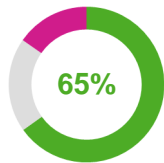


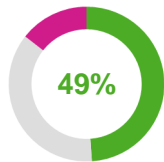


## Taking action

■ % responding positively  
 ■ % responding neutrally  
 ■ % responding negatively



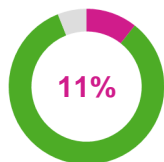
B52. I believe that the SCS in MHCLG will take action on the results from this survey



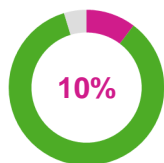
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

■ % responding Yes  
 ■ % responding No  
 ■ % responding Prefer not to say



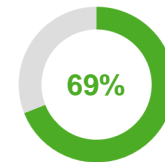
E01. Have you been discriminated against at work, in the past 12 months?



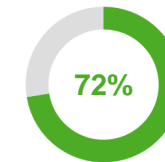
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

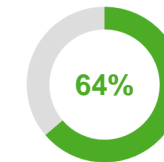
■ % responding positively to W01 - W03  
 ■ % responding negatively to W04



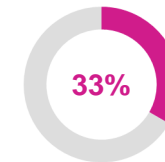
W01. Overall, how satisfied are you with your life nowadays?



W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?

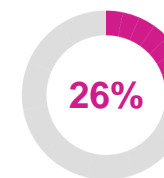


W03. Overall, how happy did you feel yesterday?

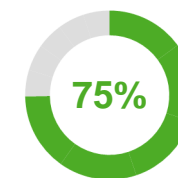


W04. Overall, how anxious did you feel yesterday?

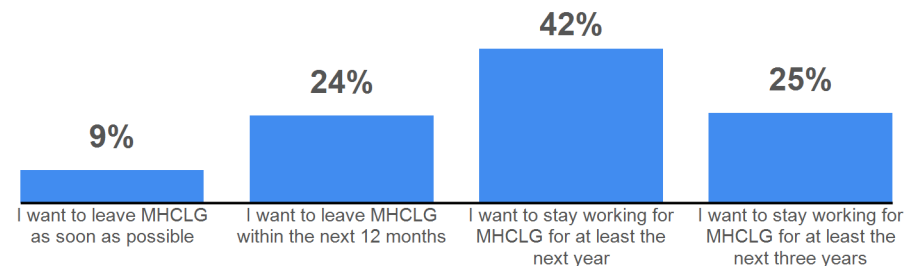
## Proxy Stress Index


















## PERMA Index



## Your plans for the future



## Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B18	The people in my team can be relied upon to help when things get difficult in my job	 91%	B17	Poor performance is dealt with effectively in my team	 41%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	 45%
B01	I am interested in my work	 90%	B43	When changes are made in MHCLG they are usually for the better	 40%	B35	I feel that my pay adequately reflects my performance	 41%
B09	My manager is considerate of my life outside work	 90%	B53	Where I work, I think effective action has been taken on the results of the last survey	 37%	B36	I am satisfied with the total benefits package	 36%
B54	I am trusted to carry out my job effectively	 88%	B40	I believe that the Executive Team has a clear vision for the future of MHCLG	 36%	B42	I feel that change is managed well in MHCLG	 26%
B26	I am treated with respect by the people I work with	 88%	B50	MHCLG inspires me to do the best in my job	 29%	B45	I have the opportunity to contribute my views before decisions are made that affect me	 25%

Please note that only questions B01-B60 are included in the above rankings

## All questions by theme

◆ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My work

78%

-4 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	44	46	5	5	0	90%	-2 ◆	0	-2 ◆
B02 I am sufficiently challenged by my work	37	42	9	9	5	80%	-4 ◆	0 ◆	-3 ◆
B03 My work gives me a sense of personal accomplishment	31	46	12	8	3	77%	-5 ◆	0 ◆	-3 ◆
B04 I feel involved in the decisions that affect my work	23	40	16	16	5	63%	-6 ◆	+3 ◆	-2 ◆
B05 I have a choice in deciding how I do my work	34	46	10	7	3	80%	-1	+2 ◆	-2 ◆

### Organisational objectives and purpose

83%

-4 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B06 I have a clear understanding of MHCLG's objectives	28	54	10	6	2	82%	-5 ◆	0	-4 ◆
B07 I understand how my work contributes to MHCLG's objectives	33	51	10	5	1	84%	-4 ◆	0	-4 ◆

