



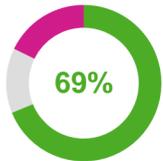
✧ Statistically significant difference from comparison



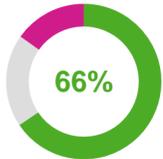


Taking action

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



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



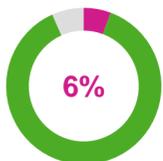
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



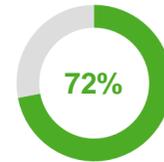
E01. Have you been discriminated against at work, in the past 12 months?



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?

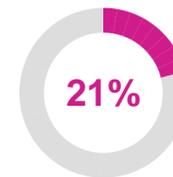


W03. Overall, how happy did you feel yesterday?



W04. Overall, how anxious did you feel yesterday?

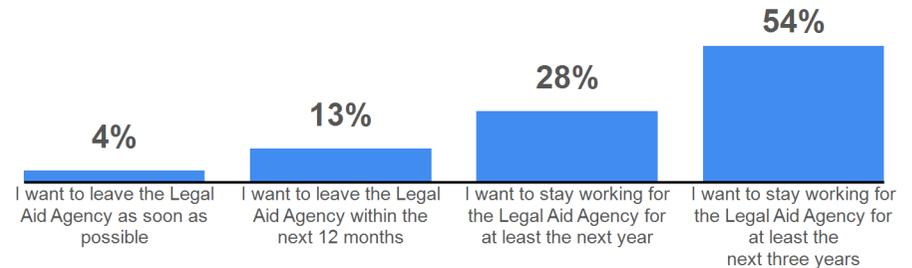
Proxy Stress Index



PERMA Index



Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B54 I am trusted to carry out my job effectively	95%	B24 Learning and development activities I have completed while working for the Legal Aid Agency are helping me to develop my career	23%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	69%
B31 I have the skills I need to do my job effectively	94%	B43 When changes are made in the Legal Aid Agency they are usually for the better	22%	B35 I feel that my pay adequately reflects my performance	66%
B09 My manager is considerate of my life outside work	93%	B17 Poor performance is dealt with effectively in my team	21%	B36 I am satisfied with the total benefits package	37%
B07 I understand how my work contributes to the Legal Aid Agency's objectives	93%	B22 Learning and development activities I have completed in the past 12 months have helped to improve my performance	20%	B45 I have the opportunity to contribute my views before decisions are made that affect me	26%
B18 The people in my team can be relied upon to help when things get difficult in my job	92%	B53 Where I work, I think effective action has been taken on the results of the last survey	19%	B42 I feel that change is managed well in the Legal Aid Agency	24%

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

83%

+1 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

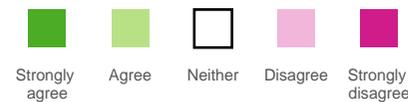
Difference from CS High Performers

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	44	46	5	5	0	90%	+1	0	-3 ◇
B02 I am sufficiently challenged by my work	38	47	6	7	0	85%	+2 ◇	+5 ◇	+2 ◇
B03 My work gives me a sense of personal accomplishment	36	47	8	8	0	83%	+3 ◇	+5 ◇	+3 ◇
B04 I feel involved in the decisions that affect my work	28	43	11	14	5	71%	0	+11 ◇	+7 ◇
B05 I have a choice in deciding how I do my work	43	42	7	6	0	84%	+1 ◇	+6 ◇	+2 ◇

Organisational objectives and purpose

92%

+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
B06 I have a clear understanding of the Legal Aid Agency's objectives	37	53	6	4	0	90%	+2 ◇	+8 ◇	+4 ◇
B07 I understand how my work contributes to the Legal Aid Agency's objectives	42	52	6	0	0	93%	+2 ◇	+10 ◇	+6 ◇



