



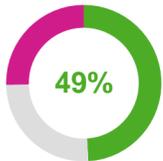
◇ Statistically significant difference from comparison



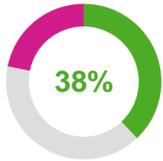


Taking action

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



B52. I believe that senior managers in HMPPS 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?

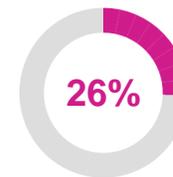


W03. Overall, how happy did you feel yesterday?

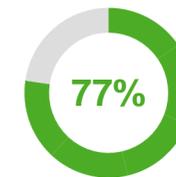


W04. Overall, how anxious did you feel yesterday?

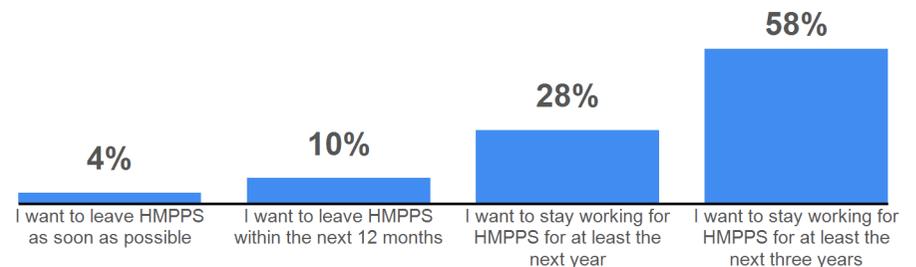
Proxy Stress Index



PERMA Index

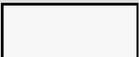


Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 94%	B53 Where I work, I think effective action has been taken on the results of the last survey  40%		B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable  38%	
B31 I have the skills I need to do my job effectively	 92%	B43 When changes are made in HMPPS they are usually for the better  40%		B42 I feel that change is managed well in HMPPS  34%	
B54 I am trusted to carry out my job effectively	 92%	B40 I believe that the HMPPS Executive Management Committee has a clear vision for the future of HMPPS  36%		B35 I feel that my pay adequately reflects my performance  32%	
B07 I understand how my work contributes to HMPPS' objectives	 89%	B17 Poor performance is dealt with effectively in my team  35%		B45 I have the opportunity to contribute my views before decisions are made that affect me  29%	
B18 The people in my team can be relied upon to help when things get difficult in my job	 88%	B51 HMPPS motivates me to help it achieve its objectives  30%		B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'  27%	

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



All questions by theme

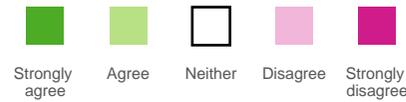
◆ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My work

82%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

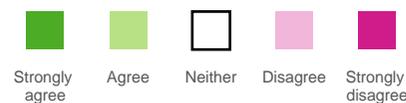
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	57	37	0	0	0	94%	0	+4 ◆	+2 ◆
B02 I am sufficiently challenged by my work	49	37	7	6	0	86%	0	+6 ◆	+3 ◆
B03 My work gives me a sense of personal accomplishment	41	42	10	5	0	83%	-1	+5 ◆	+3 ◆
B04 I feel involved in the decisions that affect my work	26	40	15	13	5	67%	0	+7 ◆	+2 ◆
B05 I have a choice in deciding how I do my work	39	44	9	5	0	82%	0	+4 ◆	0

Organisational objectives and purpose

88%

0

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 HMPPS' objectives	32	55	9	0	0	86%	0	+4 ◆	0
B07 I understand how my work contributes to HMPPS' objectives	37	52	8	0	0	89%	-1	+5 ◆	+1 ◆



All questions by theme

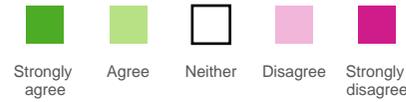
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