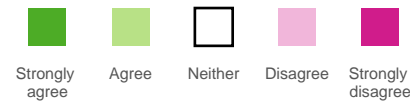
## All questions by theme

◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My manager

73%

-3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	34	41	14	7	7	76%	-4 ◇	+4 ◇	0
B09	My manager is considerate of my life outside work	56	33	6	6	6	90%	+1 ◇	+3 ◇	+1 ◇
B10	My manager is open to my ideas	50	37	8	8	8	87%	-1 ◇	+3 ◇	0 ◇
B11	My manager helps me to understand how I contribute to MHCLG's objectives	27	43	19	8	8	70%	-2 ◇	+3 ◇	-1 ◇
B12	Overall, I have confidence in the decisions made by my manager	42	39	11	5	5	81%	-3 ◇	+5 ◇	+1 ◇
B13	My manager recognises when I have done my job well	44	40	9	5	5	84%	-2 ◇	+4 ◇	0 ◇
B14	I receive regular feedback on my performance	28	40	16	12	12	68%	-6 ◇	-1 ◇	-4 ◇
B15	The feedback I receive helps me to improve my performance	28	38	21	8	8	67%	-7 ◇	+2 ◇	-1 ◇
B16	I think that my performance is evaluated fairly	30	41	19	7	7	71%	-3 ◇	+3 ◇	0 ◇
B17	Poor performance is dealt with effectively in my team	13	27	41	12	7	40%	-3 ◇	0	-3 ◇

## All questions by theme

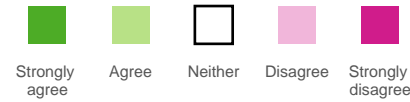
◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### My team

86%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

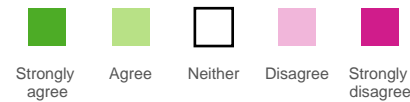
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	52	39	5	0	0	91%	+1 ◇	+4 ◇	+2 ◇
B19	The people in my team work together to find ways to improve the service we provide	46	41	8	0	0	87%	-1 ◇	+5 ◇	+1 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	40	41	12	5	0	81%	0	+4 ◇	+1 ◇

### Learning and development

61%

-2 ◇

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	23	46	17	11	0	69%	-3 ◇	+4 ◇	-2 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	18	42	27	10	0	60%	-2 ◇	+6 ◇	+1 ◇
B23	There are opportunities for me to develop my career in MHCLG	20	41	21	12	7	60%	-4 ◇	+10 ◇	+2 ◇
B24	Learning and development activities I have completed while working for MHCLG are helping me to develop my career	17	39	28	11	0	56%	-1	+6 ◇	0

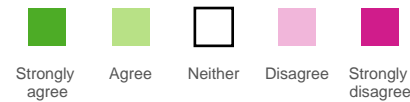
## All questions by theme

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### Inclusion and fair treatment

82%

-2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	42	42	8	5		84%	-2 ◇	+3 ◇	0
B26	I am treated with respect by the people I work with	47	41	6			88%	-2 ◇	+2 ◇	0
B27	I feel valued for the work I do	35	39	12	9		74%	-4 ◇	+6 ◇	+1 ◇
B28	I think that MHCLG respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	41	41	9	6		82%	+1 ◇	+4 ◇	0 ◇

### Resources and workload

74%

0 Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	18	56	14	10		74%	-2 ◇	+3 ◇	-1 ◇
B30	I have clear work objectives	21	50	14	11		71%	-6 ◇	-5 ◇	-8 ◇
B31	I have the skills I need to do my job effectively	30	58	9			88%	-1 ◇	-1 ◇	-3 ◇
B32	I have the tools I need to do my job effectively	22	54	13	9		76%	+8 ◇	+3 ◇	-3 ◇
B33	I have an acceptable workload	16	49	16	14	6	65%	+1 ◇	+1 ◇	-3 ◇
B34	I achieve a good balance between my work life and my private life	25	48	13	11		73%	+3 ◇	+2 ◇	-3 ◇

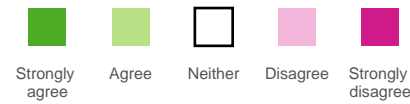
## All questions by theme

◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### Pay and benefits

39%

-1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	7	34	19	24	17	40%	-2 ◇	+6 ◇	0 ◇
B36 I am satisfied with the total benefits package	7	35	22	21	15	42%	0	+4 ◇	-6 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	29	20	26	19	36%	-1	+8 ◇	0

