



Public Health  
England

Protecting and improving the nation's health

# Civil Service People Survey 2019

## Results for Public Health England

# About Public Health England

Public Health England exists to protect and improve the nation's health and wellbeing, and reduce health inequalities. We do this through world-leading science, research, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services. We are an executive agency of the Department of Health and Social Care, and a distinct delivery organisation with operational autonomy. We provide government, local government, the NHS, Parliament, industry and the public with evidence-based professional, scientific and delivery expertise and support.

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Sustainable Development Goals



## Executive summary

The findings of the PHE Civil Service People Survey 2019 are shown in the following pages.

A total of 4,341 staff from PHE took part in the survey, representing a 81% response rate. The Engagement Index for PHE was 62%.



Returns : 4,341

Response rate : 81%

Civil Service People Survey 2019

◇ Statistically significant difference from comparison





# Public Health England

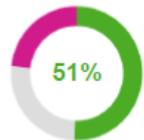
Returns : 4,341

Response rate : 81%

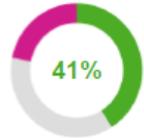
Civil Service People Survey 2019

## Taking action

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



B52. I believe that senior managers (deputy directors and above) in PHE will take action on the results from this survey



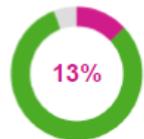
B53. Where I work, I think effective action has been taken on the results of the last survey

## 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



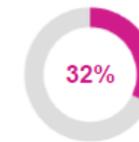
W01. Overall, how satisfied are you with your life nowadays?



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

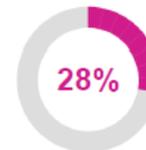


W03. Overall, how happy did you feel yesterday?



W04. Overall, how anxious did you feel yesterday?

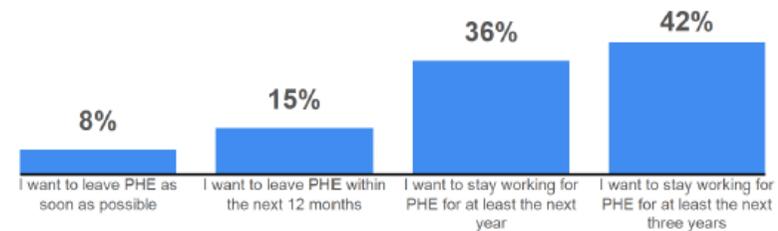
## Proxy Stress Index



## 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	93%	B43 When changes are made in PHE they are usually for the better	48%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	46%
B31 I have the skills I need to do my job effectively	92%	B53 Where I work, I think effective action has been taken on the results of the last survey	37%	B35 I feel that my pay adequately reflects my performance	43%
B54 I am trusted to carry out my job effectively	91%	B42 I feel that change is managed well in PHE	36%	B36 I am satisfied with the total benefits package	37%
B26 I am treated with respect by the people I work with	86%	B17 Poor performance is dealt with effectively in my team	36%	B42 I feel that change is managed well in PHE	33%
B09 My manager is considerate of my life outside work	85%	B40 I believe that the Leadership Team in PHE have a clear vision for the future of PHE	36%	B23 There are opportunities for me to develop my career in PHE	31%

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



# Public Health England

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Civil Service People Survey 2019

## All questions by theme

⬠ indicates statistically significant difference from comparison  
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### My work

79%

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
B01	I am interested in my work	51	42	5	0	0	93%	0	+2 ⬠	0
B02	I am sufficiently challenged by my work	39	41	11	8	0	80%	-1	-1 ⬠	-3 ⬠
B03	My work gives me a sense of personal accomplishment	34	45	12	7	0	79%	0	+2 ⬠	-1 ⬠
B04	I feel involved in the decisions that affect my work	21	43	18	12	6	64%	+1 ⬠	+4 ⬠	-1 ⬠
B05	I have a choice in deciding how I do my work	33	45	12	7	0	78%	0	0	-4 ⬠

### Organisational objectives and purpose

81%

+3 ⬠

Difference from previous survey



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

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B06	I have a clear understanding of PHE's objectives	24	57	13	5	0	81%	+3 ⬠	-1 ⬠	-5 ⬠
B07	I understand how my work contributes to PHE's objectives	26	55	13	5	0	80%	+3 ⬠	-4 ⬠	-8 ⬠



