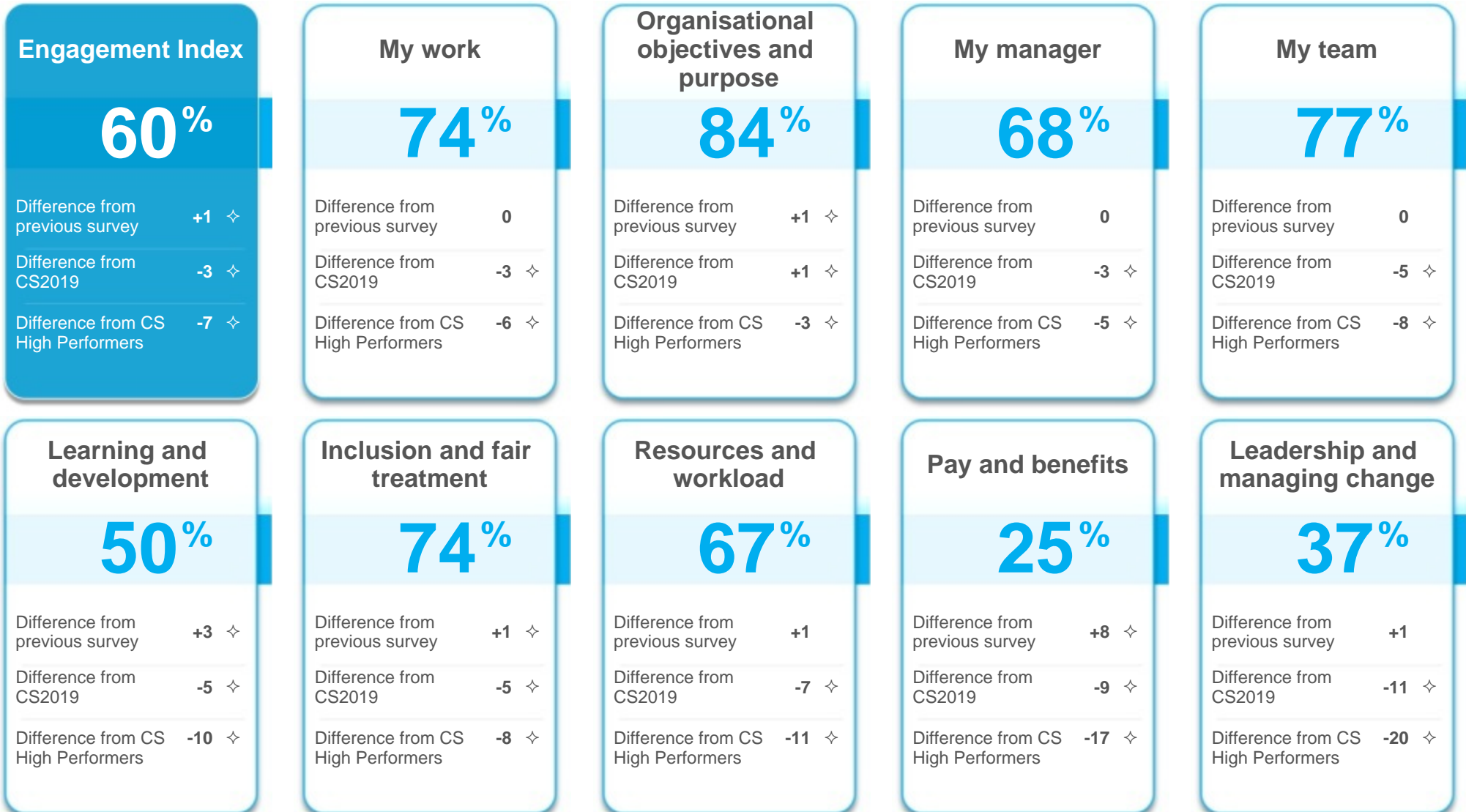




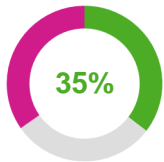
✧ Statistically significant difference from comparison



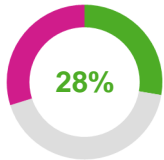


Taking action

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



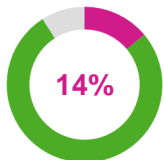
B52. I believe that senior managers in NPS will take action on the results from this survey



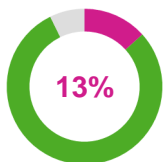
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



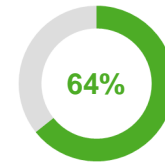
E01. Have you been discriminated against at work, in the past 12 months?



