

Returns: 793

Response rate : 86%

Strength of association with engagement

Civil Service People Survey 2017

Companies House

 \diamond Statistically significant difference from comparison

Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.

Engagement Index	My work	Organisational objectives and purpose	My manager	My team
66 %	74 [%] 📖	86% 💷	70% all	83 [%] I
Difference from +4 <>	Difference from +1	Difference from previous survey 0	Difference from +5 <	Difference from previous survey +2 ≺
Difference from +5 ♦	Difference from -2 ♦ CS2017	Difference from CS2017 +5 ↔	Difference from +1 CS2017 +1	Difference from +2 <
Difference from CS +2	Difference from CS -5 ∻ High Performers	Difference from CS -1 High Performers	Difference from CS -2 → High Performers	Difference from CS -1 < High Performers
Learning and development	Inclusion and fair treatment	Resources and workload	Pay and benefits	Leadership and managing change
development	treatment	workload		managing change
development 56%	treatment 79% il	workload 79% III	36% III	managing change 45 [%]
development	treatment	workload	36 [%] I	managing change
development 56% I	treatment 79% ill Difference from	workload 79% ill Difference from	36% Jifference from	managing change 45 [%]



details.

Companies House

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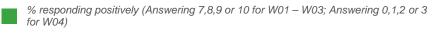
Civil Service People Survey 2017

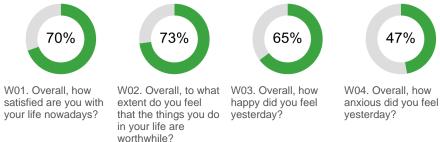
♦ Statistically significant difference from comparison

The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further

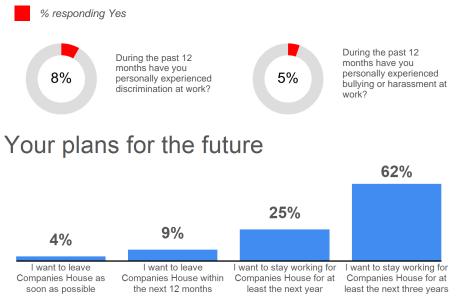
Drivers of Engagement	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
Leadership and managing change		45%	+3令	-1	-6 🔶
My work		74%	+1	-2 🔶	-5 🔶
My manager		70%	+5∻	+1	-2∻
Learning and development		56%	+8令	+3 🔶	-2∻
Resources and workload		79%	+3令	+6 🔶	+3 🔶
Pay and benefits		36%	+2∻	+6 🔶	0
Organisational objectives and purpose		86%	0	+5 🔶	-1
My team		83%	+2∻	+2 🔶	-1 🔶
Inclusion and fair treatment		79%	+3令	+2 💠	-1 🔶

Wellbeing





Discrimination, bullying and harassment







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Civil Service People Survey 2017

Headline scores

Highest positive scoring % Positive questions	Highest neutral scoring % Neutral questions	Highest negative scoring % Negative questions
B54 I am trusted to carry out my job effectively	The Corporate Leadership Group in Companies House B59 actively role model the behaviours set out in the Civil Service Leadership Statement	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable
90%	50%	51%
B07 I understand how my work contributes to Companies House's objectives	I believe the actions of the Corporate Leadership B39 Group are consistent with Companies House's values	B35 I feel that my pay adequately reflects my performance
88%	45%	50%
B18 The people in my team can be relied upon to help when things get difficult in my job	B53 Where I work, I think effective action has been taken on the results of the last survey	B42 I feel that change is managed well in Companies House
88%	42%	29%
B26 I am treated with respect by the people I work with	Overall, I have confidence in the decisions made by Companies House's Corporate Leadership Group	B45 I have the opportunity to contribute my views before decisions are made that affect me
87%	41%	28%
B31 I have the skills I need to do my job effectively	B43 When changes are made in Companies House they are usually for the better	B38 The Corporate Leadership Group in Companies House are sufficiently visible
87%	41%	27%



