
- Without religion (75% of those aged under 25 years have no religion. This falls continually across the age groups to 33% of those aged 65 years and over having no religion.)

Staff who consider themselves **disabled** are more likely to be:

- Female (75% of those who are disabled are female, compared to 81% of those not disabled)
- Gay, lesbian or bisexual (+3pp for gay/lesbian and +4pp for bisexual)
- Not heterosexual/straight (-8pp)
- Never (not yet) married/been in a civil partnership (36% of disabled staff compared to 29% of staff who are not disabled)
- Older (58% are aged 45 years and over, compared to 54% of those who are not disabled)

Compared to heterosexual/straight staff, **gay/lesbian** staff are more likely to be:

- Male (55% are male, compared to 19% of those who are heterosexual/straight)
- Under 35 years (+ 16pps: 36% of those who are gay/lesbian are under 35 years, compared to 20% of those who are heterosexual/straight)
- Not married or in a civil partnership (61% of those who are Gay/lesbian are not married/in a civil partnership, compared to 28% of those who are heterosexual/straight)
- Disabled (+6pp with 12% of those who are gay/lesbian being disabled and 6% of those who are heterosexual/straight)
- Without religion (73% of those who are gay/lesbian have no religion, considerably higher than the 55% of those who are heterosexual/straight)

Compared to heterosexual/straight staff, **bisexual** staff are more likely to be:

- Under 35 years (62% are under 35 years, compared to 20% of those who are heterosexual/straight)
- Trans or have a trans history (+3pps)
- Not married or in a civil partnership (64% compared to 28% of those who are heterosexual/straight)
- Disabled (+13pp, from 6% of those who are heterosexual/straight to 19% of staff who are bisexual)
- Without religion (76% of bisexual staff have no religion compared to 55% of those who are heterosexual/straight

Compared to heterosexual/straight staff, staff who **self-describe** are more likely to be:

- Male (+9pp)
- Trans or have a trans history (+8pp)
- Not married or in a civil partnership (+18pp; 46% are not married/in a civil partnership compared to 28% of those who are heterosexual/straight)
- Disabled (+9pp)
- Asian or other non-white ethnicity (+2pp)

Compared to non-trans staff, staff who are **trans or have a trans history** are more likely to be:

- Not married or in a civil partnership (+11pp)
- Under 35 years (31% are under 35 years, compared to 22% of staff who are not trans/do not have a trans history)
- Disabled (+13pp)

Demographics across Staff Groupings

Demographics Across Staff Groupings

Context

The iMatter questionnaire asks staff whether they are employed by NHSScotland or by the Local Authority and within those employers which staff groupings they work for (see Appendix 1 for details

NHSScotland and Local Authority Staff

83% staff taking part in iMatter say they are NHSScotland staff and 14% are Local Authority staff:

- Within NHSScotland, Nursing and Midwifery is the largest group, followed by Administration and Allied Health Professions
- Among Local Authority staff, Adult Services is the largest group, followed by Older People Services and Children's Services

The overall demographic profile between NHSScotland and Local Authority staff is very similar. The exception is age where 51% of Local Authority staff are aged over 50 years, compared to 40% of NHSScotland staff.

Comparison to published Turas data shows a similar profile among staff taking part in iMatter and answering the demographic questions and those providing information for Turas. iMatter respondents are slightly older, less likely to have a religion and a slightly greater proportion are white Scottish. Only 2% of those providing information for Turas say they are disabled (the question may differ from that asked in iMatter).

Demographic Characteristic	NHSScotland	Local Authority
What was your age at your last birthday?		
Under 25 years	4%	3%
25-34 years	19%	13%
35-44 years	24%	21%
45-54 years	29%	31%
55-64 years	22%	30%
65+ years	2%	3%
What is your sex?		
Male	20%	17%
Female	80%	83%
Which of the following best describes your sexual orientation?		
Straight/Heterosexual	95%	95%
Gay or Lesbian	2%	3%
Bisexual	2%	1%
Prefer to self-describe	1%	1%
Do you consider yourself to be trans, or have a trans history?		
Yes, I identify as transgender	<1%	<1%
Have you been on maternity/parental or shared parental leave in the past 12 months?		
Yes	4%	2%

Demographic Characteristic	NHSScotland	Local Authority
What is your legal marital or registered civil partnership status?		
Married	56%	52%
Never married and never in civil partnership	30%	29%
Divorced / dissolved	9%	12%
Separated	3%	4%
Widowed / surviving partner from civil partnership	1%	2%
In a registered civil partnership	1%	1%
Ethnicity		
White Scottish	80%	86%
White Other	14%	10%
Asian, Scottish Asian	2%	1%
Other Ethnicity	2%	2%
Do you consider yourself to be disabled within the definition of the Equality Act 2010?		
Yes	6%	8%
What religion, religious denomination or body do you belong to?		
None	56%	57%
Church of Scotland	22%	21%
Roman Catholic	15%	17%
Oher Christian	5%	3%
Other	2%	2%

Staff Groupings

Much greater differences are seen across the staff groupings within NHSScotland and Local Authorities.

- Ambulance Service staff grouping is the only one to have more males (59%) than females (41%). In contrast only 10% of Nursing & Midwifery and Older People Services are male.
- Other Therapeutic and Health Science Services have the largest proportion of staff under 35 years (34%) with Support Services and Older People Services having the greatest proportions (41%, 39%) of staff aged 55 years and over.
- Reflecting the age profile of staff Health Science Services and Other Therapeutic have the highest proportion of staff to have not married or been in a civil partnership. In contrast 74% of Medical & Dental and 73% of Senior Managers are currently married or in a civil partnership.
- Medical and Dental has the highest proportion of staff who are not White Scottish

Details of demographics by staff grouping are included in Appendix 4.

Workplace Experience: Overall Experience

Workplace Experience

In this chapter we explore the relationship between demographic characteristics and how staff feel about their experience at work. Differences may be as a result of a range of factors as well as, or apart from, the demographic characteristics being compared. Where differences are seen it does not necessarily point towards absolute differences in how staff are treated at work as it could also be reflective of how different demographic groups perceive their experience.

Comparisons in this report are primarily made between mean scores as the distribution of responses in smaller demographic groups would be based on very small sample sizes.

Statistical Significance

When comparing data between two or more groups e.g. overall experience scores given by those who are male and those who are female, it is important to consider whether they are 'true' or 'chance' differences. Statistical significance testing is used to examine the size of difference and to establish the level of confidence that a 'true' change has happened.

The key element in determining whether differences are statistically significant is the number of responses. The larger the number of responses, the smaller the minimum change that can be deemed statistically significant (meaning that the change is highly likely to be 'true').

Across large demographic groups within Health and Social Care, differences of 0.3, or even 0.2 points would be significant. When looking at demographic groups that have less than 500 people in them, then differences of 3 or 4 points would be needed to be statistically significant.

Other factors that can influence the extent to which differences are true are the percentage of the population included within the sample i.e. the iMatter response rate. However, when looking at demographic data we only know the profile of those responding and not of those who do not. Therefore, statistical significance is an approximate calculation. Each score and each combination of demographic groups will have slightly different levels at which the differences would be statistically significant.

For the purposes of this summary report, the following differences in scores should be deemed to be significant:

- Samples of 100 to 500 responses in each group: differences of 4 points or more are typically significant
- Samples of 500 - 1000 responses in each group: differences of 3 points or more are typically significant
- Samples of between 1,000 and 2,500 responses in each group: differences of 2 points are typically significant
- Samples of over 2,500 responses in each group: differences of 1 point are typically significant

Note: Because iMatter scores are reported with no decimal places, there are incidences where significant movements are not evident in data reported at whole integer level only. Occasionally where there appears to be a movement in scores, this is simply a result of rounding to whole integers and the difference is in fact, not significant.

Overall experience is measured on an 11 point scale (0 – 10), where 0 is a very poor experience and 10 a very good experience.

- Overall, male staff score lower for overall satisfaction than females, with a mean of 6.8 for males compared to 7.0 for females. This trend is seen in other staff engagement surveys. For example, published data from the Civil Service People Survey* shows females typically scoring higher than males.
- The largest difference is in the proportions scoring 4 or less (14% of males and 11% of females)

Overall Experience	0 – 4	5 – 6	7 – 8	9 - 10
Male	14%	22%	41%	23%
Female	11%	24%	41%	24%

- The youngest and the oldest staff score highest for overall experience, perhaps reflecting their life stages with the very young just starting out on their working life and the older staff having reached a period of contentment in their working life.

Overall Experience	Under 25 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 64 years`	65 years & over
Mean score	7.3	7.0	7.0	6.9	7.0	7.4

- Staff who prefer to self-describe give the lowest scores for their overall experience at work across all the sexual orientation groups. Those who consider themselves Trans or to have a Trans history score lower than those who are not Trans. The tendency for people who are Trans or have a Trans history to score lower than those who don't is also seen in the Civil Service People Survey*, suggesting it is a general trend rather than something that is specific to Health & Social Care in Scotland

Demographic Group	Overall Experience (Mean Score)
Straight/Heterosexual	7.0
Gay/Lesbian	6.7
Bisexual	6.6
Self describe	6.2
Not Trans	6.9
Trans	6.6

*Source: Civil-Service-People-Survey-2021-results-by-all-demographics.ods (live.com)

- Those with a disability tend to score their overall experience lower, particularly where that condition involves mental health and/or development disorders. Again, this trend is reflective data seen elsewhere. The Civil Service People Survey also shows staff with long term limiting condition, illness or disability rating their satisfaction at work notably lower than those without.