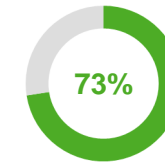
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

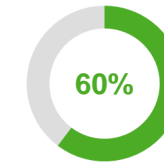
■ % responding positively to W01 - W03 ■ % responding negatively to W04



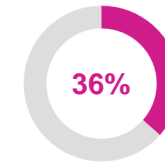
W01. Overall, how satisfied are you with your life nowadays?



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

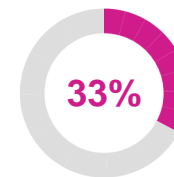


W03. Overall, how happy did you feel yesterday?

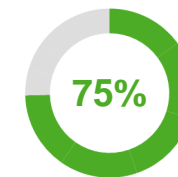


W04. Overall, how anxious did you feel yesterday?

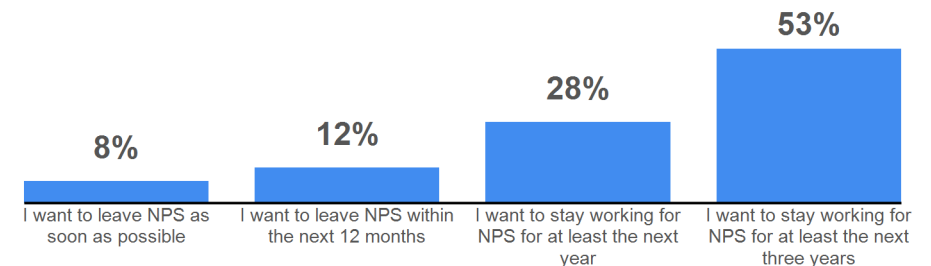
Proxy Stress Index



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%	B40 I believe that the HMPPS Executive Management Committee has a clear vision for the future of NPS	47%	B35 I feel that my pay adequately reflects my performance	60%
B31 I have the skills I need to do my job effectively	89%	B53 Where I work, I think effective action has been taken on the results of the last survey	42%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	58%
B54 I am trusted to carry out my job effectively	89%	B43 When changes are made in NPS they are usually for the better	36%	B42 I feel that change is managed well in NPS	46%
B02 I am sufficiently challenged by my work	86%	B41 Overall, I have confidence in the decisions made by the NPS' senior managers	34%	B43 When changes are made in NPS they are usually for the better	46%
B07 I understand how my work contributes to NPS' objectives	85%	B51 NPS motivates me to help it achieve its objectives	34%	B45 I have the opportunity to contribute my views before decisions are made that affect me	45%

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



All questions by theme

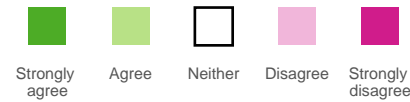
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

My work

74%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work



94%

0

+3 ◆ +1 ◆

B02 I am sufficiently challenged by my work

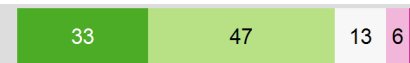


86%

0

+5 ◆ +3 ◆

B03 My work gives me a sense of personal accomplishment

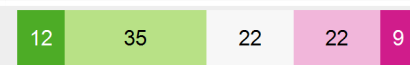


79%

0

+2 ◆ -1 ◆

B04 I feel involved in the decisions that affect my work

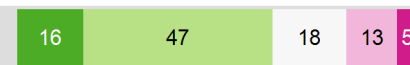


47%

0

-13 ◆ -17 ◆

B05 I have a choice in deciding how I do my work



64%

+1 ◆

-14 ◆ -18 ◆

Organisational objectives and purpose

84%

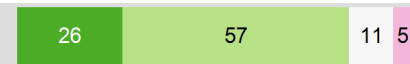
+1



Difference from previous survey



B06 I have a clear understanding of NPS' objectives

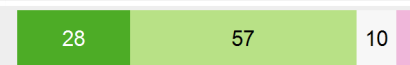


83%

+1 ◆

+1 ◆ -3 ◆

B07 I understand how my work contributes to NPS' objectives



85%

+1 ◆

+1 ◆ -3 ◆



All questions by theme

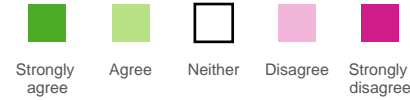
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

