

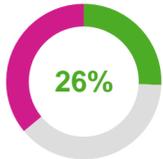


Taking action

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



B52. I believe that senior managers in HMPS 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?

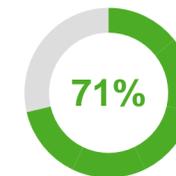


W04. Overall, how anxious did you feel yesterday?

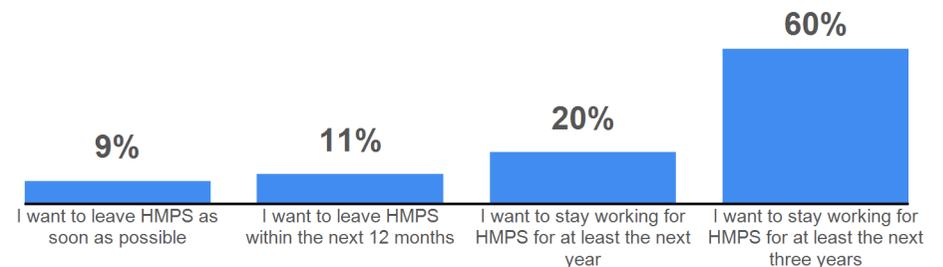
Proxy Stress Index



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	 87%	B40 I believe that the HMPPS Executive Management Committee has a clear vision for the future of HMPS  41%		B35 I feel that my pay adequately reflects my performance  59%	
B54 I am trusted to carry out my job effectively	 85%	B53 Where I work, I think effective action has been taken on the results of the last survey  38%		B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable  59%	
B31 I have the skills I need to do my job effectively	 85%	B43 When changes are made in HMPS they are usually for the better  37%		B36 I am satisfied with the total benefits package  50%	
B02 I am sufficiently challenged by my work	 80%	B41 Overall, I have confidence in the decisions made by HMPS's senior management  34%		B52 I believe that senior managers in HMPS will take action on the results from this survey  44%	
B26 I am treated with respect by the people I work with	 78%	B51 HMPS motivates me to help it achieve its objectives  33%		B45 I have the opportunity to contribute my views before decisions are made that affect me  44%	

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

70%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

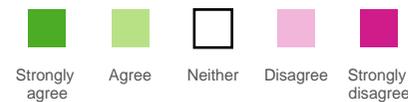
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	42	45	8			87%	+1	-3 ◆	-5 ◆
B02 I am sufficiently challenged by my work	35	45	12	7		80%	0	0	-3 ◆
B03 My work gives me a sense of personal accomplishment	30	43	15	9		72%	0	-5 ◆	-8 ◆
B04 I feel involved in the decisions that affect my work	17	33	19	20	10	51%	-2 ◆	-9 ◆	-13 ◆
B05 I have a choice in deciding how I do my work	20	40	19	13	7	61%	-2 ◆	-17 ◆	-21 ◆

Organisational objectives and purpose

73%

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 HMPS's objectives	19	54	18	7		72%	0	-10 ◆	-14 ◆
B07 I understand how my work contributes to HMPS's objectives	20	54	17	7		73%	0	-11 ◆	-15 ◆

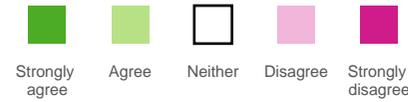
All questions by theme

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

My manager

59%

+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	20	43	18	12	7	63%	+2 ◇	-8 ◇	-12 ◇
B09	My manager is considerate of my life outside work	26	41	18	9	7	66%	0	-20 ◇	-23 ◇
B10	My manager is open to my ideas	24	45	18	8	5	70%	+1 ◇	-14 ◇	-16 ◇
B11	My manager helps me to understand how I contribute to HMPS's objectives	17	39	27	12	6	56%	+1 ◇	-11 ◇	-15 ◇
B12	Overall, I have confidence in the decisions made by my manager	23	43	19	9	6	65%	+2 ◇	-11 ◇	-15 ◇
B13	My manager recognises when I have done my job well	25	43	16	10	6	68%	+1 ◇	-12 ◇	-15 ◇
B14	I receive regular feedback on my performance	18	36	20	17	9	54%	+1 ◇	-15 ◇	-18 ◇
B15	The feedback I receive helps me to improve my performance	18	36	25	13	8	54%	+2 ◇	-10 ◇	-14 ◇
B16	I think that my performance is evaluated fairly	18	38	24	12	8	56%	+2 ◇	-12 ◇	-16 ◇
B17	Poor performance is dealt with effectively in my team	10	28	27	20	15	38%	0	-2 ◇	-6 ◇