											Com	oanie	es House
Companies House				Retu	urns : 793		Re	esponse ra	ate : 86%	b C	ivil Servic	e Peop	le Survey 2017
All questions by theme													nce from comparison ng from your previous survey
My work	74 %	+1	Difference from previous survey		Strength of association with engagement	Strongly agree	Agree	Neither Disagr	ee Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B01 I am interested in my work						33		52	10	85%	-2	-5 🔶	-7 💠
B02 I am sufficiently challenged by m	y work					29		49	13 6	79%	+1	-2 🔶	-4 💠
B03 My work gives me a sense of pe	rsonal accor	nplishm	nent			27		50	16 6	77%	+3 💠	0	-3 💠
B04 I feel involved in the decisions th	at affect my	work				18	4	0 24	13 5	58%	+1	0	-6 💠
B05 I have a choice in deciding how	do my work					25		46	17 9	71%	-1	-4 🔶	-9 🔶
Organisational objectives and purpose*	86%	0	Difference from previous survey		Strength of association with engagement	Strongly agree	Agree	Neither Disagr	ee Strongly disagree	survey. P		cores have b	er question in this year's been recalculated on this aparison
B06 I have a clear understanding of 0	Companies H	louse's	objectives			27		58	11	85%	+1	+4 💠	-2 💠
B07 I understand how my work contri	butes to Cor	npanie	s House's c	bjectiv	es	32		56	9	88%	0	+5 💠	+1

											Com	oanie	es Hous	se
Companies House				Ret	urns : 793		Re	esponse	rate : 86%	6 C	Civil Servio	e Peop	le Survey 20	017
All questions by theme											cates a variation in		nce from comparison ng from your previous su	ırvey
My manager	70 %	+5	Difference from previous survey		Strength of association with engagement	Strongly agree	Agree	Neither Dis	sagree Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers	
B08 My manager motivates me to be	more effecti	ve in m	y job			24		46	20 7	70%	+4 💠	0	-4 🔶	
B09 My manager is considerate of m	y life outside	work				4	1	43	12	84%	+2 💠	0	-3 💠	
B10 My manager is open to my ideas	;					34		46	14	79%	+2 💠	-2 🔶	-5 🔶	
B11 My manager helps me to unders objectives	tand how I c	ontribut	e to Comp	anies ł	House's	23		43	26 6	66%	+3 🔶	+1	-4 💠	
B12 Overall, I have confidence in the	decisions m	ade by	my manag	er		29		44	18 5	74%	+2	-1	-5 🔶	
B13 My manager recognises when I	have done m	iy job w	ell			30		47	14 6	77%	+4 💠	-2 💠	-5 🔶	
B14 I receive regular feedback on my	performanc	e				25		49	16 9	74%	+11 🔶	+6 🔶	+1	
B15 The feedback I receive helps me	to improve	my perf	ormance			23		44	24 7	67%	+8 💠	+3 💠	0	
B16 I think that my performance is ev	aluated fairly	/				21		47	21 8	68%	+7 💠	+3 💠	-2 💠	
B17 Poor performance is dealt with e	ffectively in I	ny tean	ſ			11	32	38	12 7	43%	+4 🔶	+4 💠	-1	



				Com	panies House
Companies House	Returns : 793	Res	ponse rate : 86%	Civil Servi	ce People Survey 2017
All questions by theme					ignificant difference from comparison a question wording from your previous survey
My team 83 [%] +2 * Difference from previous survey	e Strength of association with engagement	Strongly Agree N agree	Veither Disagree Strongly disagree	% Positive Difference from previous survey	Difference from CS2017 Difference from CS High Performers
B18 The people in my team can be relied upon to help when thing job	s get difficult in my	42	46 9	88% +3 ∻	+3
B19 The people in my team work together to find ways to improve provide	the service we	37	48 11	85% +2	+3 +1
B20 The people in my team are encouraged to come up with new doing things	and better ways of	33	42 17 7	75% +2	-1 -5 🔶
Learning and development 56 [%] +8 ☆ ^{Differenc} from previous survey	e Strength of association with engagement	Strongly Agree N agree	Veither Disagree Strongly disagree		
B21 I am able to access the right learning and development opporto	rtunities when I need	19 5	51 21 7	70% +7 ∻	+7
B22 Learning and development activities I have completed in the helped to improve my performance	past 12 months have	15 38	35 8	53% + 4 ◊	+1 -5
B23 There are opportunities for me to develop my career in Comp	anies House	13 40	26 15 7	53% +15 ∻	+6 ~ -2 ~
B24 Learning and development activities I have completed while w Companies House are helping me to develop my career	working for	14 33	36 11 6	46% +5 ∻	0 -5