77%

+1

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	40	39	11	6		79%	0	+8 ◇	+4 ◇
B09	My manager is considerate of my life outside work	55	32	7			88%	0	+1 ◇	-1 ◇
B10	My manager is open to my ideas	50	36	8			86%	0	+3 ◇	0
B11	My manager helps me to understand how I contribute to HMPPS' objectives	35	39	17	6		74%	-1	+7 ◇	+3 ◇
B12	Overall, I have confidence in the decisions made by my manager	44	39	10			83%	+1	+6 ◇	+3 ◇
B13	My manager recognises when I have done my job well	47	37	9			84%	+1	+4 ◇	+1
B14	I receive regular feedback on my performance	36	39	13	8		75%	+3 ◇	+7 ◇	+3 ◇
B15	The feedback I receive helps me to improve my performance	35	38	17	7		73%	+1	+9 ◇	+5 ◇
B16	I think that my performance is evaluated fairly	35	40	13	7		75%	+2 ◇	+7 ◇	+4 ◇
B17	Poor performance is dealt with effectively in my team	17	30	35	11	6	47%	+3 ◇	+7 ◇	+3 ◇



All questions by theme

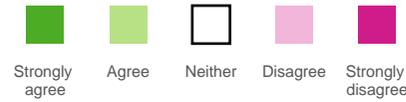
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My team

85%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

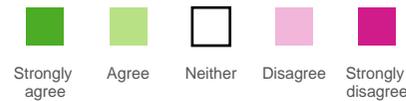
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	45	43	8	8	0	88%	0	+2 ◇	-1 ◇
B19	The people in my team work together to find ways to improve the service we provide	43	43	8	8	0	86%	0	+4 ◇	0
B20	The people in my team are encouraged to come up with new and better ways of doing things	42	40	11	6	0	82%	-1	+5 ◇	+2 ◇

Learning and development

61%

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
B21	I am able to access the right learning and development opportunities when I need to	18	46	20	12	0	64%	0	0	-7 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	20	37	29	10	0	57%	0	+2 ◇	-3 ◇
B23	There are opportunities for me to develop my career in HMPPS	21	42	21	11	6	63%	0	+12 ◇	+5 ◇
B24	Learning and development activities I have completed while working for HMPPS are helping me to develop my career	22	38	26	10	5	60%	-1	+9 ◇	+4 ◇



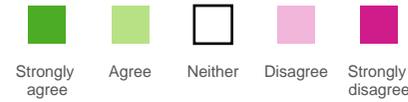
All questions by theme

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

Inclusion and fair treatment

81%

-1 ◆ 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	39	43	9	6		82%	-3 ◆	+1	-2 ◆
B26	I am treated with respect by the people I work with	42	45	7			88%	-1 ◆	+2 ◆	-1
B27	I feel valued for the work I do	35	41	11	8	5	76%	0	+7 ◆	+3 ◆
B28	I think that HMPPS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	32	46	14	6		78%	-1	0	-4 ◆

Resources and workload

76%

+1 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	19	57	15	8		76%	0	+4 ◆	0
B30	I have clear work objectives	28	54	10	6		82%	+1	+6 ◆	+3 ◆
B31	I have the skills I need to do my job effectively	35	57	6			92%	+1 ◆	+3 ◆	0
B32	I have the tools I need to do my job effectively	20	49	14	13		69%	0	-3 ◆	-9 ◆
B33	I have an acceptable workload	15	52	15	13	5	67%	+2 ◆	+3 ◆	-1
B34	I achieve a good balance between my work life and my private life	25	48	13	10		73%	0	+2 ◆	-3 ◆



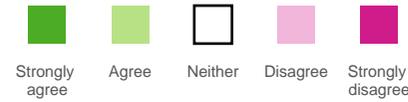
All questions by theme

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

Pay and benefits

49%

+4 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

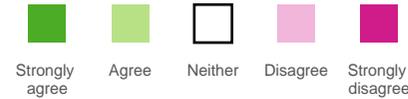
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	11	41	16	22	10	52%	+3 ◇	+18 ◇	+11 ◇
B36 I am satisfied with the total benefits package	11	43	22	17	8	54%	+4 ◇	+15 ◇	+5 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	10	33	20	24	13	42%	+3 ◇	+15 ◇	+7 ◇