All questions by theme

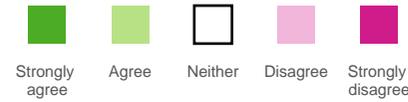
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My team

73%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

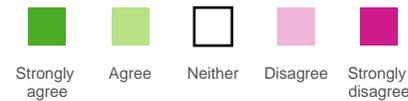
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	29	48	12	7	7	78%	+1 ◇	-8 ◇	-11 ◇
B19	The people in my team work together to find ways to improve the service we provide	26	47	16	8	8	73%	0	-10 ◇	-13 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	23	43	19	11	11	66%	+1	-10 ◇	-14 ◇

Learning and development

48%

+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
B21	I am able to access the right learning and development opportunities when I need to	10	42	25	17	6	52%	+1	-12 ◇	-19 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	11	37	30	15	6	48%	+1 ◇	-6 ◇	-11 ◇
B23	There are opportunities for me to develop my career in HMPS	12	37	25	16	10	48%	0	-2 ◇	-9 ◇
B24	Learning and development activities I have completed while working for HMPS are helping me to develop my career	10	34	31	16	8	45%	+1	-5 ◇	-11 ◇

All questions by theme

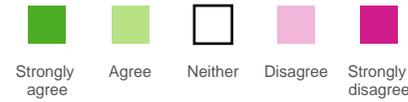
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^ indicates a variation in question wording from your previous survey

Inclusion and fair treatment

68%

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
B25	I am treated fairly at work	20	50	15	9	5	70%	-1	-11 ◇	-14 ◇
B26	I am treated with respect by the people I work with	24	55	13	5	5	78%	0	-7 ◇	-10 ◇
B27	I feel valued for the work I do	17	39	20	15	8	56%	0	-12 ◇	-17 ◇
B28	I think that HMPS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	20	48	20	8	5	68%	+1	-10 ◇	-14 ◇

Resources and workload

65%

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	11	50	23	13	5	61%	+1	-10 ◇	-15 ◇
B30	I have clear work objectives	15	56	17	9	5	71%	0	-5 ◇	-8 ◇
B31	I have the skills I need to do my job effectively	24	61	10	5	5	85%	+1	-4 ◇	-6 ◇
B32	I have the tools I need to do my job effectively	14	48	18	15	5	62%	+1	-11 ◇	-16 ◇
B33	I have an acceptable workload	10	43	19	18	10	53%	-1	-10 ◇	-14 ◇
B34	I achieve a good balance between my work life and my private life	14	43	19	15	9	57%	-1 ◇	-15 ◇	-19 ◇

All questions by theme

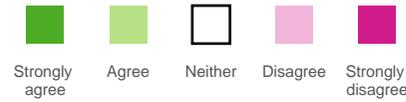
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Pay and benefits

25%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

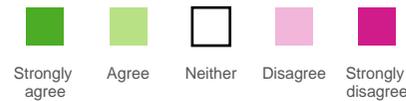
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	21	16	32	28	25%	-1 ◇	-10 ◇	-16 ◇	
B36 I am satisfied with the total benefits package	23	24	28	22	27%	0	-12 ◇	-22 ◇	
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	19	18	29	30	23%	-1 ◇	-5 ◇	-13 ◇	

Leadership and managing change

38%

+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 Senior managers in HMPS are sufficiently visible	10	40	22	18	9	50%	+3 ◇	-12 ◇	-22 ◇
B39 I believe the actions of senior managers are consistent with HMPS's values	9	40	31	12	8	49%	+3 ◇	-6 ◇	-15 ◇
B40 I believe that the HMPPS Executive Management Committee has a clear vision for the future of HMPS	7	31	41	13	8	38%	+3 ◇	-12 ◇	-23 ◇
B41 Overall, I have confidence in the decisions made by HMPS's senior management	7	32	34	17	10	39%	+4 ◇	-12 ◇	-23 ◇
B42 I feel that change is managed well in HMPS	5	26	32	26	11	31%	+1	-4 ◇	-14 ◇
B43 When changes are made in HMPS they are usually for the better	23	37	25	11	27%	+1 ◇	-8 ◇	-17 ◇	
B44 HMPS keeps me informed about matters that affect me	5	37	31	19	8	42%	+1	-18 ◇	-26 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	24	28	29	15	29%	+1 ◇	-12 ◇	-22 ◇
B46 I think it is safe to challenge the way things are done in HMPS	5	28	30	22	13	34%	0	-16 ◇	-23 ◇