						Com	panie	es House
Companies House	Returns : 793	R	esponse ra	te : 86%	6 C	ivil Servio	ce Peop	le Survey 2017
All questions by theme						cates a variation in	question wordin	nce from comparison ng from your previous survey
Inclusion and fair treatment 79 [%] +3	Difference Strength of association with engagement	Strongly Agree agree	Neither Disagree	e Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B25 I am treated fairly at work		29	51	14 5	80%	+3 🔶	0	-4 💠
B26 I am treated with respect by the people I work with		34	53	11	87%	+3 🔶	+2 🔶	0
B27 I feel valued for the work I do		22	45 2	20 10	67%	+6 💠	+1	-5 🔶
B28 I think that Companies House respects individual d working styles, backgrounds, ideas, etc)	ifferences (e.g. cultures,	31	52	14	82%	+2	+7 💠	+3 🔶
Resources and workload* 79 [%] +3	 Difference from previous survey Strength of association with engagement 	Strongly Agree agree	Neither Disagree	e Strongly disagree	survey. P		scores have b	er question in this year's peen recalculated on this parison
B29 I get the information I need to do my job well		17	59	16 6	76%	+3 💠	+6 🔶	+2 💠
B30 I have clear work objectives		19	62	14	81%	+5 🔶	+6 🔶	+1
B31 I have the skills I need to do my job effectively		28	59	11	87%	+2 💠	-2 💠	-4 💠
B32 I have the tools I need to do my job effectively		21	56	14 7	78%	+1	+8 💠	+1
B33 I have an acceptable workload		16	55	18 9	71%	+5 🔶	+10 💠	+4 💠
B34 I achieve a good balance between my work life and	I my private life	25	55	14 5	80%	+5 🔶	+12 🔶	+6 🔶



							Com	panie	es House
Companies House	Returns : 793		Re	sponse	rate : 86	6%	Civil Servi	ce Peop	le Survey 2017
All questions by theme							dicates a variation ir		nce from comparison ng from your previous survey
Pay and benefits36%+2 Difference from previous survey	Strength of association with engagement	Strongly agree	Agree	Neither Dis	sagree Strongly disagree		Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance		5 24	2	1 29	21	29%	0	-2 💠	-8 🔶
B36 I am satisfied with the total benefits package		9	42	25	15 8	52%	+6 💠	+18 🔶	+12 💠
B37 Compared to people doing a similar job in other organisations I reasonable	feel my pay is	6 21	22	2 30	21	27%	+1	+2 🔶	-5 🔶
Leadership and managing change* 45% +3 \diamond Difference from previous survey	Strength of association with engagement	Strongly agree	Agree	Neither Dis	sagree Strongly disagree	e survey.		scores have b	er question in this year's been recalculated on this sparison
B38 The Corporate Leadership Group in Companies House are suff	ficiently visible	7	33	33	21	40%	0	-20 💠	-28 🔶
B39 I believe the actions of the Corporate Leadership Group are con Companies House's values	nsistent with	6	37	4	5 8	43%	0	-11 🔶	-17 🔶
B40 I believe that the Main Board has a clear vision for the future of House	Companies	8	43		41 6	51%	+1	+2 💠	-3 🔶
B41 Overall, I have confidence in the decisions made by Companies Corporate Leadership Group	s House's	7	40	4	1 10	46%	+2	-2 🔶	-8 💠
B42 I feel that change is managed well in Companies House		6	34	31	23	40%	+5 💠	+7 💠	0
B43 When changes are made in Companies House they are usually	/ for the better	6	31	41	17	5 37%	+5 💠	+4 💠	-3 🔶
B44 Companies House keeps me informed about matters that affect	t me	9	49		27 11	58%	+4 💠	0	-7 💠
B45 I have the opportunity to contribute my views before decisions a affect me	are made that	6	32	34	20 7	39%	+1	0	-9 🔶
B46 I think it is safe to challenge the way things are done in Compa	nies House	10	43	2	8 14	53%	+6 💠	+7 💠	0