Demographic Group	Overall Experience Mean score	Demographic Group	Overall Experience Mean score
Disability Yes	6.5	Hearing Loss	6.8
Disability No	7.0	Sight Loss	6.6
		Learning Disability	6.5
		Learning Difficulty	6.7
		Developmental Disorder	6.4
		Physical Disability	6.5
		Mental Health	6.3
		Long-term	6.7
		Other & Speaking Loss/Difficulty	6.9

- Those who are Muslim, Hindu or Sikh score considerably higher than average for overall experience, while Pagan and 'Other' religions score lower

Demographic Group Religion	Overall Experience Mean score
None	6.9
Church of Scotland	7.0
Roman Catholic	7.1
Other Christian	7.0
Muslim	7.4
Hindu	7.6
Buddhist	7.1
Sikh	7.6
Jewish	7.0
Pagan	6.4
Other	6.6

- Staff who are of Arab, African or Asian (Indian or Bangladeshi) ethnicity score highly for overall experience, along with those who identify as White Polish
- White British (other than Scottish) have the lowest overall experience score, along with those who identify as 'other' ethnicity
- Benchmark data from the Civil Service People Survey shows a broadly similar pattern with those of mixed/multiple ethnicity rating lowest. Asian ethnicities tend to rate highest along with those of Arab ethnicity

Demographic Group Ethnicity	Overall Experience Mean score
White	6.9
White Scottish	6.9
White Other British	6.8
White Irish	6.9
White Polish	7.5
White Other	7.0
Mixed/Multiple	6.9
Asian	7.4
Pakistani, Scottish Pakistani or British Pakistani	7.3
Indian, Scottish Indian or British Indian	7.5
Chinese, Scottish Chinese or British Chinese	7.1
Other + Bangladeshi, Scottish Bangladeshi or British Bangladeshi	7.5
African	7.6
Caribbean or Black	6.9
Other	7.0
Arab, Scottish Arab or British Arab	7.6
Other ethnic group	6.8

- The pattern of males scoring lower than females is repeated across all age groups. It is also seen across ethnic groups where females score higher than males with the exception of those who are of African and mixed ethnicities among whom males score higher than females.

Overall Experience (Mean Score)	Male	Female
Under 35 years	7.0	7.1
35 – 54 years	7.0	6.8
55 years and over	7.1	6.9
White	6.8	7.0
Mixed/Multiple	7.0	6.9
Asian	7.4	7.4
African	7.7	7.5
Caribbean/Black	6.6	7.1
Other ethnicity	6.9	7.1

- Looking at differences in Overall Experience scores between males and females within the various staff groupings, there is typically a similar pattern with males scoring lower than females
- The exceptions to this are both NHSScotland and Local Authority male Senior Managers who score higher than their female colleagues. Males in Personal & Social (LA) also score higher than females.

NHSScotland	Male	Female	Local Authority	Male	Female
Admin Services	7.3	7.4	Adult Services	7.1	7.1
Allied Health	6.8	6.9	Business Services	7.4	7.6
Ambulance Services	6.1	6.1	Children's Services	7.0	7.1
Health Science Services	6.8	6.9	Criminal Justice	7.1	7.5
Medical & Dental	6.6	6.8	Older People Services	6.8	7.0
Medical & Dental Support	6.5	7.1	Senior Managers	8.0	7.4
Nursing & Midwifery	6.5	6.6	Strategic Development	7.4	7.6
Therapeutic	7.0	7.1			
Personal & Social	7.5	7.3			
Senior Managers	7.7	7.5			
Support Services	6.8	7.2			

Workplace Experience: Component Scores

Component Scores - Context

The iMatter questionnaire includes a series of component questions; ratings relating to various aspects of staff experience. They are grouped into three main areas: Experience as an Individual, My Team/Line Manager and My Organisation. Details of all the component questions can be found in Appendix 1.

There is overall consistency with the differences seen earlier in this report in Overall Experience scores across demographic groups. The components that show the most differentiation between demographic groups are typically within four themes:

- **Being seen and heard**: 'I am confident my ideas and suggestions are listened to', 'I am confident my ideas and suggestions are acted upon', 'I feel sufficiently involved in decisions relating to my organisation'
- **Confidence and trust**: 'I feel that board members who are responsible for my organisation are sufficiently visible', 'I have confidence and trust in Board members who are responsible for my organisation'
- **Performance management**: 'I am confident performance is managed well within my organisation', 'I am given the time and resources to support my learning growth'
- **Wellbeing**: 'I feel my organisation cares about my health and wellbeing', 'My work gives me a sense of achievement'

The main areas of differentiation are summarised below and Appendix 5 contains full details of the component data by demographic group.

Sex

Typically, females score 1 or 2 points higher than males. Females score 3 points higher for:

- I am confident my ideas and suggestions are listened to
- I am confident my ideas and suggestions are acted upon
- I feel that board members who are responsible for my organisation are sufficiently visible
- I have confidence and trust in Board members who are responsible for my organisation
- I am confident performance is managed well within my organisation

Age

Staff under 25 years, typically score 3 – 4 points higher than the overall Health & Social Care scores. They score considerably higher for four of the Organisation components:

- I am confident performance is managed well within my organisation (+8)
- I feel that board members who are responsible for my organisation are sufficiently visible (+7)
- I have confidence and trust in Board members who are responsible for my organisation (+7)
- I feel sufficiently involved in decisions relating to my organisation (+6)

Staff aged 65 years and over score higher than average for most components, with the largest gaps for:

- I am given the time and resources to support my learning growth (+5)
- I feel my organisation cares about my health and wellbeing (+5)
- My work gives me a sense of achievement (+4)
- Differences seen across age groups may be reflective of career stage and expectations.

Age and Sex

Note: we look here at broader age clusters, which tend to show a lowering of satisfaction with age, which is generally seen across both males and females.

Young males feel more supported in their role than older males. Males under 35 years score 81 for 'sufficient support to do my job well' compared to 77 for Males aged 35 and over. Young males under 35 years are also more likely to recommend their organisation as a good place to work (76), three points higher than those aged 35 an over (73). Males under 35 years would be happier for a friend or relative to access services (79 compared to 76 for those aged 35 and over).

There is less variation in scores given by females across the age groups with differences typically of only one or two points across the three age groups explored (under 35 years, 35 – 54 years and 55 years and over. The exception to this is for 'confidence that performance is managed well within in their organisation' where females under 35 years score 66, 3 pts above the 63 scored by females 35 years and over.

Sexual Orientation

Typically, those who are straight/heterosexual score highest across the components, with those who self-describe scoring lowest. The biggest differences are for:

- I am confident my ideas and suggestion are acted upon (8 pts)
- I have confidence and trust in Board members who are responsible for my organisation (8pts)
- I feel my organisation cares about my health and wellbeing (8pts)

Trans

Staff who identify as Trans typically score 2 points lower than other staff. The components with the greatest differences are:

- I feel involved in decisions relating to my team (-4)
- I am confident performance is managed well within my team (-4)
- Involved in decisions relating to my job (-4)

Disability

Staff who consider themselves disabled score lower than those who do not, typically by 3 to 4 points. There are 3 components where those with disabilities score 5 points lower than other staff, all in the Treatment as an Individual strand:

- I am confident my ideas and suggestions are listened to
- I am treated fairly and consistently
- I am treated with dignity and respect as an individual

Health Conditions

Although staff with Mental Health issues score quite highly for My Experience as an Individual and My Team, they have the lowest scores of all health conditions for My Organisation components. Those with Physical Disabilities score lower than most other health conditions for measures relating being listened to, feeling involved in decisions and being given time and resources to support learning growth.

Ethnicity

Staff of African and Asian ethnicity typically score higher than other ethnicities. Components where the uplift is greatest are in those relating to the organisation:

- Confidence and trust in Board members: Asian 70, African 72 (Health & Social Care 61)
- Board members are sufficiently visible: Asian 65, African 66 (Health & Social Care 55)
- Confident that performance is well managed: Asian 71, African 74 (Health & Social Care 63)
- Feel sufficiently involved in decisions relating to my organisation Asian 64, African 63 (Health & Social Care 55)
- Feel my organisation cares about my health and wellbeing Asian 78, African 81 (Health & Social Care 71)

Within those of white ethnicity, there is little difference in scores for Individual and Team components. Staff who are white Polish score higher than other white ethnicities for Organisation components, in particular:

- I feel that board members who are responsible for my organisation are sufficiently visible (White Polish 67, other white ethnicities score between 54 and 56)
- I have confidence and trust in Board members who are responsible for my organisation (White Polish 70, other white ethnicities score between 60 and 61)
- I feel sufficiently involved in decisions relating to my organisation (White Polish 64, other white ethnicities score between 55 and 56)

There is limited difference in scores across the various Asian ethnicities. Staff who are Indian or Bangladeshi/other Asian tend to score higher than staff who are Pakistani or Chinese. Components where the difference is greatest are those relating to the Organisation (see below) and for:

- Given time and resources to support learning growth (Indian, Bangladeshi/other Asian 79, Pakistani 75, Chinese 74)

	Pakistani, Scottish Pakistani or British Pakistani	**Indian, Scottish Indian or British Indian**	**Chinese, Scottish Chinese or British Chinese**	**Other + Bangladeshi, Scottish Bangladeshi or British Bangladeshi**
I feel my organisation cares about my health and wellbeing	75	79	74	79
I feel sufficiently involved in decisions relating to my organisation	60	65	61	67
I feel that board members who are responsible for my organisation are sufficiently visible	62	66	63	68

Change

Change

Change Experienced

Questions were first asked about change that staff had experienced in the circa 6 months prior to completing the survey in the 2020 Everyone Matters Pulse Survey (EMPS). The questions were asked in recognition of huge impact that the COVID-19 pandemic had on both professional and personal lives. As that change was still ongoing for many, the questions were asked again in iMatter 2021 and 2022. It is recognised that the interpretation of this question may have changed as society has returned to normality post-Covid.