All questions by theme

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^ 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 HMPS	20	42	24	9	5	62%	+2 ◇	-4 ◇	-10 ◇
B48 I would recommend HMPS as a great place to work	10	29	29	20	12	39%	+1	-22 ◇	-30 ◇
B49 I feel a strong personal attachment to HMPS	17	38	26	13	6	55%	+1 ◇	+2 ◇	-3 ◇
B50 HMPS inspires me to do the best in my job	12	33	32	16	7	46%	+2 ◇	-6 ◇	-14 ◇
B51 HMPS motivates me to help it achieve its objectives	11	31	33	16	8	42%	+2 ◇	-8 ◇	-14 ◇

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 HMPS will take action on the results from this survey	6	22	27	22	22	29%	+1	-22 ◇	-31 ◇
B53 Where I work, I think effective action has been taken on the results of the last survey	7	19	38	18	18	26%	0	-12 ◇	-19 ◇

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	27	58	10			85%	0	-4 ◇	-6 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	17	44	22	12	5	61%	+1	-12 ◇	-16 ◇
B56 In HMPS, people are encouraged to speak up when they identify a serious policy or delivery risk	14	44	24	12	6	57%	+4 ◇	-13 ◇	-18 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	20	52	15	8	5	72%	+1 ◇	+5 ◇	+2 ◇
B58 HMPS is committed to creating a diverse and inclusive workplace	18	51	22	5		70%	+1 ◇	-6 ◇	-10 ◇

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'	8	25	26	25	16	33%	+1 ◇	-25 ◇	-36 ◇

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^	17	36	32	11		53%	New	-14 ◇	-20 ◇

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?	14	22	45	18	64%	-1	-4 ◇	-7 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	19	44	25	69%	-1	-2 ◇	-4 ◇
W03 Overall, how happy did you feel yesterday?	19	21	37	23	60%	-2 ◇	-2 ◇	-4 ◇

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?	27	24	17	32	32%	+1	-1	+1 ◇

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 HMPS?

			Difference from previous survey	Difference from CS2019
I want to leave HMPS as soon as possible		9%	0	+2 ◇
I want to leave HMPS within the next 12 months		11%	+1 ◇	-3 ◇
I want to stay working for HMPS for at least the next year		20%	0	-13 ◇
I want to stay working for HMPS for at least the next three years		60%	-1	+16 ◇

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?			71%	-1 ◇	-21 ◇	-24 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			58%	-2 ◇	-8 ◇	-14 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in HMPS it would be investigated properly?			53%	+2 ◇	-18 ◇	-23 ◇

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		16%	-2 ✧	+5 ✧
No		75%	+2 ✧	-7 ✧
Prefer not to say		9%	-1 ✧	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 94% said it occurred in HMPS while 6% 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	313	
Caring responsibilities	109	
Disability	166	
Ethnic background	174	
Gender	294	
Gender reassignment or perceived gender	--	
Grade or responsibility level	317	
Main spoken/ written language or language ability	48	
Marital status or civil partnership	29	
Mental health	192	
Pay	210	
Pregnancy, maternity or paternity	46	
Religion or belief	53	
Sex	86	
Sexual orientation	100	
Social or educational background	46	
Working location	232	
Working pattern	214	
Any other grounds	235	
Prefer not to say	178	

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		16%	0	+4 ↗
No		76%	+1	-6 ↗
Prefer not to say		8%	-1	+1 ↗

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	300	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	181	
Spreading gossip or making false accusations about me	624	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	544	
Physical assault (e.g. object thrown at me, pushed, hit)	74	
Humiliated in front of team or others	715	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	663	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	353	
Treated less favourably to others	712	
Ignored, excluded, marginalised	546	
Undermining or taking credit for my work	427	
Denied time off for personal ill health	103	
Denied time off for family or caring responsibilities	126	
Disclosure of personal / sensitive information to colleagues without my consent	195	
Something else not listed here	174	
Prefer not to say	75	

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	638	
A colleague in a different Area/Directorate/ Division of HMPS	169	
My manager	490	
Another senior member of staff in HMPS	501	
Someone I manage	53	
Someone working in a different Civil Service organisation	17	
Someone working for a non-Civil Service organisation	24	
A contractor	11	
A service user (e.g. customer, claimant, offender)	105	
A member of the public	37	
Someone else not listed here	65	
Prefer not to say	175	

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%	+6 ◇	-5 ◇
No	47%	+2	+5 ◇
Prefer not to say	7%	-8 ◇	0