Leadership and managing change

50%

+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
B38 Senior managers in HMPPS are sufficiently visible	17	46	17	14	6	63%	-2 ◇	0	-10 ◇
B39 I believe the actions of senior managers are consistent with HMPPS' values	16	45	26	8	5	62%	0	+7 ◇	-3 ◇
B40 I believe that the HMPPS Executive Management Committee has a clear vision for the future of HMPPS	13	40	36	7	4	54%	+5 ◇	+4 ◇	-7 ◇
B41 Overall, I have confidence in the decisions made by HMPPS' senior managers	13	44	30	9	5	57%	+2 ◇	+5 ◇	-6 ◇
B42 I feel that change is managed well in HMPPS	5	31	30	26	8	36%	+1	+1	-10 ◇
B43 When changes are made in HMPPS they are usually for the better	5	30	40	19	6	35%	+6 ◇	0	-8 ◇
B44 HMPPS keeps me informed about matters that affect me	8	51	25	12	4	59%	-2	-1	-9 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	8	34	29	21	8	42%	+1	+1 ◇	-9 ◇
B46 I think it is safe to challenge the way things are done in HMPPS	9	37	29	16	8	46%	0	-3 ◇	-11 ◇



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 HMPPS	25	47	22	5	5	71%	+1	+5 ◆	-1
B48 I would recommend HMPPS as a great place to work	16	41	27	12	4	58%	+5 ◆	-4 ◆	-12 ◆
B49 I feel a strong personal attachment to HMPPS	24	41	22	9	4	65%	+4 ◆	+13 ◆	+7 ◆
B50 HMPPS inspires me to do the best in my job	17	40	30	11	4	57%	+2	+5 ◆	-2 ◆
B51 HMPPS motivates me to help it achieve its objectives	16	40	30	11	4	56%	+3 ◆	+6 ◆	-1

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 senior managers in HMPPS will take action on the results from this survey	11	38	26	16	10	49%	0	-2 ◆	-11 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	11	27	40	14	8	38%	-1	0	-7 ◆



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	46	46				92%	-1	+3 ◆	+1
B55 I believe I would be supported if I try a new idea, even if it may not work	32	46	13	7		78%	0	+5 ◆	+1 ◆
B56 In HMPPS, people are encouraged to speak up when they identify a serious policy or delivery risk	24	47	18	8		70%	0	0	-5 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	24	52	12	8		76%	+2 ◆	+10 ◆	+6 ◆
B58 HMPPS is committed to creating a diverse and inclusive workplace	27	53	14			80%	+2 ◆	+4 ◆	0

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'	14	38	21	21	6	52%	+6 ◆	-5 ◆	-17 ◆

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^	32	40	21	5		72%	New	+6 ◆	0