While this analysis is focused on demographic profile data, we saw evidence in 2020 of a relationship between certain demographic attributes and the nature of change experienced and so the topic is explored again in 2022.

The incidence of staff experiencing change is now 41%. This is a considerable reduction from the 63% who had experienced change in 2021.

Have you experienced change either in your job role or the environment you work in?	EMPS 2020	iMatter 2021	iMatter 2022
Experienced Change	74%	63%	41%
Did not Experience Change	22%	35%	57%
No answer given	4%	3%	2%

This may be because life is returning to pre-pandemic norms, both in the workplace and for staff personally. It may also be because change experienced during the pandemic has now been adopted as the 'new normal'. For example, working from home more may no longer be considered a change as it has become a part of normal working life for some staff.
Overall the demographic profile of staff experiencing change is similar to that of staff not experiencing change. Where there are small differences they are typically less than one percentage point. The areas where there are some slightly larger differences between staff experiencing change or not are:

- Those experiencing change are slightly older with 30% aged 55 years and over, compared to 28% of those not experiencing change
- 54% of staff experienced change are married compared to 56% of those who did not experience change
- Simlarly 54% of staff experiencing change are without religion compared to 57% of those who did not
- Staff experiencing change are more likely to be disabled (8% compared to 5%).

Type of Change Experienced

Work Changes

Across changes in work circumstances there has been a reduction in all types of change experienced,wth the largest falls in the percentage of staff working in different locations and/or working from home more than usual.

Changes in Work Circumstances Experienced	EMPS 2020	iMatter 2021	iMatter 2022
Working at a different location (e.g. different hospital, care home etc.)	16%	15%	10%
Working from home more than usual	31%	25%	9%
Reassigned to a different team	11%	10%	7%
Reassigned to a different role, but still in the same team	10%	9%	7%
Reassigned to a different Directorate	1%	2%	1%
Reassigned to a different Board	1%	1%	1%

There are some variations in the demographic profile of staff experiencing each type of work change (full details are provided in Appendix 6):

- Staff with disabilities and those aged 45 years and over are more likely to be working from home more than usual
- Staff aged 25 – 54 years are more likely to be reassigned to a different Board. This is then reflected in a greater proportion of staff who have never married or been in a civil partnership reassigned to a different Board. 24% of those reassigned to a different Board are male, compared to 20% of all staff responding

Note: Whilst comparative data is shown in this section, the time periods staff were asked to consider varied each year, which may lead to variations in some data. For example, the proportion experiencing a life event will be likely to vary as a direct result of the different time frames referenced:

- *EMPS 2020: typically 6 months (from pandemic start in March to the survey in September)*
- *iMatter 2021: the time period was longer for most staff (from September 2020 to the time of completing the survey up to September 2021)*
- *iMatter 2022: typically around 9 to 10 months (September 2021 to survey completion up to early August 2022)*

Personal Changes

Personal changes, previously amplified by Covid-19 restrictions (e.g. children at home, household members furloughed, supporting vulnerable relatives etc.) all reduced greatly in 2022. The one change that has seen a comsiderable increase in 2022 is the proportion of staff who have tested positive for Covid-19.

Changes in Personal Circumstances Experienced	EMPS 2020	iMatter 2021	iMatter 2022
I have tested positive for COVID-19	1%	7%	16%
I have experienced physical or mental ill health (non-COVID-19)	11%	13%	8%
Loss of a friend or relative	10%	11%	7%
Providing support for vulnerable relative (living elsewhere)	19%	13%	6%
Worsening of financial situation (e.g. household member job loss/reduced hours)	9%	6%	5%
Care responsibilities for another member of the household	7%	6%	3%
School age children at home	17%	13%	3%
Preschool children at home	6%	4%	2%
Other household members furloughed	11%	7%	2%
Shielding at home (because I/other household members are clinically vulnerable)	4%	3%	1%
Staying away from home to protect my family	2%	1%	<1%

There are some variations in the demographic profile of staff experiencing types of personal change (full details are provided in Appendix 6):

- Older staff are more likely to have care responsibilities (34% are 55 years and over), have lost someone close to them (34% are 55 years and over) or be shielding (43% are 55 years and over).
- As might be expected, those with pre-school children at home are younger (42% are aged under 35 years) and more likely to have been on maternity/parental leave (34%).
- 32% of those who have been shielding consider themselves disabled.
- 17% of staff who have suffered physcial or mental ill health have disabilities

Impact of Change on Staff Experience

Staff who have experienced change, rate their overall experience at work lower than those who have not experienced change. This may be a direct or indirect relationship, with the change potentially impacting life satisfaction as well as workplace experience.

Overall Experience score	Experienced Change	Not Experienced Change
0 - 4	15%	10%
5 - 6	27%	23%
7 - 8	39%	42%
9 - 10	20%	25%
Mean Score	6.6	7.1

Looking in more detail at the individual component scores the pattern is quite consistent with most scoring lower among those who have experienced change. The difference is typically smallest within My Team/My Line Manager:

- **Experience as an Individual**: All components are 3 or 4 points lower for those who have experienced change
- **My Team/Line Manager**: Those who have experienced change rate 2 or 3 pts lower, except “I feel involved in decisions relating to my team” which is 4 pts lower.
- **My Organisation**: Most components are 3 to 4 pts lower among those who have experienced change, except “I have confidence & trust in Board members” which is 5 pts lower and “I understand how my role contributes to my organisation’s goals”, just 1 pt lower.

The type of change experienced has a differing level of impact on overall experience, with those suffering physical or mental ill-health scoring lowest and those reassigned to a different board scoring highest.

Overall Experience: Changes in Work Circumstances	Mean Score
Working at a different location	6.8
Working from home more than usual	6.9
Reassigned to a different team	6.6
Reassigned to a different role, but still in the same team	6.7
Reassigned to a different Directorate	6.6
Reassigned to a different Board	7.2
Overall Experience: Changes in Personal Circumstances	
I have tested positive for COVID-19	6.6
I have experienced physical or mental ill health	5.9
Loss of a friend or relative	6.4
Providing support for vulnerable relative	6.4
Worsening of financial situation	6.1
Care responsibilities for another member of the household	6.3
School age children at home	6.6
Preschool children at home	6.6
Other household members furloughed	6.6
Shielding at home	6.6
Staying away from home to protect my family	6.1

Note: this analysis does not account for the impact of individuals experiencing multiple different types of change.

Staff working from home more than usual do not differ greatly in demographic profile from the overall Health & Social Care profile. However, some staff groupings have an above average proportion of staff who say they are working from home more than usual:

- NHSScotland Senior Managers 19%
- Local Authority Adult Services 15%
- Local Authority Children's Services 19%
- Local Authority Criminal Justice 20%
- Local Authority Strategic Development 21%

Staff who have been reassigned to a different Board tend to be younger (32% are aged under 35 years). They are also more likely to be male (24%).

17% of Staff who have experienced (non-Covid) mental or physical ill-health are disabled, but otherwise have a demographic profile that is very similar to Health and Social Care overall.

As noted previously, staff with care responsibilities tend to be older (34% are 55 years and over) and 12% are themselves disabled.

Appendix

Appendix 1: iMatter 2022 Questionnaire

NHS Scotland is committed to improving the experience of those we provide care for through enhancing our "Staff Experience". The COVID-19 pandemic has impacted us all, how we work and how we live. Whilst we are moving forward and some areas of life are returning to normality, there are still many challenges to face.

The iMatter Staff Experience Continuous Improvement Model aims to deliver ways of engaging staff which feel right for you at every level and introduce new opportunities where you can feedback your experiences, in your teams, in a real-time basis.

The questionnaire should take no longer than 10 minutes to complete. Please answer as fully as possible by clicking the relevant buttons for each option. The "About You" questions are optional, but all others need to be answered in order to submit your response. If you are completing the questionnaire online you must select the submit button at the end of the questionnaire.

This is an anonymous survey, all answers collected will be treated with the utmost confidentiality. You will receive your team result and will be encouraged to take the opportunity to develop actions plans and solutions for continuous improvement as well as to share your successes through the Staff experience stories.

Thank you for your time and participation.

Please answer each question using one tick
For the purpose of this questionnaire, My/I refers to you and your experience as an individual. Thinking of your experience in the 12 months please tell us if you agree or disagree with the following statements:
Strongly Agree
Agree
Slightly Agree
Disagree
Strongly Disagree

I am clear about my duties and responsibilities
I get the information I need to do my job well
I am given the time and resources to support my learning growth
I have sufficient support to do my job well
I am confident my ideas and suggestions are listened to
I am confident my ideas and suggestion are acted upon
I feel involved in decisions relating to my job
I am treated with dignity & respect as an individual
I am treated fairly and consistently
I get enough helpful feedback on how well I do my work
I feel appreciated for the work I do
My work gives me a sense of achievement

My Team/My Direct Line Manager
Please answer each question using one tick
For the purposes of this questionnaire, Direct Line Manager refers to the person who has overall responsibility for your team, this person has been named in the cover email.

Thinking of your experience in the last 12 months please tell us if you agree or disagree with the following statements relating to your team and direct line manager:

Strongly Agree
Agree
Slightly Agree
Disagree
Strongly Disagree

I feel my direct line manager cares about my health & well-being
My direct line manager is sufficiently approachable
I have confidence & trust in my direct line manager
I feel involved in decisions relating to my team
I am confident performance is managed well within my team
My team works well together
I would recommend my team as a good one to be a part of

My Organisation
Please answer each question using one tick.