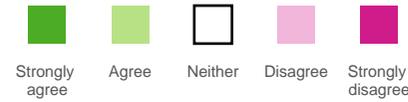
All questions by theme

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My manager

83%

+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	37	45	9	6		82%	0	+10 ◇	+7 ◇
B09	My manager is considerate of my life outside work	64	29				93%	+2 ◇	+7 ◇	+4 ◇
B10	My manager is open to my ideas	52	38	6			90%	0	+6 ◇	+3 ◇
B11	My manager helps me to understand how I contribute to the Legal Aid Agency's objectives	38	46	10			83%	+4 ◇	+16 ◇	+12 ◇
B12	Overall, I have confidence in the decisions made by my manager	45	42	8			86%	+2 ◇	+10 ◇	+6 ◇
B13	My manager recognises when I have done my job well	47	40	6	5		87%	+1	+7 ◇	+4 ◇
B14	I receive regular feedback on my performance	40	44	5	8		85%	+1	+16 ◇	+13 ◇
B15	The feedback I receive helps me to improve my performance	38	41	11	8		79%	+1	+14 ◇	+11 ◇
B16	I think that my performance is evaluated fairly	38	43	9	8		81%	+2 ◇	+13 ◇	+9 ◇
B17	Poor performance is dealt with effectively in my team	24	37	21	12	6	61%	+2 ◇	+20 ◇	+17 ◇



All questions by theme

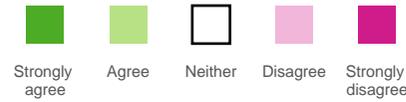
◆ indicates statistically significant difference from comparison
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My team

90%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

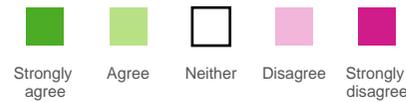
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	55	37	5	1	1	92%	0	+6 ◆	+3 ◆
B19	The people in my team work together to find ways to improve the service we provide	51	39	5	1	1	90%	0	+7 ◆	+4 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	48	40	7	1	1	88%	+1	+11 ◆	+8 ◆

Learning and development

68%

+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	32	50	10	6	2	83%	+2 ◆	+18 ◆	+12 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	28	37	20	12	4	65%	+1	+11 ◆	+6 ◆
B23	There are opportunities for me to develop my career in the Legal Aid Agency	25	41	13	13	8	65%	+2 ◆	+15 ◆	+8 ◆
B24	Learning and development activities I have completed while working for the Legal Aid Agency are helping me to develop my career	24	33	23	15	5	57%	+1	+7 ◆	+1



All questions by theme

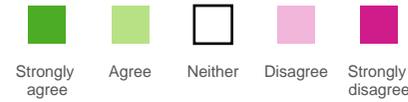
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Inclusion and fair treatment

88%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

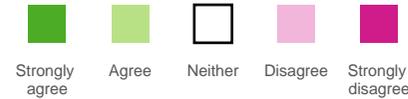
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	45	43	6	6	0	88%	0	+7 ◆	+4 ◆
B26	I am treated with respect by the people I work with	50	41	7	2	0	91%	-1	+6 ◆	+3 ◆
B27	I feel valued for the work I do	40	40	7	8	5	80%	+2 ◆	+12 ◆	+7 ◆
B28	I think that the Legal Aid Agency respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	51	40	7	2	0	91%	0	+13 ◆	+10 ◆

Resources and workload

86%

+2 ◆

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	29	52	7	10	2	81%	+1	+10 ◆	+6 ◆
B30	I have clear work objectives	36	55	7	2	0	90%	+1 ◆	+15 ◆	+11 ◆
B31	I have the skills I need to do my job effectively	41	52	7	2	0	94%	+1 ◆	+5 ◆	+2 ◆
B32	I have the tools I need to do my job effectively	30	49	7	10	4	79%	+3 ◆	+6 ◆	0
B33	I have an acceptable workload	29	54	7	8	2	83%	+3 ◆	+19 ◆	+15 ◆
B34	I achieve a good balance between my work life and my private life	44	45	7	2	0	88%	+2 ◆	+17 ◆	+12 ◆