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### My manager

70%

+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	30	41	16	8	8	71%	+1	0	-4 ⬆
B09	My manager is considerate of my life outside work	51	34	9	9	9	85%	0	-2 ⬆	-4 ⬆
B10	My manager is open to my ideas	44	39	10	5	5	83%	0	-1 ⬆	-4 ⬆
B11	My manager helps me to understand how I contribute to PHE's objectives	25	40	23	8	8	65%	+3 ⬆	-2 ⬆	-6 ⬆
B12	Overall, I have confidence in the decisions made by my manager	36	40	14	6	6	76%	+1	-1	-4 ⬆
B13	My manager recognises when I have done my job well	39	41	11	6	6	80%	0	0	-3 ⬆
B14	I receive regular feedback on my performance	26	41	17	12	12	67%	0	-1 ⬆	-5 ⬆
B15	The feedback I receive helps me to improve my performance	25	40	22	9	9	66%	+1 ⬆	+1 ⬆	-2 ⬆
B16	I think that my performance is evaluated fairly	26	45	18	7	7	71%	+1 ⬆	+3 ⬆	-1 ⬆
B17	Poor performance is dealt with effectively in my team	11	28	36	15	10	39%	0	-1 ⬆	-5 ⬆



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## All questions by theme

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### My team

81%

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	41	43	10	5	5	84%	0	-2 ↗	-5 ↗
B19	The people in my team work together to find ways to improve the service we provide	38	45	11	6	0	83%	+1	0	-4 ↗
B20	The people in my team are encouraged to come up with new and better ways of doing things	34	42	15	6	3	77%	-1	0	-3 ↗

### Learning and development

55%

+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	19	48	18	11	4	67%	+1 ↗	+3 ↗	-4 ↗
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	18	40	28	10	4	58%	0	+4 ↗	-1 ↗
B23	There are opportunities for me to develop my career in PHE	13	32	25	18	13	44%	+1 ↗	-7 ↗	-14 ↗
B24	Learning and development activities I have completed while working for PHE are helping me to develop my career	14	35	30	13	8	49%	0	-1	-6 ↗



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### Inclusion and fair treatment

80%

+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
B25 I am treated fairly at work	34	48	9	6		82%	+1	+1 ◆	-2 ◆
B26 I am treated with respect by the people I work with	39	47	8			86%	0	0	-2 ◆
B27 I feel valued for the work I do	29	43	14	9	5	73%	+1	+5 ◆	0
B28 I think that PHE respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	34	47	13			80%	+1 ◆	+3 ◆	-1 ◆

### Resources and workload

76%

+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
B29 I get the information I need to do my job well	18	58	15	7		76%	+2 ◆	+5 ◆	0
B30 I have clear work objectives	23	56	13	6		79%	0	+3 ◆	0
B31 I have the skills I need to do my job effectively	34	58	6			92%	0	+3 ◆	0 ◆
B32 I have the tools I need to do my job effectively	22	55	13	7		78%	+5 ◆	+5 ◆	-1 ◆
B33 I have an acceptable workload	14	48	16	15	6	62%	+1 ◆	-1 ◆	-6 ◆
B34 I achieve a good balance between my work life and my private life	21	48	15	11	5	70%	+2 ◆	-2 ◆	-6 ◆



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### Pay and benefits

35%

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
B35	I feel that my pay adequately reflects my performance	8	30	19	24	20	38%	0	+4 ⚡	-3 ⚡
B36	I am satisfied with the total benefits package	8	28	27	22	15	36%	+1	-3 ⚡	-13 ⚡
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	7	26	21	24	23	33%	0	+5 ⚡	-3 ⚡