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



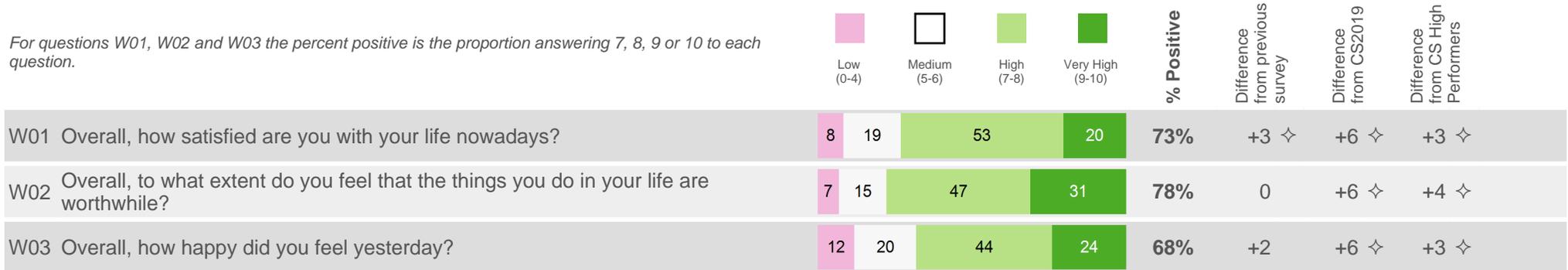
All questions by theme

◇ 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.



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





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 HMPPS?

		Difference from previous survey	Difference from CS2019
I want to leave HMPPS as soon as possible	4%	-1	-3 ◇
I want to leave HMPPS within the next 12 months	10%	0	-5 ◇
I want to stay working for HMPPS for at least the next year	28%	+2 ◇	-5 ◇
I want to stay working for HMPPS for at least the next three years	58%	-2	+15 ◇

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?	90	10	90%	0	-2 ◇	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?	69	31	69%	0	+3 ◇	-3 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in HMPPS it would be investigated properly?	69	31	69%	0	-2 ◇	-7 ◇



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		12%	0	+1 ✧
No		79%	-1	-2 ✧
Prefer not to say		9%	+1	+1

Of those who said they had experienced discrimination at work in the last 12 months, 91% said it occurred in HMPPS while 9% 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	40	
Caring responsibilities	25	
Disability	29	
Ethnic background	29	
Gender	47	
Gender reassignment or perceived gender	--	
Grade or responsibility level	60	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	26	
Pay	32	
Pregnancy, maternity or paternity	11	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	10	
Working location	40	
Working pattern	47	
Any other grounds	38	
Prefer not to say	45	

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%	0	-2 ✧
No		83%	-1	+1 ✧
Prefer not to say		7%	+1 ✧	0

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	36	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	19	
Spreading gossip or making false accusations about me	75	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	64	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	97	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	103	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	63	
Treated less favourably to others	90	
Ignored, excluded, marginalised	89	
Undermining or taking credit for my work	71	
Denied time off for personal ill health	12	
Denied time off for family or caring responsibilities	--	
Disclosure of personal / sensitive information to colleagues without my consent	29	
Something else not listed here	18	
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	64	
A colleague in a different Area/Directorate/ Division of HMPPS	28	
My manager	67	
Another senior member of staff in HMPPS	64	
Someone I manage	10	
Someone working in a different Civil Service organisation	--	
Someone working for a non-Civil Service organisation	--	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	19	

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	46%	+4	-5 ◇
No	47%	0	+5 ◇
Prefer not to say	7%	-4 ◇	+1

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	12%	-4
No	70%	+7 ◇
Prefer not to say	18%	-3
The bullying and/or harassment has stopped		
Yes	35%	-3
No	40%	+3
Prefer not to say	25%	+1
The culture in my area allows this kind of behaviour to continue		
Yes	61%	+5 ◇
No	23%	-2
Prefer not to say	16%	-2
I felt like I was punished for reporting the incident		
Yes	13%	-5
No	62%	+7 ◇
Prefer not to say	25%	-2
I moved to another team or role to avoid the behaviour		
Yes	25%	+4 ◇
No	61%	0
Prefer not to say	14%	-2

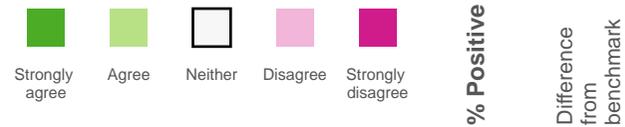


Additional questions selected by organisation

⚡ 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 HMPPS*	Yes: 23% No: 70% Prefer not to say: 7%					70%	+1
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	27	51	20			78%	+10 ⚡
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	19	39	20	17	6	58%	+5 ⚡
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	12	30	29	19	11	41%	-1