My manager

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
B08	My manager motivates me to be more effective in my job	28	43	16	9	5	71%	+1 ◆	-1 ◆	-5 ◆
B09	My manager is considerate of my life outside work	41	38	12	5	5	79%	0	-7 ◆	-10 ◆
B10	My manager is open to my ideas	34	43	14	6	5	77%	0	-6 ◆	-9 ◆
B11	My manager helps me to understand how I contribute to NPS' objectives	25	43	22	8	5	67%	0	0	-4 ◆
B12	Overall, I have confidence in the decisions made by my manager	32	41	15	7	5	73%	0	-3 ◆	-7 ◆
B13	My manager recognises when I have done my job well	34	43	12	7	5	78%	0	-3 ◆	-6 ◆
B14	I receive regular feedback on my performance	26	41	17	12	5	67%	-1	-2 ◆	-5 ◆
B15	The feedback I receive helps me to improve my performance	26	40	22	9	5	66%	+1	+1 ◆	-2 ◆
B16	I think that my performance is evaluated fairly	24	41	21	9	5	65%	+1	-3 ◆	-7 ◆
B17	Poor performance is dealt with effectively in my team	11	26	33	19	11	37%	0	-3 ◆	-6 ◆



All questions by theme

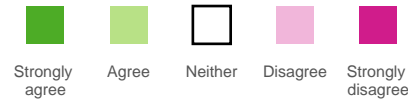
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

My team

77%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

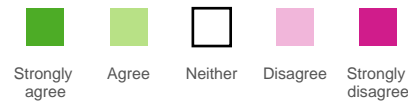
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	39	44	10	5	5	83%	0	-3 ◆	-5 ◆
B19	The people in my team work together to find ways to improve the service we provide	35	44	13	6	6	79%	0	-4 ◆	-7 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	42	19	9	9	69%	-1 ◆	-8 ◆	-11 ◆

Learning and development

50%

+3

Difference from previous survey



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	12	45	21	17	5	57%	+4 ◆	-8 ◆	-14 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	40	28	14	5	53%	+3 ◆	-1 ◆	-6 ◆
B23	There are opportunities for me to develop my career in NPS	10	34	24	20	11	45%	+2 ◆	-6 ◆	-13 ◆
B24	Learning and development activities I have completed while working for NPS are helping me to develop my career	11	34	30	17	8	44%	+2 ◆	-6 ◆	-11 ◆



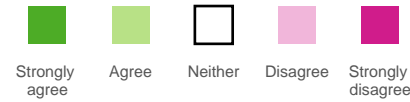
All questions by theme

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

Inclusion and fair treatment

74%

+1 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

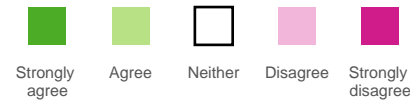
Difference from CS High Performers

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	26	51	12	8	4	77%	0	-5 ◆	-7 ◆
B26	I am treated with respect by the people I work with	31	53	9	7	2	85%	0	-1 ◆	-4 ◆
B27	I feel valued for the work I do	21	42	18	13	6	63%	+2 ◆	-5 ◆	-10 ◆
B28	I think that NPS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	22	48	16	8	5	71%	+2 ◆	-7 ◆	-11 ◆

Resources and workload

67%

+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	12	52	20	13	3	64%	+1 ◆	-7 ◆	-12 ◆
B30	I have clear work objectives	17	61	13	7	2	78%	+1 ◆	+3 ◆	-1 ◆
B31	I have the skills I need to do my job effectively	28	61	7	4	2	89%	+1 ◆	0	-2 ◆
B32	I have the tools I need to do my job effectively	14	50	17	15	5	64%	+2 ◆	-8 ◆	-14 ◆
B33	I have an acceptable workload	10	39	16	21	15	48%	-2 ◆	-15 ◆	-19 ◆
B34	I achieve a good balance between my work life and my private life	14	42	17	17	9	56%	0	-15 ◆	-20 ◆