### Leadership and managing change

58%

-2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 The SCS in MHCLG are sufficiently visible	24	52	12	9	3	76%	0	+13 ◇	+3 ◇
B39 I believe the actions of the SCS are consistent with MHCLG's values	20	47	23	6	4	68%	-2 ◇	+13 ◇	+3 ◇
B40 I believe that the Executive Team has a clear vision for the future of MHCLG	14	37	36	9	3	51%	-6 ◇	+1 ◇	-9 ◇
B41 Overall, I have confidence in the decisions made by MHCLG's SCS	17	46	25	7	3	63%	-2 ◇	+12 ◇	+1 ◇
B42 I feel that change is managed well in MHCLG	9	38	27	19	7	47%	0	+12 ◇	+2 ◇
B43 When changes are made in MHCLG they are usually for the better	8	35	40	12	5	44%	-6 ◇	+8 ◇	0
B44 MHCLG keeps me informed about matters that affect me	16	54	18	9	3	70%	-1 ◇	+10 ◇	+2 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	11	38	27	19	6	48%	-5 ◇	+8 ◇	-2 ◇
B46 I think it is safe to challenge the way things are done in MHCLG	14	45	23	12	6	59%	0	+9 ◇	+2 ◇



## All questions by theme

◆ indicates statistically significant difference from comparison  
 ▲ indicates a variation in question wording from your previous survey

### Engagement

The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47 I am proud when I tell others I am part of MHCLG	24	42	25	6	6	66%	-2 ◆	0	-6 ◆
B48 I would recommend MHCLG as a great place to work	27	44	18	7	7	71%	0	+10 ◆	+2 ◆
B49 I feel a strong personal attachment to MHCLG	16	34	28	18	5	50%	-1 ◆	-2 ◆	-8 ◆
B50 MHCLG inspires me to do the best in my job	17	38	29	12	5	56%	-3 ◆	+3 ◆	-4 ◆
B51 MHCLG motivates me to help it achieve its objectives	16	39	29	12	5	55%	-3 ◆	+5 ◆	-2 ◆

### Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B52 I believe that the SCS in MHCLG will take action on the results from this survey	20	45	20	10	5	65%	-1 ◆	+14 ◆	+5 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	17	32	37	9	5	49%	+2 ◆	+11 ◆	+4 ◆

## All questions by theme

◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	39	49	6	6	0	88%	-2 ◇	-1 ◇	-3 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	28	49	14	8	3	76%	-1 ◇	+4 ◇	0
B56 In MHCLG, people are encouraged to speak up when they identify a serious policy or delivery risk	26	47	17	8	2	73%	-1 ◇	+3 ◇	-2 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	23	49	15	9	4	72%	+3 ◇	+6 ◇	+2 ◇
B58 MHCLG is committed to creating a diverse and inclusive workplace	33	47	12	8	0	81%	+1 ◇	+5 ◇	+1 ◇

### Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	25	54	10	9	2	79%	0	+22 ◇	+10 ◇

### Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	30	46	18	6	0	76%	New	+10 ◇	+3 ◇

The % positive for this question is the proportion who selected either "Always" or "Most of the time".

## All questions by theme

◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### Wellbeing

The four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	11	20	55	14	69%	-1	+2 ◇	-1 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	8	19	49	23	72%	-3 ◇	+1 ◇	-1 ◇
W03 Overall, how happy did you feel yesterday?	14	22	45	19	64%	-1	+1 ◇	-1 ◇

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	% Negative	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	16	29	21	33	33%	0	+1 ◇	+3 ◇

## All questions by theme

◇ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

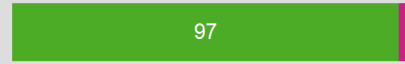


### Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for MHCLG?

			Difference from previous survey	Difference from CS2019
I want to leave MHCLG as soon as possible		9%	+3 ◇	+2 ◇
I want to leave MHCLG within the next 12 months		24%	+4 ◇	+9 ◇
I want to stay working for MHCLG for at least the next year		42%	-4 ◇	+9 ◇
I want to stay working for MHCLG for at least the next three years		25%	-4 ◇	-19 ◇

### The Civil Service Code

Differences are based on '% Yes' score




	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?			97%	0	+5 ◇	+2 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			65%	-3 ◇	-1 ◇	-7 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in MHCLG it would be investigated properly?			78%	-1 ◇	+7 ◇	+2 ◇

## All questions by theme

↗ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey

### Discrimination















E01. Have you been discriminated against at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		11%	+3 ↗	0 ↗
No		83%	-1 ↗	+2 ↗
Prefer not to say		6%	-2 ↗	-2 ↗

Of those who said they had experienced discrimination at work in the last 12 months, 74% said it occurred in MHCLG while 26% said it occurred in another organisation.