- My Organisation refers to the NHS Board/Heath & Social Care Partnership you are part of.
- Board/Health & Social Care Partnership members refers to:
- Directors/Chief Officer, Executives
- Non-Executives & the Chief Executive of your NHS Board/HSCP (the people who make the high level decisions in your organisation)

Thinking of your experience in the last 12 months please tell us if you agree or disagree with the following statements relating to your Organisation:

Strongly Agree
Agree
Slightly Agree
Disagree
Strongly Disagree

I understand how my role contributes to the goals of my organisation
I feel my organisation cares about my health & wellbeing
I feel that board members who are responsible for my organisation are sufficiently visible
I have confidence & trust in Board members who are responsible for my organisation
I feel sufficiently involved in decisions relating to my organisation
I am confident performance is managed well within my organisation
I get the help & support I need from other teams and services within the organisation to do my job
I would recommend my organisation as a good place to work
I would be happy for a friend or relative to access services within my organisation

Please tell us how you feel about your overall experience of working for your organisation from a scale of 0 to 10 (where 0 = very poor and 10 = very good): *
Overall working within my organisation is a…….
0 Very Poor Experience1 2 3 4 5 6 7 8 9 10 Very Good Experience

About You

We are asking the following questions in order that we can understand more about the profile of staff taking part in iMatter. It is NOT mandatory to answer these questions, but it will help us greatly if you do. The answers to these questions will be used in the following ways:

- To profile staff at a National, Board, Staff Grouping level
- To explore the relationship between staff profile and staff experience

Your anonymity is important to us and so we will not look at any groups with less than 10 people in them.

Please refer to Privacy Notice for information on how this data may be used.

Since last September, have you experienced change either in your job role or the environment you work in?

Yes No

Which of the following have changed for you? (Select all that apply)
Working from home more than usual
Working at a different location (e.g., different hospital, care home etc.
Reassigned to a different team
Reassigned to a different directorate
Reassigned to a different board
Reassigned to a different role, but still in the same team
Shielding at home (because I or other household members are clinically vulnerable)
Staying away from home to protect my family
Preschool children at home
School age children at home
Care responsibilities for another member of the household
Loss of a friend or relative
I have tested positive for COVID-19
I have been furloughed
Other household members furloughed
Worsening of financial situation (e.g., household job loss or reduced hours)
Providing support for vulnerable relative (living elsewhere)
Other (please specify)

Staff Grouping

Which staff group do you belong to? (please select the group that reflects your main role)
NHSScotland Employees
Local Authority Employees

Which staff group do you belong to? (NHSScotland staff only)
Administrative Services (Finance, HR, IT, call handler, office and patient services
Allied Health Profession
Ambulance Services
Health Science Services
Medical and Dental
Medical and Dental Support (physicians assistant, theatre services, operating dept, dental technician, hygienist, dental and orthodontist therapist, oral health)
Nursing and Midwifery
Other Therapeutic (Optometry, pharmacy, psychology, genetic counselling.)

Personal and Social Care
Senior Managers (Executive grades, senior manager pay band)
Support Services (Catering, domestic, portering, estates and facilities, security, laundry, transport, sterile services.)

Which staff group do you belong to? (local authority staff only)
Adult Services
Business Services (Business Improvement, Support Services, Information Systems, Finance and Administration)
Children's Services
Criminal Justice
Older People Services
Senior Managers
Strategic Development

As employers we are committed to ensuring all staff are treated fairly. It is important therefore for us to understand how the pandemic has impacted everyone in our organisations. This section helps your employer to look for any trends or patterns which might be cause for concern. Your response will not be tracked back to you. You can choose to answer all of these questions or only some of them.

What was your age at your last birthday?

What is your sex?
Male
Female

Do you consider yourself to be trans, or have a trans history?
Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth
No
Yes, please describe your trans status (for example, non-binary trans man, trans woman

What is your legal marital or registered civil partnership status?
Never married and never registered in a civil partnership
Married
In a registered civil partnership
Separated, but still legally married
Separated, but still legally in a civil partnership
Divorced
Formerly in a civil partnership which is now legally dissolved
Widowed
Surviving partner from a civil partnership

Which of the following best describes your sexual orientation?
Straight/Heterosexual
Gay or Lesbian
Bisexual
Prefer to self-describe, please write in:

Disability: The Equality Act 2010 describes a disabled person as: '...anyone who has a physical, sensory or mental impairment, which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities'.
Do you consider yourself to be disabled within the definition of the Equality Act 2010?
- Yes
- No

Do you have any of the following, which have lasted, or are expected to last, at least 12 months?
- Deafness or partial hearing loss
- Blindness or partial sight loss
- Full or partial loss of voice or difficulty speaking (a condition which requires you to use equipment to speak)
- Learning disability (a condition that you have had since childhood that affects the way you learn, understand information and communicate)
- Learning difficulty (a specific learning condition that affects the way you learn and process information)
- Developmental disorder (a condition that you have had since childhood which affects motor, cognitive, social and
emotional skills, and speech and language)
- Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying
- Mental health condition (a condition that affects your emotional, physical and mental wellbeing)
- Long-term illness, disease or condition (a condition, not listed above, that you may have for life, which may be managed with treatment or medication)
- Other condition, please write in:
- No condition

Have you been on maternity/parental or shared parental leave in the past 12 months?
Yes
No

What religion, religious denomination or body do you belong to?
- None
- Church of Scotland
- Roman Catholic
- Other Christian, please write in:
- Muslim, write in denomination:
- Hindu
- Buddhist
- Sikh
- Jewish
- Pagan
- Another religion or body, please write in:

What is your ethnic group?
- White
- Mixed or multiple ethnic group
- Asian, Scottish Asian or British Asian
- African, Scottish African or British African
- Caribbean or Black
- Other ethnic group

White
- Scottish
- Other British
- Irish
- Polish
- Gypsy / Traveller
- Roma
- Showman / Showwoman
- Other which ethnic group, please write in:

Mixed or multiple ethnic groups
- Any mixed or multiple ethnic groups, please write in:

Asian, Scottish Asian or British Asian
- Pakistani, Scottish Pakistani or British Pakistani
- Indian, Scottish Indian or British Indian
- Bangladeshi, Scottish Bangladeshi or British Bangladeshi
- Chinese, Scottish Chinese or British Chinese
- Other, please write in:

African, Scottish Africa or British African
- Please write in (for example, NIGERIAN, SOMALI):

Caribbean or Black
- Please write in (for example, SCOTTISH CARIBBEAN, BLACK SCOTTISH):

Other ethnic group
- Arab, Scottish Arab or British Arab
- Other, please write in (for example, SIKH, JEWISH):

Appendix 2: Demographic Trend

	2021	2022	Movement 2022 – 2021 (Percentage points)
What is your sex?			
Female	75%	75%	0
Male	19%	18%	-1
No Answer Given	6%	7%	+1
What was your age at your last birthday?			
Under 25	3%	3%	0
25-34	15%	16%	+1
35-44	21%	21%	0
45-54	27%	26%	-1
55-64	21%	21%	0
65+	2%	2%	0
No Answer Given	11%	11%	0
Do you consider yourself to be trans, or have a trans history?			
No	93%	93%	0
Yes	<1%	<1%	0
No Answer Given	7%	7%	0
What is your legal marital or registered civil partnership status?			
Never married and never registered in a civil partnership	25%	28%	+3
Married	52%	51%	-1
In a registered civil partnership	1%	1%	0
Separated, but still legally married	3%	3%	0
Separated, but still legally in a civil partnership	<1%	<1%	0
Divorced	8%	8%	0
Formerly in a civil partnership which is now legally dissolved	<1%	<1%	0
Widowed	2%	2%	0
Surviving partner from a civil partnership	<1%	<1%	0
No Answer Given	9%	8%	-1
Which of the following best describes your sexual orientation?			
Straight/Heterosexual	87%	88%	+1
Gay or Lesbian	2%	2%	0
Bisexual	1%	1%	0
Prefer to self-describe	1%	1%	0
No Answer Given	8%	8%	0

	2021	2022	Movement 2022 – 2021 (Percentage points)
What religion, religious denomination or body do you belong to?			
None	50%	52%	+2
Church of Scotland	21%	20%	-1
Roman Catholic	14%	14%	0
Other Christian	4%	4%	0
Muslim	1%	1%	0
Hindu	<1%	<1%	0
Buddhist	<1%	<1%	0
Sikh	<1%	<1%	0
Jewish	<1%	<1%	0
Pagan	<1%	<1%	0
Another religion or body	1%	1%	0
No Answer Given	7%	7%	0
Do you consider yourself to be disabled within the definition of the Equality Act 2010?			
No	88%	88%	0
Yes	5%	6%	+1
No Answer Given	6%	6%	0
Do you have any of the following, which have lasted, or are expected to last, at least 12 months?			
Deafness or partial hearing loss	4%	4%	0
Blindness or partial sight loss	1%	1%	0
Full or partial loss of voice or difficulty speaking	<1%	<1%	0
Learning disability	1%	1%	0
Learning difficulty	2%	2%	0
Developmental disorder	<1%	0%	0
Physical disability	4%	4%	0
Mental health condition	10%	10%	0
Long-term illness, disease or condition	14%	14%	0
Other condition	4%	4%	0
No condition	68%	68%	0
No Answer Given	21%	18%	-3
Have you been on maternity/parental or shared parental leave in the last 12 months?			
Yes	4%	3%	-1
No	88%	90%	+2
No Answer Given	8%	7%	-1