Companies House	Returns : 793	Respon	se rate : 86%	. (Civil Servio	ce Peop	le Survey 2017
All questions by theme							nce from comparison ng from your previous survey
Engagement	Strongly agree	Agree Neither	Disagree Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
B47 I am proud when I tell others I am part of Companies House	18	46	29 6	65%	+5 🔶	+3 🔶	-4 💠
B48 I would recommend Companies House as a great place to wor	[.] k 22	47	24 5	69%	+8 🔶	+14 💠	+6 🔶
B49 I feel a strong personal attachment to Companies House	19	39	30 10	58%	0	+9 🔶	+1 💠
B50 Companies House inspires me to do the best in my job	15	40	34 10	54%	+7 🔶	+7 💠	0
B51 Companies House motivates me to help it achieve its objective	es 14	39	36 8	53%	+8 🔶	+8 🔶	0
Taking action	Strongly agree	Agree Neither	Disagree Strongly disagree				
B52 I believe that the Corporate Leadership Group in Companies H action on the results from this survey	louse will take 10	38	31 14 7	48%	+5 🔶	-2 🔶	-10 🔶
B53 Where I work, I think effective action has been taken on the res	sults of the last	28 4	14 7	37%	+2	+1	-8 🔶





Civil Service People Survey 2017

All questions by theme							nce from comparison ng from your previous sur	vey
Organisational culture	Strongly agree	Agree Neither	Disagree Strongly disagree	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers	
B54 I am trusted to carry out my job effectively	32	2	57 8	90%	0	+1 🔶	-1	
B55 I believe I would be supported if I try a new idea, even if it may	y not work 21	47	22 7	68%	+1	-2 💠	-7 🔶	
B56 In Companies House, people are encouraged to speak up who serious policy or delivery risk	en they identify a 19	52	20 7	70%	New	+4 💠	-1	
B57 I feel able to challenge inappropriate behaviour in the workpla	ce 16	47	25 9	63%	New	-1	-5 💠	
B58 Companies House is committed to creating a diverse and inclu	usive workplace 21	56	19	78%	New	+4 🔶	0	
Leadership statement	Strongly	Agree Neither	Disagree Strongly					

Response rate : 86%

disagree

50

34

Disagree

5

5

Strongly

43%

59%

+6 💠

+5 🔶

Returns: 793

Leadership statemen

Leadership Statement

The Corporate Leadership Group in Companies House actively role model the behaviours set out in the Civil Service Leadership Statement B59 My manager actively role models the behaviours set out in the Civil Service B60

Civil Service vision

	agree			disagree				
B61 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	8	41	26	20 5	50%	New	+7 💠	-6 🔶
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	8	40	31	16	48%	New	+11 💠	+3 🗇

agree

Strongly

35

Aaree

41

Neither



-4 ∻ -12 ∻



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Civil Service People Survey 2017

All questions by theme								rence from comparison ding from your previous survey
Wellbeing	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2017	Difference from CS High Performers

Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, 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 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.