### Leadership and managing change

45%

+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
B38	Senior managers (Deputy Directors and above) in PHE are sufficiently visible	12	41	23	18	7	53%	0	-10 ⚡	-20 ⚡
B39	I believe the actions of senior managers (deputy directors and above) are consistent with PHE's values	12	41	34	8	5	53%	+2 ⚡	-2 ⚡	-11 ⚡
B40	I believe that the Leadership Team in PHE have a clear vision for the future of PHE	10	40	36	9	5	50%	+5 ⚡	0	-11 ⚡
B41	Overall, I have confidence in the decisions made by PHE's senior managers (deputy directors and above)	11	38	34	11	7	49%	+3 ⚡	-2 ⚡	-14 ⚡
B42	I feel that change is managed well in PHE	27	36	24	9	31%	+1	-4 ⚡	-15 ⚡	
B43	When changes are made in PHE they are usually for the better	24	48	17	7	28%	+1 ⚡	-8 ⚡	-16 ⚡	
B44	PHE keeps me informed about matters that affect me	9	50	25	11	5	59%	0	-1 ⚡	-9 ⚡
B45	I have the opportunity to contribute my views before decisions are made that affect me	7	34	34	18	7	41%	-2 ⚡	+1	-9 ⚡
B46	I think it is safe to challenge the way things are done in PHE	8	37	33	15	8	45%	+1	-5 ⚡	-12 ⚡



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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.



Question ID	Question Text	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 PHE	22	46	23	5	5	69%	+2 ⬠	+2 ⬠	-4 ⬠
B48	I would recommend PHE as a great place to work	18	40	27	10	5	58%	+2 ⬠	-3 ⬠	-11 ⬠
B49	I feel a strong personal attachment to PHE	15	31	32	15	7	46%	+2 ⬠	-6 ⬠	-12 ⬠
B50	PHE inspires me to do the best in my job	15	36	32	12	5	51%	+3 ⬠	-1 ⬠	-8 ⬠
B51	PHE motivates me to help it achieve its objectives	13	35	33	13	6	48%	+2 ⬠	-2 ⬠	-8 ⬠

### Taking action



B52	I believe that senior managers (deputy directors and above) in PHE will take action on the results from this survey	12	39	26	14	10	51%	+1 ⬠	0	-9 ⬠
B53	Where I work, I think effective action has been taken on the results of the last survey	12	29	37	13	9	41%	0	+3 ⬠	-4 ⬠



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## All questions by theme

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### Organisational culture



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	41	50			5	91%	0	+2 ◇	0
B55 I believe I would be supported if I try a new idea, even if it may not work	26	48	16		7	75%	+2 ◇	+2 ◇	-2 ◇
B56 In PHE, people are encouraged to speak up when they identify a serious policy or delivery risk	22	50	20		6	71%	+3 ◇	+1 ◇	-4 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	17	48	20	11	5	64%	+2 ◇	-2 ◇	-6 ◇
B58 PHE is committed to creating a diverse and inclusive workplace	26	53	16			79%	0	+3 ◇	-1 ◇

### Civil Service vision



B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	10	39	20	23	7	50%	+8 ◇	-8 ◇	-19 ◇
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### Leadership statement



B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	23	44	25		7	67%	New	0	-6 ◇
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The % positive for this question is the proportion who selected either "Always" or "Most of the time".



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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?	11	21	53	16	69%	0	+1 ◇	-2 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	8	17	49	26	75%	+1	+4 ◇	+1 ◇
W03 Overall, how happy did you feel yesterday?	14	21	45	20	65%	-1	+3 ◇	0

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?	20	29	18	32	32%	+1 ◇	0	+2 ◇

## 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 PHE?

			Difference from previous survey	Difference from CS2019
I want to leave PHE as soon as possible		8%	+1	+1 ↔
I want to leave PHE within the next 12 months		15%	0	0
I want to stay working for PHE for at least the next year		36%	0	+3 ↔
I want to stay working for PHE for at least the next three years		42%	0	-2 ↔

### 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?		21	79%	0	-13 ↔	-16 ↔
D02. Are you aware of how to raise a concern under the Civil Service Code?		46	54%	0	-12 ↔	-17 ↔
D03. Are you confident that if you raised a concern under the Civil Service Code in PHE it would be investigated properly?		36	64%	+2 ↔	-8 ↔	-12 ↔



## All questions by theme

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### Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		10%	-1 ↔	-1 ↔
No		83%	+1 ↔	+2 ↔
Prefer not to say		7%	0	-1 ↔

Of those who said they had experienced discrimination at work in the last 12 months, 89% said it occurred in PHE while 11% said it occurred in another organisation.