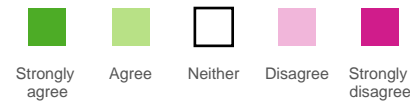
All questions by theme

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

Pay and benefits

25%

+8 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

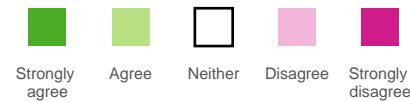
Difference from CS High Performers

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	17	34	26	24%	+8 ◇	-10 ◇	-17 ◇	
B36 I am satisfied with the total benefits package	26	27	27	17	29%	+9 ◇	-10 ◇	-20 ◇	
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	19	20	31	27	22%	+6 ◇	-6 ◇	-13 ◇	

Leadership and managing change

37%

+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 NPS are sufficiently visible	11	42	19	19	9	53%	0	-10 ◇	-20 ◇
B39 I believe the actions of senior managers are consistent with NPS' values	11	42	31	9	6	54%	+1 ◇	-1 ◇	-10 ◇
B40 I believe that the HMPPS Executive Management Committee has a clear vision for the future of NPS	7	27	47	11	8	34%	+4 ◇	-16 ◇	-27 ◇
B41 Overall, I have confidence in the decisions made by the NPS' senior managers	8	35	34	14	9	43%	+2 ◇	-8 ◇	-19 ◇
B42 I feel that change is managed well in NPS	22	28	32	14	26%	-1 ◇	-10 ◇	-20 ◇	
B43 When changes are made in NPS they are usually for the better	16	36	31	15	18%	+1	-17 ◇	-26 ◇	
B44 NPS keeps me informed about matters that affect me	5	43	28	16	7	48%	0	-12 ◇	-20 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	24	28	29	16	27%	-1 ◇	-13 ◇	-23 ◇	
B46 I think it is safe to challenge the way things are done in NPS	5	29	32	22	12	34%	0	-16 ◇	-23 ◇



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 NPS	19	44	27	7	7	63%	+3 ◆	-3 ◆	-10 ◆
B48 I would recommend NPS as a great place to work	10	32	31	19	8	43%	+4 ◆	-19 ◆	-27 ◆
B49 I feel a strong personal attachment to NPS	17	37	27	13	5	55%	+2 ◆	+2 ◆	-3 ◆
B50 NPS inspires me to do the best in my job	13	34	32	15	6	47%	+3 ◆	-5 ◆	-12 ◆
B51 NPS motivates me to help it achieve its objectives	11	33	34	16	6	44%	+3 ◆	-6 ◆	-12 ◆

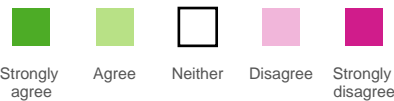
Taking action

	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 NPS will take action on the results from this survey	7	29	30	20	15	35%	+2 ◆	-16 ◆	-24 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	6	21	42	17	12	28%	+2 ◆	-10 ◆	-17 ◆

All questions by theme

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

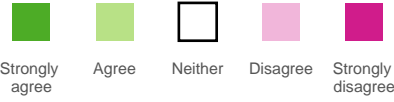
Organisational culture



% Positive
 Difference from previous survey
 Difference from CS2019
 Difference from CS High Performers

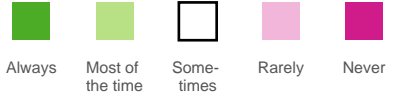
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	32	57	7			89%	+1 ◆	0 ◆	-2 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	17	46	22	11		63%	+1 ◆	-10 ◆	-13 ◆
B56 In NPS, people are encouraged to speak up when they identify a serious policy or delivery risk	15	46	22	12	5	61%	+1	-9 ◆	-14 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	15	51	17	12	5	66%	0	-1 ◆	-4 ◆
B58 NPS is committed to creating a diverse and inclusive workplace	19	52	19	7		71%	+1 ◆	-5 ◆	-9 ◆

Civil Service vision



Question	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'	7	32	25	26	10	40%	+9 ◆	-18 ◆	-29 ◆

Leadership statement



Question	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^	21	39	29	8		61%	New	-6 ◆	-12 ◆

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?	13	23	49	15	64%	+1	-3 ◆	-6 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	19	48	24	73%	0	+1 ◆	-1 ◆
W03 Overall, how happy did you feel yesterday?	17	23	40	20	60%	-1 ◆	-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?	21	23	20	36	36%	+1 ◆	+4 ◆	+6 ◆



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 NPS?