W01 Overall, how satisfied are you with your life nowadays?	21 52 17	70% +5 ↔ +4 ↔ +1 ↔
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	18 50 23	73% +3 ↔ +2 ↔ 0
W03 Overall, how happy did you feel yesterday?	3 22 43 22	65% +5 ∻ +2 ∻ 0
For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.	0-1 2-3 4-5 6-10	
W04 Overall, how anxious did you feel yesterday?	25 22 21 32	47% -1 -1 ∻ -4 ∻



					Com	panie	es House
Companies House	Returns : 793	Respo	onse rate : 86%	С	ivil Servic	e Peop	le Survey 2017
All questions by theme							nce from comparison ng from your previous survey
Your plans for the future							
C01. Which of the following statements most reflects your working for Companies House?	current thoughts about				Difference from previous survey	Difference from CS2017	Difference from CS High Performers
I want to leave Companie	es House as soon as possible			4%	-3 🔶	-5	-8
I want to leave Companies Ho	use within the next 12 months			9%	-2	-5 🔶	-9 🔶
I want to stay working for Companies H	ouse for at least the next year			25%	+2	-9 🔶	-13 🔶
I want to stay working for Companies House for	or at least the next three years			62%	+3	+18 🔶	+10 🔶
The Civil Service Code							
Differences are based on '% Yes' score		% Yes	% No	% Yes	Difference from previous survey	Difference from CS2017	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		74	26	74%	-3 🔶	-18 🔶	-20 💠
D02. Are you aware of how to raise a concern under the C	Civil Service Code?	56	44	56%	-2	-12 🔶	-18 🔶
D03. Are you confident that if you raised a concern under Companies House it would be investigated properly?	the Civil Service Code in	68	32	68%	+4 💠	-2 💠	-8 🔶





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Civil Service People Survey 2017

♦ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

All questions by theme

Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?

	% Yes	% No	% Prefer not to say
2017	8	81	10
2016	12	79	9
CS2017	12	80	8

E03. During the past 12 months have you personally experienced bullying or harassment at work?

2017	5	87	8
2016	9	85	6
CS2017	11	82	7

For respondents who selected 'Yes' to question E03.

E05. Did you report the bullying and harassment you experienced?

	% Yes	% No	% Prefer not to say
2017	31	48	21
2016	39	47	14
CS2017	37	49	15

For respondents who selected 'Yes' to question E03. E06. In your opinion, has this issue been resolved?

2017	20	55	25
2016	21	56	23
CS2017	19	62	19

For respondents who selected 'Yes' to question E01.

E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)

Response Count

	Age
	Caring responsibilities
	Disability
	Ethnic background
	Gender
	Gender reassignment or perceived gender
27	Grade, pay band or responsibility level
	Main spoken/written language or language ability
	Religion or belief
	Sexual orientation
	Social or educational background
	Working location
15	Working pattern
15	Any other grounds
	Prefer not to say

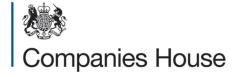
For respondents who selected 'Yes' to question E03.

E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)

A colleague	14	
Your manager	10	
Another manager in my part of Companies House		
Someone you manage		
Someone who works for another part of Companies House		
A member of the public		
Someone else		
Prefer not to say	13	

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





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Companies House

Appendix

Glossary of key term	IS
% 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).
Previous survey	Comparisons to the previous survey relate to the results from the 2016 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.
CS2017	The CS2017 benchmark is the median percent positive across all organisations that participated in the 2017 Civil Service People Survey.
CS High Performers	For each question, this is the upper quartile score across all organisations that have taken part in the 2017 Civil Service People Survey.
Rounding	

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

Statistical significance: 🔶

Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2017 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

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 and a score of 100 represents all respondents 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.

The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as shown below. Themes with a full 4-bar icon have the strongest association with engagement.

strength of association				all
with engagement		. I	all	the analysis has not identified a significant association with engagement
1 0047				

Changes to theme scores in 2017

Small changes have been made to some of the headline themes in 2017. Three theme scores (Organisational objectives and purpose; Resources and workload; Leadership and managing change) are based on one fewer question in this year's survey. Previous survey scores have been recalculated on this basis, to allow for theme trend comparisons.

Confidentiality

The survey was carried out as part of the 2017 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International 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.