	2021	2022	Movement 2022 – 2021 (Percentage points)
What is your ethnic group?			
White	90%	90%	0
Mixed or multiple ethnic groups	1%	1%	0
Asian, Scottish Asian or British Asian	2%	2%	0
African, Scottish African or British African	1%	1%	0
Caribbean or Black	1%	<1%	0
Another ethnic group	<1%	<1%	0
No Answer Given	7%	7%	0
White			
Scottish	85%	85%	0
Other British	10%	10%	0
Irish	1%	2%	0
Polish	1%	1%	0
Gypsy / Traveller	<1%	<1%	0
Roma	<1%	<1%	0
Showman / Show woman	<1%	<1%	0
Another white ethnic group	2%	2%	0
No Answer Given	1%	1%	0
Asian, Scottish Asian or British Asian			
Pakistani, Scottish Pakistani or British Pakistani	19%	19%	0
Indian, Scottish Indian or British Indian	44%	44%	0
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	2%	2%	0
Chinese, Scottish Chinese or British Chinese	11%	11%	0
Other	18%	19%	+1
No Answer Given	6%	5%	-1
Another ethnic group			
Arab, Scottish Arab or British Arab	25%	27%	+2
Other	57%	55%	-2
No Answer Given	18%	18%	0

Appendix 3: Intersectionality

Intersectional Groups	Responses	Percentage
Male & White	18,272	17%
Male & Mixed or multiple ethnic groups	181	<1%
Male & Asian, Scottish Asian or British Asian	765	1%
Male & African, Scottish African or British African	251	<1%
Male & Caribbean or Black	26	<1%
Male & Other ethnic group	219	<1%
Female & White	77,792	71%
Female & Mixed or multiple ethnic groups	460	<1%
Female & Asian, Scottish Asian or British Asian	1,422	1%
Female & African, Scottish African or British African	473	<1%
Female & Caribbean or Black	46	<1%
Female & Other ethnic group	261	<1%
Male & Under 35 years	3,918	4%
Male & 35 – 54 years	10,170	9%
Male & 55 years and over	5,157	5%
Female & Under 35 years	16,792	15%
Female & 35 – 54 years	40,870	37%
Female & 55 years and over	19,319	18%
Under 35 years & White	19,647	18%
Under 35 years & Mixed or multiple ethnic groups	207	<1%
Under 35 years & Asian, Scottish Asian or British Asian	531	1%
Under 35 years & African, Scottish African or British African	159	<1%
Under 35 years & Caribbean or Black	N/A	N/A
Under 35 years & Other ethnic group	84	<1%
35 – 54 years & White	48,646	44%
35 – 54 years & Mixed or multiple ethnic groups	329	<1%
35 – 54 years & Asian, Scottish Asian or British Asian	1,370	1%
35 – 54 years & African, Scottish African or British African	459	<1%
35 – 54 years & Caribbean or Black	50	<1%
35 – 54 years & Other ethnic group	288	<1%
55 years and over & White	23,995	22%
55 years and over & Mixed or multiple ethnic groups	91	<1%
55 years and over & Asian, Scottish Asian or British Asian	252	<1%
55 years and over & African, Scottish African or British African	73	<1%
55 years and over & Caribbean or Black	15	<1%
55 years and over & Other ethnic group	90	<1%
Female, under 35 years, disabled	878	<1%
Female, 35 - 54 years, disabled	2,208	2%
Female, 55 years & over, disabled	1,168	1%
Male, under 35 years, disabled	334	<1%
Male, 35 - 54 years, disabled	673	1%
Male, 55 years & over, disabled	419	<1%
Female, under 35, Gay/Lesbian	369	<1%
Female, 35 - 54 years, Gay/Lesbian	556	1%
Female, 55 years & over, Gay/Lesbian	157	<1%
Male, under 35 years, Gay/Lesbian	494	<1%
Male, 35 - 54 years, Gay/Lesbian	668	1%
Male, 55 years & over, Gay/Lesbian	167	<1%

	Male	Female
Trans, or have a trans history	<1%	<1%
Never married and never registered in a civil partnership	31%	30%
Married	58%	54%
In a registered civil partnership	1%	1%
Separated, but still legally married	3%	3%
Separated, but still legally in a civil partnership	<1%	<1%
Divorced	6%	10%
Formerly in a civil partnership which is now legally dissolved	<1%	<1%
Widowed	1%	2%
Surviving partner from a civil partnership	<1%	<1%
Maternity/parental or shared parental leave in the last 12 months?	4%	3%
Straight/Heterosexual	91%	96%
Gay or Lesbian	7%	1%
Bisexual	1%	2%
Prefer to self describe	1%	1%
White	93%	97%
Mixed or multiple ethnic groups	1%	<1%
Asian, Scottish Asian or British Asian	4%	2%
African, Scottish African or British African	1%	1%
Caribbean or Black	<1%	<1%
Other ethnic group	1%	<1%
No Religion	58%	55%
Church of Scotland	17%	23%
Roman Catholic	14%	15%
Other Christian	5%	5%
Muslim	2%	1%
Hindu	1%	<1%
Buddhist	1%	<1%
Sikh	<1%	<1%
Jewish	<1%	<1%
Pagan	1%	<1%
Another religion or body	1%	1%
Under 25	3%	4%
25-34	17%	18%
35-44	24%	24%
45-54	29%	29%
55-64	24%	23%
65+	3%	2%

	Under 25	25-34	35-44	45-54	55-64	65+
Female	82%	81%	80%	80%	79%	73%
Male	18%	19%	20%	20%	21%	27%
Straight/Heterosexual	88%	91%	95%	97%	98%	98%
Gay or Lesbian	4%	4%	3%	2%	1%	1%
Bisexual	7%	4%	1%	<1%	<1%	N/A
Prefer to self describe	1%	1%	1%	1%	1%	1%
Trans or Trans history	1%	1%	1%	<1%	<1%	1%
Maternity/parental or shared parental leave in the last 12 months	1%	8%	6%	2%	<1%	N/A
Never married and never registered in a civil partnership	96%	66%	30%	18%	11%	7%
Married	2%	30%	60%	64%	64%	57%
In a registered civil partnership	1%	2%	1%	1%	1%	1%
Separated, but still legally married	N/A	1%	3%	4%	3%	3%
Separated, but still legally in a civil partnership	N/A	<1%	<1%	<1%	<1%	N/A
Divorced	N/A	1%	6%	11%	17%	20%
Formerly in a civil partnership which is now legally dissolved	N/A	<1%	<1%	<1%	<1%	N/A
Widowed	N/A	<1%	<1%	2%	4%	12%
Surviving partner from a civil partnership	N/A	<1%	<1%	<1%	<1%	N/A
Disabled	6%	6%	5%	6%	7%	7%
White	96%	95%	94%	96%	98%	97%
Mixed or multiple ethnic groups	1%	1%	1%	<1%	1%	N/A
Asian, Scottish Asian or British Asian	2%	3%	3%	2%	1%	2%
African, Scottish African or British African	1%	1%	1%	1%	<1%	N/A
Caribbean or Black	N/A	N/A	<1%	<1%	<1%	N/A
Other ethnic group	<1%	<1%	1%	1%	<1%	N/A
None	75%	72%	62%	52%	40%	33%
Church of Scotland	9%	9%	15%	25%	35%	41%
Roman Catholic	12%	13%	15%	15%	18%	19%
Other Christian	3%	4%	5%	5%	5%	5%
Muslim	1%	1%	1%	1%	1%	1%
Hindu	N/A	<1%	1%	1%	<1%	N/A
Buddhist	N/A	<1%	<1%	<1%	<1%	N/A
Sikh	N/A	<1%	<1%	<1%	<1%	N/A
Jewish	N/A	<1%	<1%	<1%	<1%	N/A
Pagan	N/A	<1%	<1%	<1%	<1%	N/A
Another religion or body	<1%	1%	1%	1%	1%	1%

	Straight / Heterosexual	Gay/Lesbian	Bisexual	Self describe
Female	81%	45%	82%	72%
Male	19%	55%	18%	28%
Under 25	3%	6%	16%	4%
25-34	17%	30%	46%	23%
35-44	24%	28%	23%	24%
45-54	30%	23%	10%	28%
55-64	24%	13%	5%	19%
65+	2%	1%	N/A	2%
Trans or Trans history	<1%	2%	4%	9%
Never married and never registered in a civil partnership	28%	61%	64%	46%
Married	57%	25%	25%	37%
In a registered civil partnership	1%	7%	1%	3%
Separated, but still legally married	3%	2%	3%	5%
Separated, but still legally in a civil partnership	<1%	<1%	N/A	N/A
Divorced	9%	4%	6%	6%
Formerly in a civil partnership which is now legally dissolved	<1%	1%	N/A	N/A
Widowed	2%	<1%	N/A	2%
Surviving partner from a civil partnership	<1%	N/A	N/A	N/A
Disabled	6%	12%	19%	15%
White	96%	98%	94%	86%
Mixed or multiple ethnic groups	1%	1%	2%	2%
Asian, Scottish Asian or British Asian	2%	1%	3%	4%
African, Scottish African or British African	1%	N/A	N/A	1%
Caribbean or Black	<1%	N/A	N/A	N/A
Other ethnic group	<1%	N/A	N/A	6%
No religion	55%	73%	76%	59%
Church of Scotland	23%	11%	6%	10%
Roman Catholic	15%	11%	7%	8%
Other Christian	5%	3%	3%	4%
Muslim	1%	N/A	N/A	1%
Hindu	<1%	N/A	N/A	N/A
Buddhist	<1%	<1%	2%	N/A
Sikh	<1%	N/A	N/A	N/A
Jewish	<1%	<1%	N/A	N/A
Pagan	<1%	1%	3%	3%
Another religion or body	1%	1%	2%	13%

