

ANNEX C



Delphi

DH People Survey 2012

Background

The annual DH People Survey took place between 8 and 26 October 2012. The survey provides an important opportunity for you to tell the Permanent Secretary and Director Generals what you think about the Department, and where priorities for improvement should lie. It is part of the annual Civil Service People survey which provides a benchmark level of 'employee engagement' across the Civil Service.

The overall results for DH are now available from the link below

- [Overall DH People Survey results 2012](#) (PDF, 804KB)

What do the results say?

- the 2012 Civil Service People Survey covers 97 organisations which perform a wide variety of functions, and range in size from 34 employees to over 98,000
- the average response rate for the Civil Service as a whole was 62%
- the Department's response rate was 75%
- a total of 2144 staff took part in this years DH People Survey
- the Employee Engagement Index (EEI) for the whole of the Civil Service has increased from 56% to 58%
- our overall Employee Engagement Index (EEI) remains at 53%
- our EEI ranks our position as 62 out of 97 organisations in 2012, which is up on our position of 66 in 2011. Research and Development and the Regional Offices had the highest EEI for 2012 at 57%.

The questions in the survey are structured around nine drivers of engagement. All the drivers of engagement have remained fairly static compared to last year.

Looking at each of the drivers of engagement, we score:

- 32% for leadership and managing change, which is down 2% compared with last year, and down 9% compared with the Civil Service average for 2011. Research and Development score highest with 47%.
- 73% for my work which is the same as 2011, and the same as the Civil Service average. NHS Medical Directorate score highest with 78%.

ANNEX C

- 67% for my line manager, which is down 1% from last year but 1% above the average for the Civil Service this year. Commissioning Development score highest with 74%.
- 39% for learning and development – 3% lower than last year, and 5% down on the average for the Civil Service. Research and Development score highest with 55%.
- 34% for pay and benefits – 6% lower than 2011 and 4% above the Civil Service average. NHS Finance, Performance and Operations and Commissioning Development score highest with 46%.
- 66% for organisational objectives and purpose, which is 2% lower than 2011 and 16% lower than the average for the Civil Service for 2012. Research and Development Directorate score highest with 80%.
- 72% for resources and workload, which is 1% less than 2011, and 2% lower than the Civil Service average NHS Finance, Performance and Operations were highest with 77%.
- 78% for my team, which is the same as last year and 1% above the average for the Civil Service for 2012. Commissioning Development score highest with 88%.
- 76% for inclusion and fair treatment – which is the same as 2011 and 1% higher than the Civil Service average for this year. NHS Medical Directorate score highest with 86%.

Directorate reports

- [Commissioning Development](#) (PDF, 979KB)
- [Group Operations and Assurance overall](#) (PDF, 987KB)
- [GOA Private Office/Business Management/DH Change, Engagement and Future DH](#) (PDF, 965KB)
- [Human Resources](#) (PDF, 1000KB)
- [Estates and Information Services](#) (PDF, 999KB)
- [NHS Estates and Facilities Policy](#) (PDF, 982KB)
- [Integrated Programme Office and Programme & Project delivery Centre of Expertise](#) (PDF, 1002KB)
- [Shared Service Programme/ALB Transition, ALB Sponsorship Support Unit](#) (PDF, 834KB)
- [Corporate Management and Public Appointments/Internal Audit](#) (PDF, 817KB)

- [Public Health Directorate overall](#) (PDF, 999KB)
- [Health and Wellbeing](#) (PDF, 1007KB)
- [Health Protection and Pan Flu](#) (PDF, 1007KB)
- [Public Health Delivery](#) (PDF, 816KB)
- [Health Science and Bioethics and Analytical Teams](#) (PDF, 974KB)
- [PHD Private Office/CMO Private Office/PHD Operational Delivery](#) (PDF, 827KB)
- [EPRR and Olympics](#) (PDF, 827KB)
- [Public Health Nursing](#) (PDF, 1011KB)
- [EU and Global affairs](#) (PDF, 843KB)
- [NHS Finance, Performance and Operations overall](#) (PDF, 990KB)
- [NHS Financial Controller/PbR](#) (PDF, 825KB)