All questions by theme

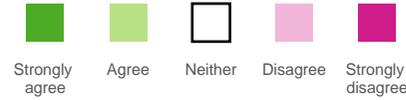
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Pay and benefits

32%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

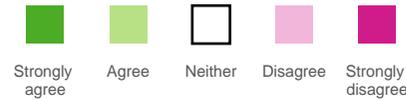
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	6	20	8	33	34	25%	0	-9 ◆	-15 ◆
B36 I am satisfied with the total benefits package	13	34	16	20	17	48%	+2 ◆	+9 ◆	-1
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	16	9	31	38	22%	-3 ◆	-6 ◆	-13 ◆

Leadership and managing change

66%

+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 the Legal Aid Agency are sufficiently visible	22	50	11	11	5	73%	-4 ◆	+10 ◆	0
B39 I believe the actions of senior managers are consistent with the Legal Aid Agency's values	22	46	19	9		68%	-1	+13 ◆	+4 ◆
B40 I believe that senior managers have a clear vision for the future of the Legal Aid Agency	22	47	18	9		69%	-1	+19 ◆	+8 ◆
B41 Overall, I have confidence in the decisions made by the Legal Aid Agency's senior managers	21	43	19	11	7	64%	+1	+13 ◆	+1 ◆
B42 I feel that change is managed well in the Legal Aid Agency	18	44	15	18	5	61%	+4 ◆	+26 ◆	+16 ◆
B43 When changes are made in the Legal Aid Agency they are usually for the better	17	40	22	18		56%	+4 ◆	+20 ◆	+12 ◆
B44 The Legal Aid Agency keeps me informed about matters that affect me	21	53	12	11		74%	+4 ◆	+14 ◆	+6 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	17	40	17	19	6	57%	+5 ◆	+17 ◆	+7 ◆
B46 I think it is safe to challenge the way things are done in the Legal Aid Agency	21	47	15	11	6	69%	+3 ◆	+19 ◆	+12 ◆



All questions by theme

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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 the Legal Aid Agency	30	43	18	7	7	73%	+2 ◆	+6 ◆	0
B48 I would recommend the Legal Aid Agency as a great place to work	32	43	15	7	7	76%	+2 ◆	+14 ◆	+6 ◆
B49 I feel a strong personal attachment to the Legal Aid Agency	29	37	17	13	7	66%	0	+14 ◆	+8 ◆
B50 The Legal Aid Agency inspires me to do the best in my job	27	40	19	11	7	67%	0	+15 ◆	+8 ◆
B51 The Legal Aid Agency motivates me to help it achieve its objectives	27	41	18	11	7	67%	+2 ◆	+17 ◆	+11 ◆

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 the Legal Aid Agency will take action on the results from this survey	27	42	13	11	7	69%	+1	+18 ◆	+9 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	27	38	19	10	6	66%	0	+28 ◆	+21 ◆



All questions by theme

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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	51	44				95%	0	+5 ◇	+4 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	40	45	8	5		85%	+1	+12 ◇	+9 ◇
B56 In the Legal Aid Agency, people are encouraged to speak up when they identify a serious policy or delivery risk	35	48	8	5		83%	+2 ◇	+13 ◇	+8 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	33	48	8	8		81%	0	+14 ◇	+11 ◇
B58 The Legal Aid Agency is committed to creating a diverse and inclusive workplace	45	46	6			91%	-1	+15 ◇	+11 ◇

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'	29	50	9	9		79%	+3 ◇	+21 ◇	+10 ◇

Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	35	43	17			78%	New	+12 ◇	+5 ◇

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



All questions by theme

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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?	10	18	50	22	72%	+4 ◆	+5 ◆	+1 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	8	15	45	32	77%	+3 ◆	+5 ◆	+3 ◆
W03 Overall, how happy did you feel yesterday?	13	18	42	26	68%	0	+6 ◆	+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?	24	28	19	29	29%	-3 ◆	-3 ◆	-2 ◆