	Disabled	Not Disabled
Female	75%	81%
Male	25%	19%
Never married and never registered in a civil partnership	36%	29%
Married	47%	56%
In a registered civil partnership	1%	1%
Separated, but still legally married	3%	3%
Separated, but still legally in a civil partnership	<1%	<1%
Divorced	11%	9%
Formerly in a civil partnership which is now legally dissolved	N/A	<1%
Widowed	2%	2%
Surviving partner from a civil partnership	N/A	<1%
Maternity/parental or shared parental leave in the last 12 months	2%	4%
Straight/Heterosexual	88%	96%
Gay or Lesbian	5%	2%
Bisexual	5%	1%
Prefer to self describe	2%	1%
Trans or Trans history	2%	<1%
White	97%	96%
Mixed or multiple ethnic groups	1%	1%
Asian, Scottish Asian or British Asian	1%	2%
African, Scottish African or British African	<1%	1%
Caribbean or Black	N/A	<1%
Other ethnic group	1%	<1%
None	54%	56%
Church of Scotland	21%	22%
Roman Catholic	16%	15%
Other Christian	5%	5%
Muslim	1%	1%
Hindu	<1%	<1%
Buddhist	<1%	<1%
Sikh	N/A	<1%
Jewish	<1%	<1%
Pagan	1%	<1%
Another religion or body	2%	1%
Under 25	4%	4%
25-34	18%	18%
35-44	21%	24%
45-54	30%	29%
55-64	26%	23%
65+	2%	2%

	Not Trans or Trans history	Trans or Trans history
Female	80%	76%
Male	20%	24%
Never married and never registered in a civil partnership	30%	41%
Married	55%	42%
In a registered civil partnership	1%	3%
Separated, but still legally married	3%	3%
Separated, but still legally in a civil partnership	<1%	N/A
Divorced	9%	7%
Formerly in a civil partnership which is now legally dissolved	<1%	N/A
Widowed	2%	N/A
Surviving partner from a civil partnership	<1%	N/A
Maternity/parental or shared parental leave in the last 12 months	4%	4%
Straight/Heterosexual	95%	61%
Gay or Lesbian	2%	9%
Bisexual	2%	14%
Prefer to self describe	1%	16%
Disabled	6%	19%
White	96%	92%
Mixed or multiple ethnic groups	1%	N/A
Asian, Scottish Asian or British Asian	2%	2%
African, Scottish African or British African	1%	N/A
Caribbean or Black	<1%	N/A
Other ethnic group	<1%	4%
No religion	56%	58%
Church of Scotland	22%	14%
Roman Catholic	15%	12%
Other Christian	5%	4%
Muslim	<1%	N/A
Hindu	<1%	N/A
Buddhist	<1%	N/A
Sikh	<1%	N/A
Jewish	<1%	N/A
Pagan	<1%	4%
Another religion or body	1%	4%
Under 25	4%	8%
25-34	18%	23%
35-44	24%	26%
45-54	29%	28%
55-64	23%	13%
65+	2%	3%

Appendix 4: Demographic Profile within Staff Grouping

NHSScotland Staff Groupings (1) Demographic Profiles	Administ -rative Services	Allied Health Profession	Ambulance Services	Health Science Services	Medical & Dental	Medical & Dental Support
Female	81%	86%	41%	69%	59%	80%
Male	19%	14%	59%	31%	41%	20%
Under 35 years	20%	27%	24%	34%	12%	25%
35 – 44 years	23%	28%	20%	27%	33%	29%
45 – 54 years	29%	28%	33%	23%	35%	27%
55 years and over	29%	17%	22%	16%	20%	18%
Never married/civil partnership	33%	31%	31%	41%	18%	32%
Married/civil partnership	53%	59%	55%	50%	74%	58%
Separated/Divorced/Dissolved/ Surviving partner	15%	10%	14%	9%	8%	10%
Straight/heterosexual	95%	96%	93%	92%	95%	95%
Disabled (Equality Act 2010)	7%	5%	8%	6%	4%	5%
Maternity/parental leave	3%	5%	4%	4%	6%	5%
No religion	56%	55%	55%	65%	51%	56%
Church of Scotland	23%	23%	23%	15%	17%	23%
Roman Catholic	15%	13%	13%	13%	12%	13%
Other religion	6%	9%	6%	9%	20%	8%
White Scottish	84%	77%	84%	73%	55%	82%
White Other	12%	19%	14%	18%	28%	10%
Asian, Scottish Asian or British Asian	2%	2%	<1%	4%	10%	3%
Other Ethnicity	1%	1%	<1%	2%	4%	2%

NHSScotland Staff Groupings (2) Demographic Profiles	Nursing & Midwifery	Other Therapeutic	Personal & Social Care	Senior Managers	Support Services
Female	90%	81%	89%	64%	57%
Male	10%	19%	11%	36%	43%
Under 35 years	23%	34%	20%	3%	16%
35 – 44 years	24%	30%	19%	17%	18%
45 – 54 years	30%	24%	28%	43%	26%
55 years and over	23%	12%	34%	36%	41%
Never married/civil partnership	29%	38%	32%	14%	30%
Married/civil partnership	57%	54%	50%	73%	55%
Separated/Divorced/ Dissolved/Surviving partner	15%	8%	18%	14%	16%
Straight/heterosexual	95%	93%	96%	94%	96%
Disabled (Equality Act 2010)	5%	5%	5%	5%	6%
Maternity/parental leave	4%	5%	2%	2%	3%
No religion	55%	63%	54%	52%	53%
Church of Scotland	23%	16%	22%	25%	26%
Roman Catholic	16%	13%	19%	16%	16%
Other religion	6%	9%	6%	7%	5%
White Scottish	85%	75%	86%	77%	84%
White Other	11%	19%	10%	20%	10%
Asian, Scottish Asian or British Asian	2%	3%	1%	1%	3%
Other Ethnicity	1%	1%	1%	<1%	1%

Local Authority Staff Groupings Demographic Profiles	**Adult Services**	**Business Services**	**Children's Services**	**Criminal Justice**	**Older People Services**	**Senior Managers**	**Strategic Develop-ment**
Female	83%	75%	80%	72%	90%	70%	73%
Male	17%	25%	20%	28%	10%	30%	27%
Under 35 years	16%	21%	19%	23%	14%	6%	9%
35 – 44 years	21%	24%	24%	25%	16%	15%	32%
45 – 54 years	31%	30%	29%	27%	31%	45%	30%
55 years and over	33%	25%	29%	26%	39%	35%	28%
Never married/civil partnership	30%	31%	30%	36%	26%	21%	23%
Married/civil partnership	51%	55%	55%	50%	54%	56%	59%
Separated/ Divorced/ Dissolved/ Surviving Partner	19%	13%	14%	14%	20%	23%	18%
Straight/ heterosexual	95%	96%	95%	93%	97%	92%	95%
Disabled (Equality Act 2010)	9%	7%	8%	7%	7%	N/A	9%
Maternity/ parental leave	2%	2%	3%	3%	2%	N/A	N/A
No religion	58%	55%	54%	61%	54%	64%	63%
Church of Scotland	21%	20%	20%	17%	24%	14%	16%
Roman Catholic	15%	21%	22%	16%	17%	23%	21%
Other religion	6%	4%	5%	5%	5%		
White Scottish	85%	87%	88%	86%	88%	87%	86%
White Other	11%	8%	9%	13%	8%	13%	13%
Asian, Scottish Asian or British Asian	1%	2%	2%		1%		
Other Ethnicity	1%	1%			1%		

Appendix 5: Component Scores

All Heath and Social Care staff responding to the iMatter 2022 survey	iMatter 2022
My Experience as an Individual	
I am clear about my duties and responsibilities	87
I get the information I need to do my job well	81
I am given the time and resources to support my learning growth	72
I have sufficient support to do my job well	78
I am confident my ideas and suggestions are listened to	76
I am confident my ideas and suggestion are acted upon	72
I feel involved in decisions relating to my job	71
I am treated with dignity and respect as an individual	84
I am treated fairly and consistently	82
I get enough helpful feedback on how well I do my work	74
I feel appreciated for the work I do	75
My work gives me a sense of achievement	81
My Team/My Line Manager	
I feel my direct line manager cares about my health and well-being	86
My direct line manager is sufficiently approachable	88
I have confidence and trust in my direct line manager	85
I feel involved in decisions relating to my team	76
I am confident performance is managed well within my team	78
My team works well together	83
I would recommend my team as a good one to be a part of	84
My Organisation	
I understand how my role contributes to the goals of my organisation	83
I feel my organisation cares about my health and wellbeing	71
I feel that board members who are responsible for my organisation are sufficiently visible	55
I have confidence and trust in Board members who are responsible for my organisation	61
I feel sufficiently involved in decisions relating to my organisation	55
I am confident performance is managed well within my organisation	63
I get the help and support I need from other teams and services within the organisation to do my job	70
I would recommend my organisation as a good place to work	74
I would be happy for a friend or relative to access services within my organisation	77