ANNEX C

- [Planning/K&I/PDT/PAT/Business Unit/Mid Staffs/NHS Resilience](#) (PDF, 996KB)
- [Directorate Operating Team/Private Office/Provider Development/NHS CE](#) (PDF, 833KB)
- [NHS Medical Directorate overall](#) (PDF, 992KB)
- [Strategy, Finance and NHS Directorate overall](#) (PDF, 993KB)
- [Medicines, Pharmacy and Industry](#) (PDF, 973KB)
- [Policy and Outcomes](#) (PDF, 999KB)
- [Procurement, Investment and Commercial](#) (PDF, 991KB)
- [Group Finance/SF&NHS Private Office and Business Team](#) (PDF, 1009KB)
- [Finance, Strategy, Quality and Analysis](#) (PDF, 1002KB)
- [Provider Transition](#) (PDF, 993KB)

- [Regional Offices overall](#) (PDF, 984KB)
- [Yorkshire and Humber/North East/North West](#) (PDF, 822KB)
- [East Midlands/East of England/West Midlands](#) (PDF, 813KB)
- [London/South East/South West](#) (PDF, 808KB)

- [Research and Development overall](#) (PDF, 975KB)
- [Social Care, Local Government & Care Partnerships overall](#) (PDF, 981KB)
- [Development and Operations \(including DGs Private Office\)](#) (PDF, 834KB)
- [Social Care Policy](#) (PDF, 985KB)
- [Mental Health, Disability and Equality & Offender Health](#) (PDF, 976KB)
- [Children, Families and Health Inequalities](#) (PDF, 979KB)
- [People, Communities and Local Government](#) (PDF, 830KB)
- [Public Health England Transition Team](#) (PDF, 829KB)
- [Improvement and Efficiency overall](#) (PDF, 989KB)
- [Innovation and Service Improvement](#) (PDF, 818KB)
- [Patient and Public Engagement and Experience](#) (PDF, 834KB)
- [External Relations Directorate overall](#) (PDF, 982KB)
- [Communications overall](#) (PDF, 998KB)

The chart below compares the 2010, 2011 and 2012 scores for directorates. We have also given the ranking for each directorate in both years. In looking at the results across directorates, please be mindful of the fact that there has been movement of work areas between some directorates, so the comparisons are not exact.

- [Employee Engagement Index by Directorate - Comparison 2010, 2011, 2012](#) (DOC, 28KB)

DH People Survey 2012 - more detailed demographic information

We have looked for differences in Engagement Index between the DH average and groups of people within DH based on:

- Grade
- Age
- Ethnicity and ethnic group
- Faith and belief

ANNEX C

- Sexual orientation
- Length of time in post/organisation
- Location
- Disability
- Working pattern
- Gender
- Child care responsibilities

The Engagement Index for these groups didn't differ negatively from the DH average by more than 3 percentage points with the following exceptions:

Grade

- Grade 6s (-5 percentage points compared to DH average)
- SEOs (-4 percentage points)

Ethnicity

- People who are 'any other black/African/Caribbean background' (-4 percentage points)

Length of time in post

People in post over 5 years (up to -7 percentage points)

Disability

- People who have a long-term illness or physical or mental health condition (-4 percentage points)

We have also looked at difference in engagement within groups, for example, the Engagement index for those with child care responsibilities and those without. The following chart shows these comparisons for Ethnicity, Faith and belief, Sexual orientation, Disability, working pattern, Gender and Child care responsibilities.

- [EI by groups for DH People Survey 2012](#) (XLS, 17KB)

Finding out more

Further information is on the staff survey page on Delphi. You can also contact the survey manager via the details below

Contact: Carolyn Goff
Phone: 0113 2545317
Email: [Carolyn Goff](#)
Page owner: Carolyn Goff
Last modified: 27 Nov 2013

Results of previous DH People surveys

ANNEX C

- [DH People Survey 2012](#)
- [DH People Survey 2011](#)
- [DH People Survey 2010](#)
- [DH People Survey 2009](#)

Results of previous DH Pulse surveys

- [Pulse survey - June 2013](#)
- [Pulse survey - June 2012](#)
- [Pulse survey - May 2011](#)
- [Pulse survey - June 2010](#)