All questions by theme

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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave the Legal Aid Agency as soon as possible		4%	-1	-3
I want to leave the Legal Aid Agency within the next 12 months		13%	+1	-1 ◇
I want to stay working for the Legal Aid Agency for at least the next year		28%	0	-5 ◇
I want to stay working for the Legal Aid Agency for at least the next three years		54%	0	+10 ◇

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?		8	92%	-1	0	-3 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		23	77%	-1	+11 ◇	+5 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the Legal Aid Agency it would be investigated properly?		20	80%	-1	+9 ◇	+4 ◇



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		8%	-1	-3 ✧
No		86%	+1	+4 ✧
Prefer not to say		7%	0	-1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 86% said it occurred in the Legal Aid Agency while 14% 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	11		
Caring responsibilities	--		
Disability	12		
Ethnic background	--		
Gender	12		
Gender reassignment or perceived gender	--		
Grade or responsibility level	16		
Main spoken/ written language or language ability	--		
Marital status or civil partnership	--		
Mental health	--		
Pay	20		
Pregnancy, maternity or paternity	--		
Religion or belief	--		
Sex	--		
Sexual orientation	--		
Social or educational background	--		
Working location	15		
Working pattern	15		
Any other grounds	12		
Prefer not to say	10		

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



All questions by theme

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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		6%	-1	-6 ◇
No		88%	0	+6 ◇
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	--	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--	
Spreading gossip or making false accusations about me	14	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	10	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	23	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	23	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	13	
Treated less favourably to others	27	
Ignored, excluded, marginalised	20	
Undermining or taking credit for my work	14	
Denied time off for personal ill health	--	
Denied time off for family or caring responsibilities	--	
Disclosure of personal / sensitive information to colleagues without my consent	--	
Something else not listed here	--	
Prefer not to say	--	

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



All questions by theme

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^ 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	24	
A colleague in a different Area/Directorate/ Division of the Legal Aid Agency	--	
My manager	22	
Another senior member of staff in the Legal Aid Agency	14	
Someone I manage	--	
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	--	

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		42%	-11 ◇	-9 ◇
No		51%	+21 ◇	+9 ◇
Prefer not to say		7%	-10	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		11%	-5
No		65%	+3
Prefer not to say		24%	+3
The bullying and/or harassment has stopped			
Yes		29%	-8 ◇
No		47%	+10 ◇
Prefer not to say		24%	0
The culture in my area allows this kind of behaviour to continue			
Yes		58%	+3
No		21%	-5
Prefer not to say		21%	+2
I felt like I was punished for reporting the incident			
Yes		12%	-5
No		67%	+13 ◇
Prefer not to say		20%	-7
I moved to another team or role to avoid the behaviour			
Yes	Results for this response have been suppressed as there are fewer than ten responses		
No		73%	+12 ◇
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses		



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"

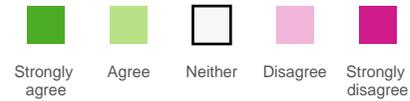


% Positive

Difference from benchmark

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 the Legal Aid Agency*	Yes: 15% No: 80% Prefer not to say: 5%					80%	+11 ⚡
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	31	48	17	5		78%	+10 ⚡
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	25	43	13	15	5	68%	+15 ⚡
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	21	38	20	16	5	59%	+17 ⚡

Change Management



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQC1	I get to find out the reasons behind key changes that happen in the Legal Aid Agency	17	46	16	17	5	63%	+17 ⚡
LQC2	I understand what support is available to me as I am affected by organisational change	21	49	15	12	5	70%	+18 ⚡
LQC3	I feel that change is managed well in my Area/Directorate/Division	20	44	17	15	5	64%	+21 ⚡
LQC4	I feel positive about the future of the Legal Aid Agency	20	42	19	13	6	63%	+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

Wellbeing at Work

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



% Positive

Difference from benchmark

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*	8	21	8	39	23	62%	+11 ⚡
LQF2	The people in my team genuinely care about my wellbeing	40	45	9	9	9	85%	+6 ⚡
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	41	43	9	9	9	85%	+14 ⚡
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 94%		No: 6%			94%	+8 ⚡