Sex	Male	Female	Difference
I am confident my ideas and suggestions are listened to	74	77	3
I am confident my ideas and suggestion are acted upon	70	73	3
I get the information I need to do my job well	79	81	2
I have sufficient support to do my job well	77	79	2
My work gives me a sense of achievement	80	81	1
I am clear about my duties and responsibilities	86	87	1
Given time and resources to support my learning growth	71	72	1
I feel involved in decisions relating to my job	71	72	1
I am treated with dignity and respect as an individual	84	85	1
I am treated fairly and consistently	82	83	1
I get enough helpful feedback on how well I do my work	74	75	1
I feel appreciated for the work I do	74	75	1
I feel involved in decisions relating to my team	76	77	2
I feel my direct line manager cares about my health and well-being	86	86	2
My direct line manager is sufficiently approachable	88	88	2
Recommend my team as a good one to be a part of	83	85	1
I have confidence and trust in my direct line manager	85	86	1
I am confident performance is managed well within my team	77	79	0
My team works well together	82	84	0
I feel that board members who are responsible for my organisation are sufficiently visible	53	56	3
I have confidence and trust in Board members who are responsible for my organisation	59	62	3
I am confident performance is managed well within my organisation	61	64	3
I understand how my role contributes to the goals of my organisation	81	83	2
I get the help and support I need from other teams and services within the organisation to do my job	69	71	2
I would recommend my organisation as a good place to work	73	75	2
I feel my organisation cares about my health and wellbeing	71	72	1
I feel sufficiently involved in decisions relating to my organisation	55	56	1
I would be happy for a friend or relative to access services within my organisation	77	78	1

Age	Under 25	25 - 34	35 - 44	45 - 54	55 - 64	65 & Over
I am given the time and resources to support my learning growth	76	73	72	72	73	77
My work gives me a sense of achievement	82	81	81	81	82	85
I have sufficient support to do my job well	82	80	79	78	78	80
Enough feedback on how well I do my work	78	76	76	75	74	75
I am confident my ideas and suggestion are acted upon	74	73	74	73	71	71
Treated with dignity & respect as an individual	87	86	86	84	84	84
I get the information I need to do my job well	84	82	81	81	81	82
I am confident my ideas and suggestions are listened to	77	77	78	76	75	75
I am treated fairly and consistently	85	84	84	83	82	83
I am clear about my duties and responsibilities	89	87	87	87	88	89
I feel involved in decisions relating to my job	73	72	73	72	71	72
I feel appreciated for the work I do	76	75	77	76	75	77
Recommend my team as a good one to be in	87	86	85	84	84	85
My team works well together	86	85	84	83	83	83
I am confident performance is managed well within my team	81	79	79	79	78	79
I have confidence and trust in my direct line manager	87	87	87	86	85	85
I feel my direct line manager cares about my health and well-being	87	87	87	86	85	85
I feel involved in decisions relating to my team	77	77	78	78	76	76
Direct line manager sufficiently approachable	88	89	89	88	88	88
I am confident performance is managed well within my organisation	71	65	63	63	63	65
I have confidence and trust in Board members who are responsible for my organisation	68	62	62	61	61	62
I feel that board members who are responsible for my organisation are sufficiently visible	62	56	56	55	55	57
I feel sufficiently involved in decisions relating to my organisation	61	55	56	56	56	58
I would recommend my organisation as a good place to work	79	75	75	74	74	77
I would be happy for a friend or relative to access services within my organisation	82	78	78	77	77	78
I get the help and support I need from other teams and services within the organisation to do my job	75	71	71	71	71	73
I feel my organisation cares about my health and wellbeing	75	71	71	71	72	76
I understand how my role contributes to the goals of my organisation	86	84	83	83	83	85

	Female Under 35	Female 35 - 54	Female 55 & Over	Male Under 35	Male 35 - 54	Male 55 & Over
I am clear about my duties and responsibilities	88	87	88	87	86	87
I get the information I need to do my job well	82	81	82	81	79	79
I am given the time and resources to support my learning growth	73	73	74	73	71	72
I have sufficient support to do my job well	80	79	79	81	77	77
I am confident my ideas and suggestions are listened to	77	78	76	76	75	73
I am confident my ideas and suggestion are acted upon	74	74	72	72	71	68
I feel involved in decisions relating to my job	72	73	72	71	72	70
I am treated with dignity and respect as an individual	86	85	84	86	84	83
I am treated fairly and consistently	84	84	82	84	82	81
I get enough helpful feedback on how well I do my work	76	76	75	76	74	73
I feel appreciated for the work I do	75	76	76	75	75	74
My work gives me a sense of achievement	81	82	82	79	80	81
I feel my direct line manager cares about my health and well-being	87	87	86	88	86	85
My direct line manager is sufficiently approachable	88	89	88	89	88	87
I have confidence and trust in my direct line manager	87	86	86	87	86	84
I feel involved in decisions relating to my team	77	78	77	76	77	75
I am confident performance is managed well within my team	80	79	79	78	78	76
My team works well together	85	84	83	84	82	81
I would recommend my team as a good one to be a part of	86	85	84	85	83	83
I understand how my role contributes to the goals of my organisation	84	83	84	83	81	82
I feel my organisation cares about my health and wellbeing	71	72	73	72	70	72
I feel that board members who are responsible for my organisation are sufficiently visible	57	56	56	55	53	53
I have confidence and trust in Board members who are responsible for my organisation	64	62	61	61	59	59

I feel sufficiently involved in decisions relating to my organisation	57	56	56	55	55	55
I am confident performance is managed well within my organisation	66	63	63	63	61	61
I get the help and support I need from other teams and services within the organisation to do my job	72	71	71	71	69	69
I would recommend my organisation as a good place to work	76	75	75	76	73	73
I would be happy for a friend or relative to access services within my organisation	79	78	77	79	76	76

Sexual Orientation/Trans	Straight/ Hetero-sexual	Gay /Lesbian	Bi-sexual	Self describe	Trans
I am confident my ideas and suggestion are acted upon	73	71	68	65	69
I feel involved in decisions relating to my job	72	71	67	65	68
I am confident my ideas and suggestions are listened to	76	75	73	69	74
I have sufficient support to do my job well	79	78	76	72	77
I get the information I need to do my job well	81	80	78	74	79
I am given the time and resources to support my learning growth	72	71	70	66	72
I am treated fairly and consistently	83	82	81	77	81
I am treated with dignity and respect as an individual	85	84	83	79	82
I feel appreciated for the work I do	75	74	73	70	74
My work gives me a sense of achievement	81	79	79	76	78
I get enough helpful feedback on how well I do my work	75	75	73	70	73
I am clear about my duties and responsibilities	87	86	84	83	84
I feel involved in decisions relating to my team	77	77	73	71	73
I am confident performance is managed well within my team	79	78	75	73	75
I would recommend my team as a good one to be a part of	85	84	83	79	83
I have confidence and trust in my direct line manager	86	85	84	81	84
I feel my direct line manager cares about my health and well-being	86	86	85	82	85
My direct line manager is sufficiently approachable	88	88	86	84	87
My team works well together	83	83	82	79	82
I have confidence and trust in Board members who are responsible for my organisation	62	59	56	54	59
I feel my organisation cares about my health and wellbeing	72	69	67	64	70
I am confident performance is managed well within my organisation	63	61	60	56	61
I feel sufficiently involved in decisions relating to my organisation	56	53	51	49	53
I feel that board members who are responsible for my organisation are sufficiently visible	56	52	50	49	53
I would recommend my organisation as a good place to work	75	73	72	68	72
I would be happy for a friend or relative to access services within my organisation	78	76	77	72	74
I understand how my role contributes to the goals of my organisation	83	82	82	78	81
Help and support I need from other teams & services within the organisation to do my job	71	69	68	66	69

Disability	Yes	No	Difference
I am given the time and resources to support my learning growth	69	72	3
I get the information I need to do my job well	78	81	3
I am confident my ideas and suggestions are listened to	78	83	5
I am treated fairly and consistently	78	83	5
I am clear about my duties and responsibilities	84	87	3
I have sufficient support to do my job well	76	79	3
I feel involved in decisions relating to my job	71	75	4
I feel appreciated for the work I do	71	75	4
I am confident my ideas and suggestion are acted upon	72	75	3
I get enough helpful feedback on how well I do my work	72	75	3
I am treated with dignity and respect as an individual	80	85	5
My work gives me a sense of achievement	78	81	3
I feel involved in decisions relating to my team	73	77	4
I would recommend my team as a good one to be a part of	81	85	4
My team works well together	80	83	3
I am confident performance is managed well within my team	76	79	3
I have confidence and trust in my direct line manager	83	86	3
My direct line manager is sufficiently approachable	86	88	2
I feel my direct line manager cares about my health and well-being	84	86	2
I have confidence and trust in Board members who are responsible for my organisation	57	61	4
I feel sufficiently involved in decisions relating to my organisation	52	56	4
I feel that board members who are responsible for my organisation are sufficiently visible	52	56	4
I am confident performance is managed well within my organisation	60	63	3
I would recommend my organisation as a good place to work	71	75	4
I feel my organisation cares about my health and wellbeing	68	72	4
I would be happy for a friend or relative to access services within my organisation	74	78	4
I get the help and support I need from other teams and services within the organisation to do my job	68	71	3
I understand how my role contributes to the goals of my organisation	81	83	2