Wellbeing at Work

* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	9	24	14	37	16	53%	+2 ⚡
LQF2	The people in my team genuinely care about my wellbeing	34	48	13			82%	+3 ⚡
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	33	43	14	6		76%	+6 ⚡
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 88% No: 12%					88%	+2 ⚡

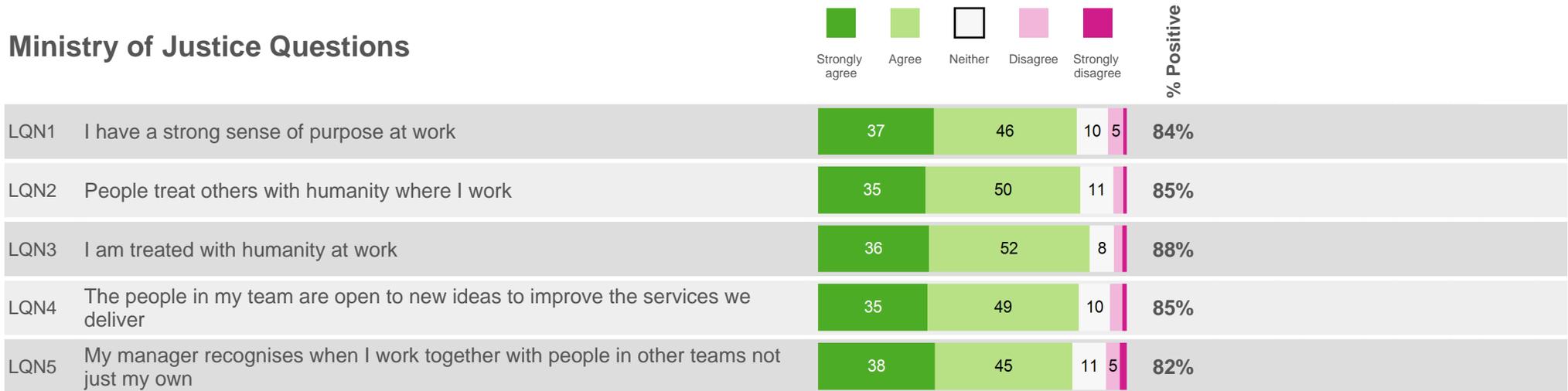
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Ministry of Justice Questions

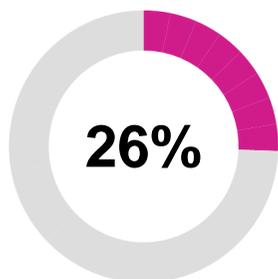




Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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

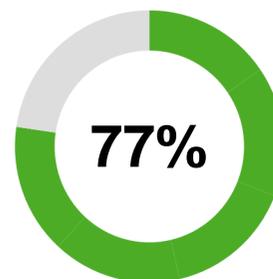


Difference from previous survey	0
Difference from CS2019	-3 ◇
Difference from CS High Performers	-1 ◇

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.



Difference from previous survey	0
Difference from CS2019	+4 ◇
Difference from CS High Performers	+2 ◇

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

B05	I have a choice in deciding how I do my work	82%
B08	My manager motivates me to be more effective in my job	79%
B18	The people in my team can be relied upon to help when things get difficult in my job	88%
B26	I am treated with respect by the people I work with	88%
B30	I have clear work objectives	82%
B33	I have an acceptable workload	67%
B45	I have the opportunity to contribute my views before decisions are made that affect me	42%
E03	Have you been bullied or harassed at work, in the past 12 months?*	83%

% positive

B01	I am interested in my work	94%
B03	My work gives me a sense of personal accomplishment	83%
B18	The people in my team can be relied upon to help when things get difficult in my job	88%
W01	Overall, how satisfied are you with your life nowadays?	73%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	78%



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 Theme score % positive), 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>)