For respondents who selected 'Yes' to E01.

E02. On which of the following grounds were you discriminated against?^ (multiple selection)

	Response Count	
Age	68	
Caring responsibilities	29	
Disability	31	
Ethnic background	46	
Gender	52	
Gender reassignment or perceived gender	--	
Grade or responsibility level	67	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	33	
Pay	24	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	17	
Sexual orientation	--	
Social or educational background	37	
Working location	30	
Working pattern	61	
Any other grounds	24	
Prefer not to say	23	




Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

## All questions by theme

↗ indicates statistically significant difference from comparison  
 ^ indicates a variation in question wording from your previous survey



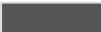










### Bullying and harassment

E03. Have you been bullied or harassed at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		10%	+2 ↗	-1 ↗
No		85%	-1 ↗	+3 ↗
Prefer not to say		5%	-1 ↗	-2 ↗

For respondents who selected 'Yes' to E03.

E03A. How would you describe the nature of the bullying and/or harassment you experienced?^ (multiple selection)

	Response Count	
Comments about my personal appearance	24	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	13	
Spreading gossip or making false accusations about me	57	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	74	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	112	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	128	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	112	
Treated less favourably to others	100	
Ignored, excluded, marginalised	102	
Undermining or taking credit for my work	82	
Denied time off for personal ill health	10	
Denied time off for family or caring responsibilities	16	
Disclosure of personal / sensitive information to colleagues without my consent	36	
Something else not listed here	31	
Prefer not to say	--	

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

## All questions by theme

◇ indicates statistically significant difference from comparison  
^ indicates a variation in question wording from your previous survey

### Bullying and harassment

For respondents who selected 'Yes' to E03.  
E04. Who bullied and/or harassed you?^ (multiple selection)

	Response Count	
A colleague in my Area/Directorate/Division	73	
A colleague in a different Area/Directorate/ Division of MHCLG	26	
My manager	84	
Another senior member of staff in MHCLG	60	
Someone I manage	--	
Someone working in a different Civil Service organisation	18	
Someone working for a non-Civil Service organisation	14	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	17	

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

For respondents who selected 'Yes' to E03.  
E05. Did you report your experience of bullying and/or harassment?^

		Difference from previous survey	Difference from CS2019
Yes	55%	+22 ◇	+4 ◇
No	41%	-18 ◇	-1
Prefer not to say	4%	-4 ◇	-3

For respondents who selected 'Yes' to E03.  
E06. How would you describe your situation now?^

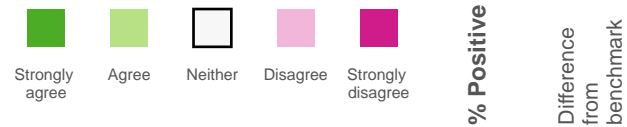
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	14%	-2
No	69%	+6 ◇
Prefer not to say	17%	-4 ◇
The bullying and/or harassment has stopped		
Yes	44%	+7 ◇
No	33%	-4 ◇
Prefer not to say	22%	-2 ◇
The culture in my area allows this kind of behaviour to continue		
Yes	60%	+5 ◇
No	25%	-1
Prefer not to say	15%	-3 ◇
I felt like I was punished for reporting the incident		
Yes	20%	+2 ◇
No	57%	+2 ◇
Prefer not to say	23%	-4 ◇
I moved to another team or role to avoid the behaviour		
Yes	37%	+16 ◇
No	49%	-12 ◇
Prefer not to say	15%	-1

## Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

### Safe to Challenge

\* indicates negatively phrased question(s) where % positive is the proportion who selected "no"



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in MHCLG*	Yes: 21% No: 73% Prefer not to say: 5%					73%	+5 ⚡
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	21	48		25		70%	+2 ⚡
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	18	38	18	20	5	57%	+3 ⚡
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	16	35	25	17	7	51%	+9 ⚡