	Hear-ing Loss	Sight Loss	Other & Speak ing Loss/ Diffic ulty	Learn ing Disab ility	Learn ing Diffic ulty	Devel opme ntal Disor der	Physi cal Disab ility	Menta l Healt h	Other Long-term condit ion
I am clear about my duties and responsibilities	87	85	84	84	82	86	84	86	87
I get the information I need to do my job well	80	79	78	79	75	78	77	79	80
I am given the time and resources to support my learning growth	71	71	70	70	68	69	67	70	71
I have sufficient support to do my job well	78	76	76	77	74	75	74	77	78
I am confident my ideas and suggestions are listened to	74	73	72	74	71	70	70	74	75
I am confident my ideas and suggestion are acted upon	70	69	68	70	66	66	66	70	71
I feel involved in decisions relating to my job	70	70	67	69	64	65	65	69	71
I am treated with dignity and respect as an individual	83	83	80	83	80	79	79	82	83
I am treated fairly and consistently	81	80	78	81	76	77	77	80	81
I get enough helpful feedback on how well I do my work	73	73	72	74	70	70	69	73	74
I feel appreciated for the work I do	74	73	71	74	70	70	68	73	74
My work gives me a sense of achievement	81	79	78	79	78	78	76	80	81
I feel my direct line manager cares about my health and well-being	84	84	83	86	83	83	82	85	86
My direct line manager is sufficiently approachable	87	87	85	88	84	85	85	87	88
I have confidence and trust in my direct line manager	84	84	83	85	81	82	82	84	85
I feel involved in decisions relating to my team	75	75	73	75	70	71	71	74	76
I am confident performance is managed well within my team	77	77	76	78	73	75	73	77	78
My team works well together	82	82	81	82	80	80	80	82	83
I would recommend my team as a good one to be a part of	83	83	81	83	80	81	81	83	84
I understand how my role contributes to the goals of my organisation	83	82	83	81	82	80	81	80	82
I feel my organisation cares about my health and wellbeing	71	70	71	69	69	66	68	65	70

I feel that board members who are responsible for my organisation are sufficiently visible	54	52	54	53	53	49	51	49	52
I have confidence and trust in Board members who are responsible for my organisation	59	58	60	58	58	55	56	54	58
I feel sufficiently involved in decisions relating to my organisation	54	53	54	53	53	48	50	48	52
I am confident performance is managed well within my organisation	62	60	63	61	62	58	59	57	60
I get the help and support I need from other teams and services within the organisation to do my job	70	69	71	68	69	66	67	66	69
I would recommend my organisation as a good place to work	73	72	74	71	73	70	70	69	73
I would be happy for a friend or relative to access services within my organisation	76	75	74	76	75	74	73	76	77

Ethnicity	White	Mixed/ Multiple	Asian	African	Caribbean or Black	Other
I am confident my ideas and suggestion are acted upon	72	71	75	76	68	70
I am given the time and resources to support my learning growth	72	73	78	79	71	72
I am confident my ideas and suggestions are listened to	76	75	79	79	71	73
I feel involved in decisions relating to my job	72	71	77	75	70	71
I have sufficient support to do my job well	79	78	81	83	77	77
I am treated with dignity and respect as an individual	85	84	86	85	79	82
I get enough helpful feedback on how well I do my work	75	74	78	79	72	74
I feel appreciated for the work I do	75	76	79	80	74	75
My work gives me a sense of achievement	81	81	84	86	80	80
I am treated fairly and consistently	83	83	83	83	78	80
I get the information I need to do my job well	81	81	84	85	82	80
I am clear about my duties and responsibilities	87	86	89	89	87	86
I feel involved in decisions relating to my team	77	76	79	80	72	74
I am confident performance is managed well within my team	78	78	81	83	76	77
Recommend my team as a good one to be in	85	83	85	87	80	81
Confidence and trust in my direct line manager	86	86	86	88	82	83
My team works well together	83	82	84	85	80	81
Direct line manager sufficiently approachable	88	87	88	90	86	85
I feel my direct line manager cares about my health and well-being	86	86	86	88	83	83
I have confidence and trust in Board members who are responsible for my organisation	61	59	70	72	64	63
I feel that board members who are responsible for my organisation are sufficiently visible	55	54	65	66	60	59
I feel my organisation cares about my health and wellbeing	71	71	78	81	72	71
I feel sufficiently involved in decisions relating to my organisation	55	54	64	63	56	57

Help & support I need from other teams and services within the organisation to do my job	71	70	76	79	74	71
I am confident performance is managed well within my organisation	63	63	71	74	64	65
I would be happy for a friend or relative to access services within my organisation	77	78	81	84	79	76
Recommend my organisation as a good place to work	74	74	80	83	78	75
I understand how my role contributes to the goals of my organisation	83	83	85	89	83	81

Appendix 6: Demographics of staff experiencing change

Demographics by type of Work Change Experienced (most prevalent shown)	**Working from home more than usual**	**Working at a different location**	**Reassign to a different team**	**Reassign to a different director-ate**	**Reassign to a different Board**	**Reassign to a different role in same team**
Under 25 years	2%	4%	4%	3%	6%	3%
25 - 34	14%	22%	22%	17%	26%	19%
35 - 44	24%	25%	25%	25%	29%	24%
45 - 54	33%	28%	28%	33%	26%	29%
55 - 64	25%	19%	19%	21%	13% (55 years and over)	23%
65 and over	2%	1%	1%	2%		2%
Female	81%	82%	81%	79%	76%	78%
Male	19%	18%	19%	21%	24%	22%
Never married or in a civil partnership	26%	33%	34%	29%	38%	29%
Married/in a civil partnership	60%	53%	52%	55%	49%	57%
Separated/divorced/ disolved	13%	12%	13%	14%	11%	12%
Widowed/surviving partner	2%	2%	2%	2%	N/A	2%
Disabled	9%	7%	8%	8%	8%	7%
Maternity/Parental leave	4%	4%	4%	3%	4%	4%
None	53%	56%	56%	55%	56%	56%
Church of Scotland	23%	21%	20%	21%	18%	22%
Roman Catholic	17%	16%	16%	16%	15%	15%
Other Christian	5%	5%	5%	6%	7%	5%
Muslim, Hindu, Buddhist, Sikh, Jewish	2%	1%	1%	1%	3%	1%
Pagan/other religion	1%	1%	1%	1%	2%	1%
White Scottish	83%	82%	82%	82%	71%	82%
White Other British	10%	9%	9%	8%	13%	9%
Other While	4%	5%	5%	5%	9%	5%
Asian, Scottish Asian, British Asian	2%	2%	2%	2%	3%	2%
Other Ethnic Group	1%	2%	2%	3%	4%	2%

Demographics by type of Personal Change Experienced (most prevalent shown)	**Shielding at home**	**Staying away from home**	**Pre-school children at home**	**School age children at home**	**Care respon-sibilities house-hold member**	**Loss of a friend or relative**
Under 25 years	Under 35 years 11%	7%	1%	0%	1%	2%
25 - 34		26%	41%	13%	10%	13%
35 - 44	17%	24%	49%	46%	21%	19%
45 - 54	29%	21%	7%	35%	34%	32%
55 - 64	38%	21%	2%	6%	32%	32%
65 and over	5%	55 and Over	55 and over	55 and over	2%	2%
Female	80%	73%	82%	84%	83%	82%
Male	20%	27%	18%	16%	17%	18%
Never married or in a civil partnership	21%	46%	26%	19%	23%	27%
Married/in a civil partnership	60%	35%	68%	69%	62%	56%
Separated/divorced/dissolved	15%	16%	4%	11%	14%	14%
Widowed/surviving partner	4%	3%	1%	1%	2%	3%
Disabled	32%	11%	6%	7%	12%	10%
Maternity/Parental leave	5%	N/A	34%	7%	4%	3%
None	44%	51%	63%	56%	46%	49%
Church of Scotland	28%	21%	15%	21%	27%	25%
Roman Catholic	20%	18%	15%	16%	19%	19%
Other Christian	4%	4%	4%	5%	5%	5%
Muslim, Hindu, Buddhist, Sikh, Jewish	2%	5% Other religion	2%	2%	2%	2%
Pagan/other religion	2%		1%	1%	2%	2%
White Scottish	86%	84%	84%	84%	86%	84%
White Other British	7%	7%	8%	8%	7%	8%
Other White	2%	3%	4%	4%	3%	3%
Asian, Scottish Asian or British Asian	2%	3%	2%	2%	2%	2%
Other Ethnic Group	2%	3%	2%	2%	2%	2%

Demographics by type of Personal Change Experienced (most prevalent shown)	**Tested positive for COVID-19**	**Physical or mental ill health (non COVID-19)**	**Household member furloughed**	**Worsening finances**	**Supporting vulnerable relative**
Under 25 years	3%	3%	2%	2%	1%
25 - 34	19%	18%	14%	16%	9%
35 - 44	25%	23%	19%	26%	18%
45 - 54	29%	30%	32%	32%	37%
55 - 64	23%	24%	31%	22%	34%
65 and over	2%	1%	2%	1%	2%
Female	81%	81%	89%	78%	85%
Male	19%	19%	11%	22%	15%
Never married or in a civil partnership	29%	32%	21%	29%	21%
Married/in a civil partnership	57%	50%	69%	53%	62%
Separated/divorced/dissolved	13%	15%	9%	16%	15%
Widowed/surviving partner	2%	2%	2%	2%	2%
Disabled	8%	17%	8%	11%	10%
Maternity/Parental leave	4%	3%	4%	5%	2%
None	54%	57%	51%	56%	48%
Church of Scotland	23%	20%	26%	20%	27%
Roman Catholic	16%	15%	19%	16%	18%
Other Christian	4%	5%	3%	5%	5%
Muslim, Hindu, Buddhist, Sikh, Jewish	1%	1%	1% Other religion	1%	1%
Pagan/other religion	1%	2%		2%	1%
White Scottish	84%	83%	90%	83%	86%
White Other British	8%	9%	6%	9%	8%
Other White	4%	4%	2%	5%	3%
Asian, Scottish Asian, British Asian	2%	2%	1%	1%	1%
Other Ethnic Group	2%	2%	1%	2%	2%

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St Andrew's House
Edinburgh
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ISBN: 978-1-83521-142-7 (web only)

Published by The Scottish Government, August 2023

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS1328142 (08/23)

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