Continuous Learning



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQJ1	I think my current job makes the most of my skills and strengths	24	45	10	17	5	68%	+7 ⚡
LQJ2	I am learning on a regular basis from working with my colleagues	30	49	10	8	8	80%	+2 ⚡
LQJ3	My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	27	39	16	14	9	66%	+11 ⚡
LQJ4	Investing time in learning and development activities is given priority in my Area/Directorate/Division	26	41	17	13	9	67%	+15 ⚡

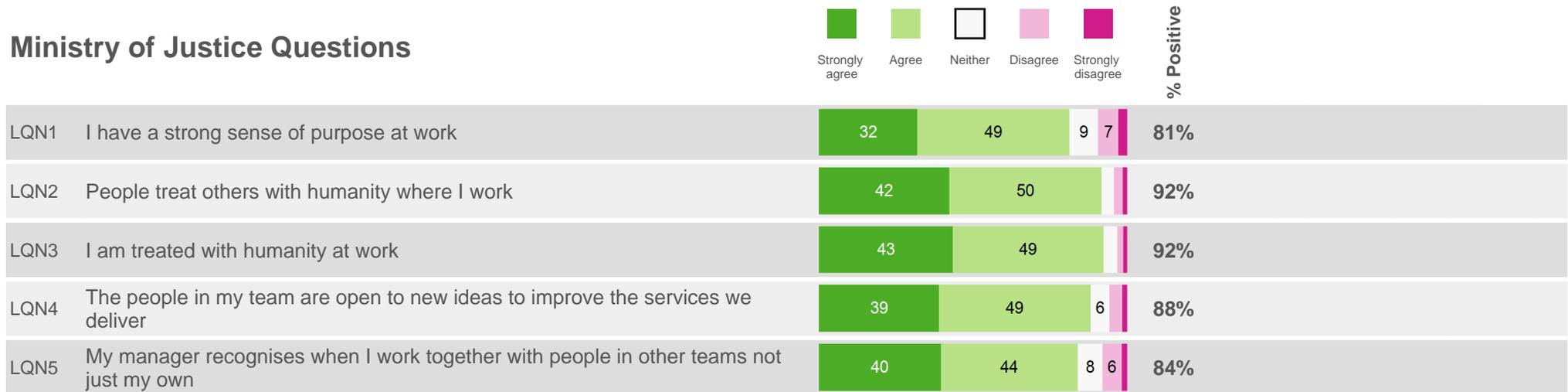
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

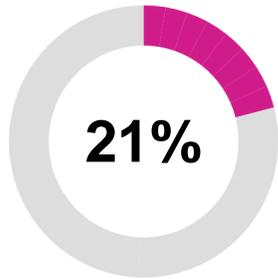
Ministry of Justice Questions



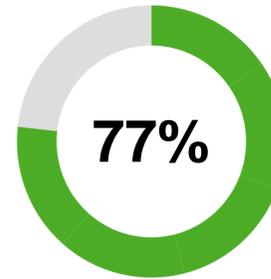


Proxy Stress Index and PERMA Index

◇ 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	-7 ◇
Difference from CS High Performers	-5 ◇



Difference from previous survey	+1 ◇
Difference from CS2019	+3 ◇
Difference from CS High Performers	+2 ◇

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

B05	I have a choice in deciding how I do my work	84%
B08	My manager motivates me to be more effective in my job	82%
B18	The people in my team can be relied upon to help when things get difficult in my job	92%
B26	I am treated with respect by the people I work with	91%
B30	I have clear work objectives	90%
B33	I have an acceptable workload	83%
B45	I have the opportunity to contribute my views before decisions are made that affect me	57%
E03	Have you been bullied or harassed at work, in the past 12 months?**	88%

% positive

B01	I am interested in my work	90%
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	92%
W01	Overall, how satisfied are you with your life nowadays?	72%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	77%



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>)