### Smarter Working



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	58	32	6			90%	0 ⚡
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	56	34	5			90%	+2 ⚡
LQD3	Smarter Working allows me to be more productive in my role	52	33	11			85%	+6 ⚡
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	51	39	6			90%	+8 ⚡

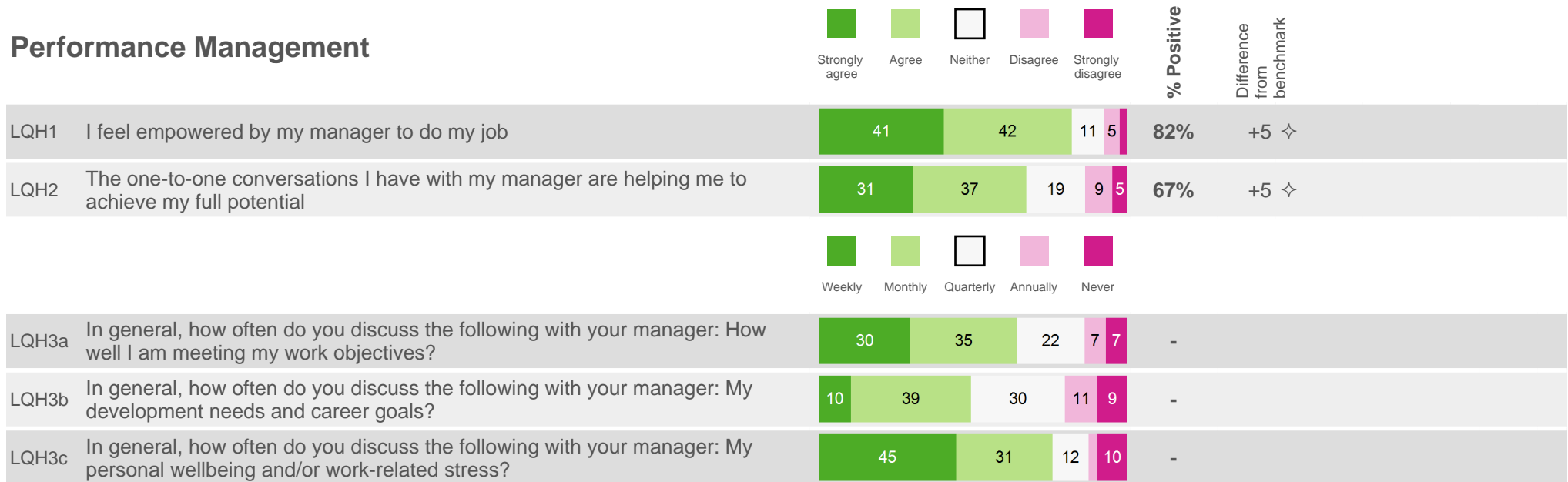
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



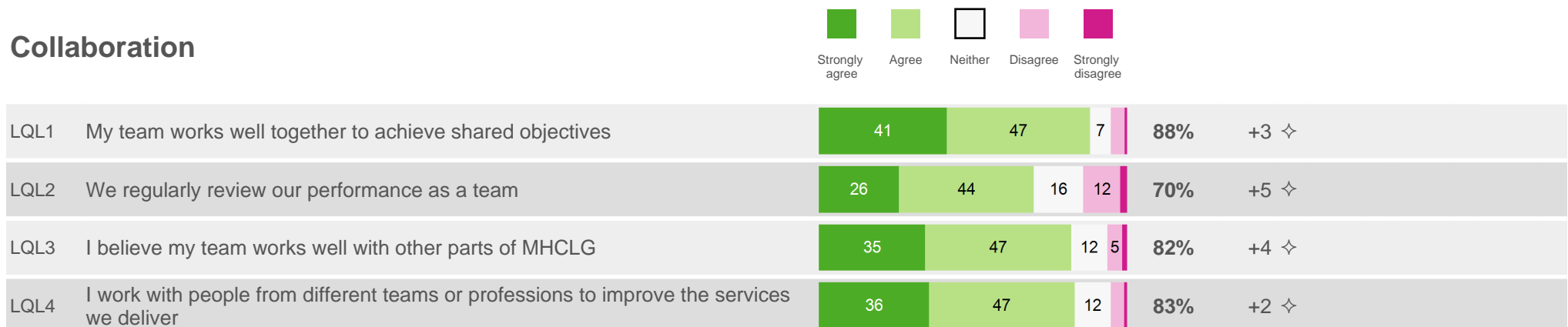
## Additional questions selected by organisation