For respondents who selected 'Yes' to E01.

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

	Response Count	
Age	58	
Caring responsibilities	40	
Disability	35	
Ethnic background	68	
Gender	55	
Gender reassignment or perceived gender	--	
Grade or responsibility level	113	
Main spoken/ written language or language ability	21	
Marital status or civil partnership	--	
Mental health	39	
Pay	108	
Pregnancy, maternity or paternity	12	
Religion or belief	10	
Sex	16	
Sexual orientation	--	
Social or educational background	33	
Working location	49	
Working pattern	87	
Any other grounds	51	
Prefer not to say	53	

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		13%	+1 ◆	+1 ◆
No		81%	0	-1 ◆
Prefer not to say		6%	-1 ◆	-1 ◆

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 92% said it occurred in PHE while 8% said it occurred in another organisation.

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	46	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	12	
Spreading gossip or making false accusations about me	135	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	177	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	221	
Negative Micromanagement (e.g. excessive control, made to feel incompetent)	283	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	177	
Treated less favourably to others	211	
Ignored, excluded, marginalised	196	
Undermining or taking credit for my work	189	
Denied time off for personal ill health	16	
Denied time off for family or caring responsibilities	26	
Disclosure of personal / sensitive information to colleagues without my consent	55	
Something else not listed here	62	
Prefer not to say	28	

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



All questions by theme

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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	248	
A colleague in a different Area/Directorate/ Division of PHE	68	
My manager	165	
Another senior member of staff in PHE	116	
Someone I manage	30	
Someone working in a different Civil Service organisation	--	
Someone working for a non-Civil Service organisation	28	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	10	
Prefer not to say	64	

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

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

		Difference from previous survey	Difference from CS2019
Yes	55%	+13 ↔	+4 ↔
No	40%	-9 ↔	-2 ↔
Prefer not to say	5%	-4 ↔	-1

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

		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	17%	+1
No	61%	-2
Prefer not to say	22%	0
The bullying and/or harassment has stopped		
Yes	32%	-6 ↔
No	43%	+6 ↔
Prefer not to say	26%	+1
The culture in my area allows this kind of behaviour to continue		
Yes	58%	+2 ↔
No	25%	-1
Prefer not to say	18%	-1
I felt like I was punished for reporting the incident		
Yes	13%	-4 ↔
No	56%	+2
Prefer not to say	30%	+3 ↔
I moved to another team or role to avoid the behaviour		
Yes	15%	-6 ↔
No	70%	+9 ↔
Prefer not to say	15%	-1