			Difference from previous survey	Difference from CS2019
I want to leave NPS as soon as possible		8%	-1	0
I want to leave NPS within the next 12 months		12%	0	-3 ◇
I want to stay working for NPS for at least the next year		28%	+1 ◇	-5 ◇
I want to stay working for NPS for at least the next three years		53%	-1	+9 ◇

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?		19	81%	+2 ◇	-11 ◇	-14 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		45	55%	+3 ◇	-10 ◇	-16 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in NPS it would be investigated properly?		39	61%	+3 ◇	-11 ◇	-15 ◇



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		14%	-1 ✧	+3 ✧
No		77%	+2 ✧	-4 ✧
Prefer not to say		9%	0	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 92% said it occurred in NPS while 8% 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	177	
Caring responsibilities	115	
Disability	215	
Ethnic background	125	
Gender	122	
Gender reassignment or perceived gender	--	
Grade or responsibility level	154	
Main spoken/ written language or language ability	18	
Marital status or civil partnership	16	
Mental health	165	
Pay	83	
Pregnancy, maternity or paternity	29	
Religion or belief	33	
Sex	32	
Sexual orientation	42	
Social or educational background	56	
Working location	128	
Working pattern	188	
Any other grounds	151	
Prefer not to say	116	

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		13%	+1 ↕	+2 ↕
No		79%	0	-3 ↕
Prefer not to say		7%	0	+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	89	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	47	
Spreading gossip or making false accusations about me	322	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	295	
Physical assault (e.g. object thrown at me, pushed, hit)	12	
Humiliated in front of team or others	408	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	395	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	192	
Treated less favourably to others	372	
Ignored, excluded, marginalised	329	
Undermining or taking credit for my work	219	
Denied time off for personal ill health	42	
Denied time off for family or caring responsibilities	47	
Disclosure of personal / sensitive information to colleagues without my consent	116	
Something else not listed here	135	
Prefer not to say	53	

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	462	
A colleague in a different Area/Directorate/ Division of NPS	31	
My manager	309	
Another senior member of staff in NPS	162	
Someone I manage	58	
Someone working in a different Civil Service organisation	30	
Someone working for a non-Civil Service organisation	52	
A contractor	--	
A service user (e.g. customer, claimant, offender)	46	
A member of the public	10	
Someone else not listed here	25	
Prefer not to say	88	

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	56%	+8 ◇	+5 ◇
No	37%	-3 ◇	-5 ◇
Prefer not to say	6%	-5 ◇	0

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

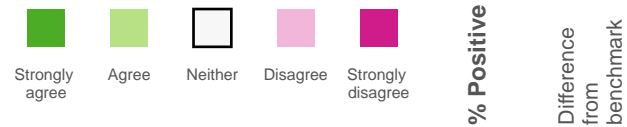
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	20%	+4 ◇
No	60%	-2 ◇
Prefer not to say	20%	-2 ◇
The bullying and/or harassment has stopped		
Yes	41%	+3 ◇
No	38%	+1
Prefer not to say	21%	-3 ◇
The culture in my area allows this kind of behaviour to continue		
Yes	54%	-2
No	29%	+3 ◇
Prefer not to say	18%	-1
I felt like I was punished for reporting the incident		
Yes	19%	+2 ◇
No	57%	+3 ◇
Prefer not to say	23%	-4 ◇
I moved to another team or role to avoid the behaviour		
Yes	21%	0
No	65%	+5 ◇
Prefer not to say	13%	-3 ◇