⬠ indicates statistically significant difference from comparison

### Performance Management



### Collaboration

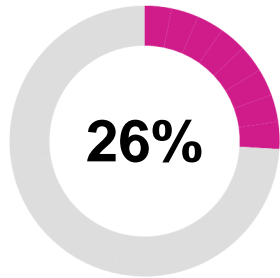


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

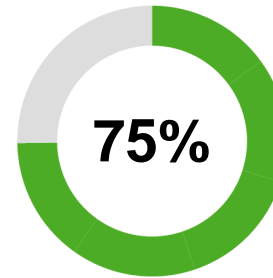
## Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

\*\* this is a negatively phrased question where % positive is the proportion who selected "no"



Difference from previous survey	+1 ◇
Difference from CS2019	-2 ◇
Difference from CS High Performers	0 ◇



Difference from previous survey	-1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	0 ◇

### Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.

We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

#### % positive

B05	I have a choice in deciding how I do my work	80%
B08	My manager motivates me to be more effective in my job	76%
B18	The people in my team can be relied upon to help when things get difficult in my job	91%
B26	I am treated with respect by the people I work with	88%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	65%
B45	I have the opportunity to contribute my views before decisions are made that affect me	48%
E03	Have you been bullied or harassed at work, in the past 12 months?*	85%

### PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.

The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index. A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

#### % positive

B01	I am interested in my work	90%
B03	My work gives me a sense of personal accomplishment	77%
B18	The people in my team can be relied upon to help when things get difficult in my job	91%
W01	Overall, how satisfied are you with your life nowadays?	69%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	72%

## Appendix

### Glossary of key terms

% positive	The proportion who selected either "agree" or "strongly agree" for a question (or all questions within a theme in the case of <b>Theme score % positive</b> ), unless otherwise indicated.
Previous survey	Comparisons to the previous survey relate to the results from the 2018 Civil Service People Survey. Where a question is flagged as changed since the last survey (^) comparisons should be treated with caution as changes to wording may affect how people respond to the question.
CS2019	The CS2019 benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that participated in the 2019 Civil Service People Survey, where data was not suppressed.
CS High Performers	For each question, unless otherwise indicated, this is the upper quartile score across all Civil Service organisations that took part in the 2019 Civil Service People Survey, where data was not suppressed. For question W04 and the Proxy Stress Index, we have used the lower quartile.
Difference from benchmark	For these questions, the benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that selected these questions for inclusion in their 2019 Civil Service People Survey, so it is not representative of the whole Civil Service.

### Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, the differences presented in this report will not match the rounded figures of the scores being compared. For example, if your unrounded Engagement Index score is 75.43647583%, your organisation overall's score is 74.63572484% and the difference between the two is +0.800751%, in this report these scores would appear as 75%, 75% and +1.

### Statistical significance: ✨

Statistical testing has been carried out to identify statistically significant differences between your results and a number of comparators. You can therefore be confident that the difference represents a real difference in opinion between the results. Please note that there needs to be 30 responses at question level, 20 responses at theme level and 10 responses at index level for statistical testing to be carried out on the corresponding scores. If you received a lower number of responses, then statistical significance testing won't have been conducted.

### The employee engagement index

The survey includes five questions that make up the engagement index (B47-B51). The index score represents the average level of engagement in that unit and ranges from 0 to 100. An index score of 0 represents all respondents in that unit saying they strongly disagree to all five engagement questions and a score of 100 represents all respondents saying they strongly agree to all five engagement questions.

### Confidentiality

The survey was carried out as part of the 2019 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ENGINE Transformation to carry out the survey. ENGINE Transformation is a member of the Market Research Society, and is bound by their strict code of conduct and confidentiality rules. These rules do not allow for the breakdown of the results to the extent where the anonymity of individuals may be compromised. Groups of fewer than 10 respondents will not be reported on, however their responses do contribute to the overall scores for the unit and organisation they belong to and the overall Civil Service results.

ENIGINE's Privacy Policy (<https://transformation.enginegroup.com/privacy-notice>) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.

The Civil Service People Survey Privacy Notice can be found on GOV.UK (<https://www.gov.uk/government/publications/people-survey-privacy-information-notice/privacy-notice-civil-service-people-survey>)