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

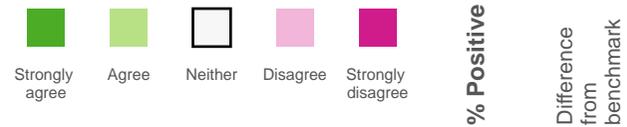
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	15%	0
No	64%	+1
Prefer not to say	21%	0
The bullying and/or harassment has stopped		
Yes	38%	0
No	38%	+1
Prefer not to say	24%	0
The culture in my area allows this kind of behaviour to continue		
Yes	56%	+1
No	23%	-2 ◇
Prefer not to say	20%	+2 ◇
I felt like I was punished for reporting the incident		
Yes	20%	+3 ◇
No	45%	-10 ◇
Prefer not to say	35%	+8 ◇
I moved to another team or role to avoid the behaviour		
Yes	24%	+3 ◇
No	59%	-2
Prefer not to say	17%	+1

Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Safe to Challenge

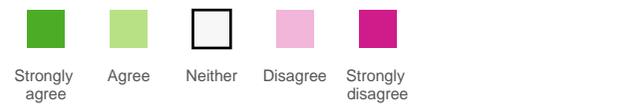
* indicates negatively phrased question(s) where % positive is the proportion who selected "no"



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 HMPS*	Yes: 30% No: 59% Prefer not to say: 10%					59%	-9 ⚡
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	31	51			15	82%	+14 ⚡
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	21	40	18	15	6	61%	+8 ⚡
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	14	27	25	21	13	41%	-1 ⚡

Wellbeing at Work

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



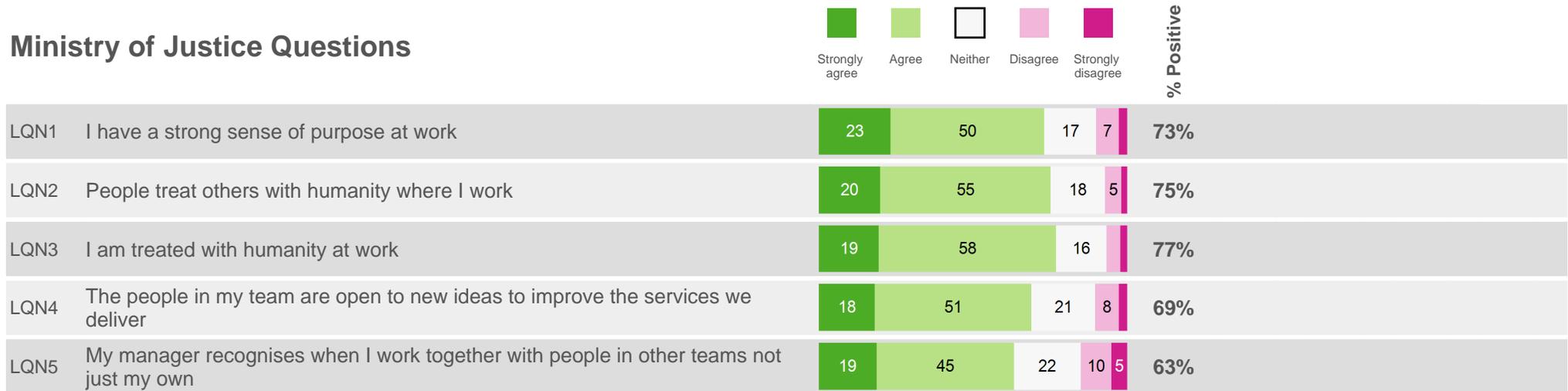
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	15	27	15	30	14	44%	-8 ⚡
LQF2	The people in my team genuinely care about my wellbeing	21	48		20	7	69%	-10 ⚡
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	18	39	25	11	7	56%	-14 ⚡
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 78% No: 22%					78%	-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

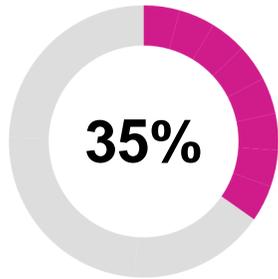
Ministry of Justice Questions



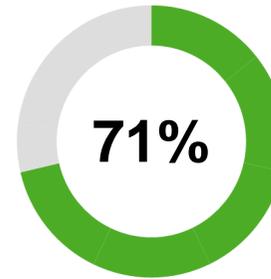
Proxy Stress Index and PERMA Index

◇ 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	+6 ◇
Difference from CS High Performers	+8 ◇



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

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	61%
B08	My manager motivates me to be more effective in my job	63%
B18	The people in my team can be relied upon to help when things get difficult in my job	78%
B26	I am treated with respect by the people I work with	78%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	53%
B45	I have the opportunity to contribute my views before decisions are made that affect me	29%
E03	Have you been bullied or harassed at work, in the past 12 months?*	76%

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	87%
B03	My work gives me a sense of personal accomplishment	72%
B18	The people in my team can be relied upon to help when things get difficult in my job	78%
W01	Overall, how satisfied are you with your life nowadays?	64%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	69%

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>)