Additional questions selected by organisation

⬠ indicates statistically significant difference from comparison

Safe to Challenge

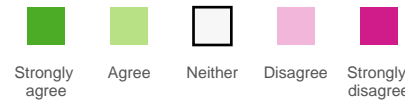
* indicates negatively phrased question(s) where % positive is the proportion who selected "no"



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 NPS*	Yes: 31% No: 60% Prefer not to say: 9%					60%	-8 ⬠
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	22	52			22	74%	+6 ⬠
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	16	39	20	19	6	55%	+2 ⬠
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	10	26	31	23	11	36%	-6 ⬠

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*	18	31	13	28	10	37%	-14 ⬠
LQF2	The people in my team genuinely care about my wellbeing	29	49		15	5	79%	0
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	21	41	23	10	5	61%	-9 ⬠
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 86% No: 14%					86%	0

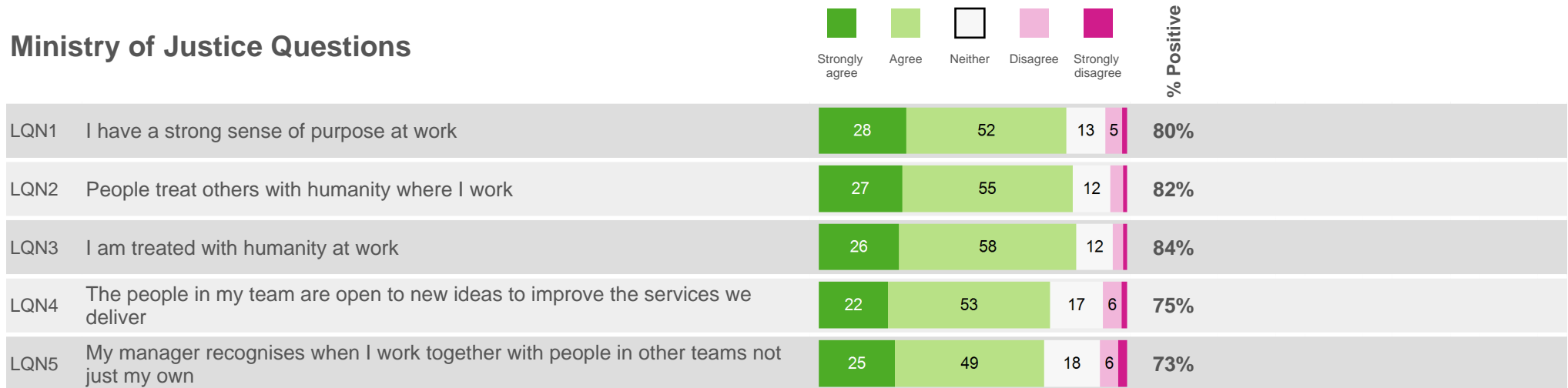
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Ministry of Justice Questions

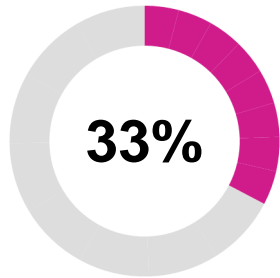




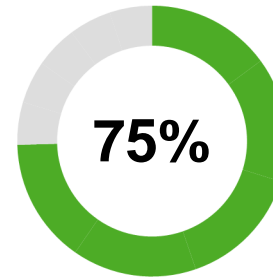
Proxy Stress Index and PERMA Index

◇ 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	+4 ◇
Difference from CS High Performers	+6 ◇



Difference from previous survey	0
Difference from CS2019	+1 ◇
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.

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

	% positive
B05 I have a choice in deciding how I do my work	64%
B08 My manager motivates me to be more effective in my job	71%
B18 The people in my team can be relied upon to help when things get difficult in my job	83%
B26 I am treated with respect by the people I work with	85%
B30 I have clear work objectives	78%
B33 I have an acceptable workload	48%
B45 I have the opportunity to contribute my views before decisions are made that affect me	27%
E03 Have you been bullied or harassed at work, in the past 12 months?*	79%

% positive

	% positive
B01 I am interested in my work	94%
B03 My work gives me a sense of personal accomplishment	79%
B18 The people in my team can be relied upon to help when things get difficult in my job	83%
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?	73%

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>)