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Returns : 4,341

Response rate : 81%

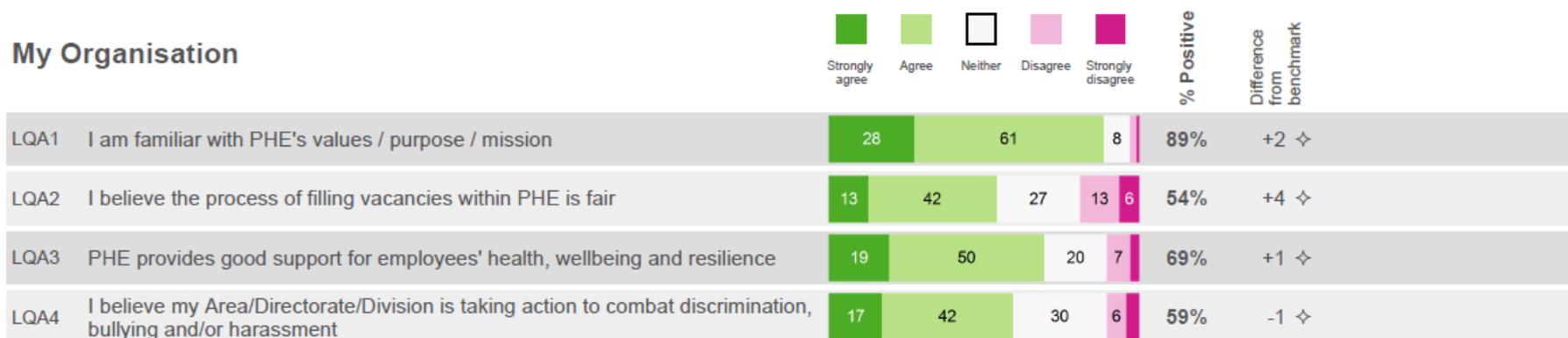
Public Health England

Civil Service People Survey 2019

### Additional questions selected by organisation

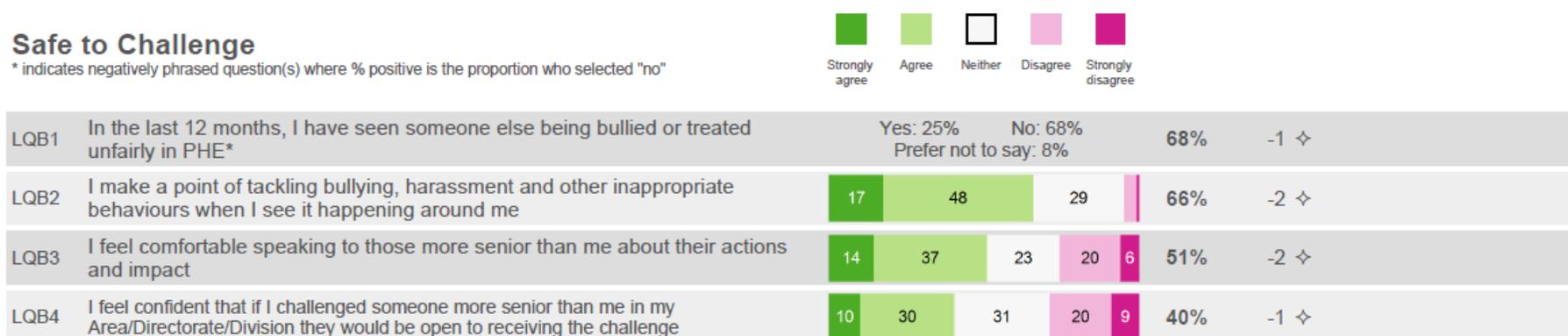
⚡ indicates statistically significant difference from comparison

#### My Organisation



#### Safe to Challenge

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



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

Smarter Working



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	52	37	7	2	1	89%	-1 ◆
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	48	36	10	6	0	84%	-4 ◆
LQD3	Smarter Working allows me to be more productive in my role	43	32	20	5	0	76%	-4 ◆
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	45	40	10	5	0	85%	+3 ◆

Wellbeing at Work

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



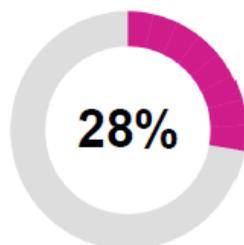
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	9	23	15	36	17	53%	+2 ◆
LQF2	The people in my team genuinely care about my wellbeing	30	50	15	5	0	80%	+1 ◆
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	28	42	19	7	4	70%	0
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 89%		No: 11%			89%	+3 ◆

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



## Proxy Stress Index and PERMA Index

↔ indicates statistically significant difference from comparison  
 \*\* this is a negatively phrased question where % positive is the proportion who selected "no"



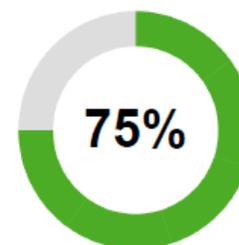
Difference from previous survey	0 ↔
Difference from CS2019	-1 ↔
Difference from CS High Performers	+2 ↔

### 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.

	% positive
B05 I have a choice in deciding how I do my work	78%
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	84%
B26 I am treated with respect by the people I work with	86%
B30 I have clear work objectives	79%
B33 I have an acceptable workload	62%
B45 I have the opportunity to contribute my views before decisions are made that affect me	41%
E03 Have you been bullied or harassed at work, in the past 12 months?*	81%



Difference from previous survey	0
Difference from CS2019	+1 ↔
Difference from CS High Performers	0

### 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	93%
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	84%
W01 Overall, how satisfied are you with your life nowadays?	69%
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	75%



## Appendix

### Glossary of key terms

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

### Rounding

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

### Statistical significance: ✦

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

### The employee engagement index

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

### Confidentiality

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

ENGINE'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>)