Ofsted

raising standards
improving lives

Returns : 1,450   Response rate : 85%

Ofsted

Civil Service People Survey 2019

✧ Statistically significant difference from comparison

Engagement Index

71%

Difference from previous survey	+2 ✧
Difference from CS2019	+7 ✧
Difference from CS High Performers	+4 ✧

My work

80%

Difference from previous survey	+2 ✧
Difference from CS2019	+3 ✧
Difference from CS High Performers	0

Organisational objectives and purpose

93%

Difference from previous survey	+3 ✧
Difference from CS2019	+10 ✧
Difference from CS High Performers	+6 ✧

My manager

78%

Difference from previous survey	+2 ✧
Difference from CS2019	+7 ✧
Difference from CS High Performers	+4 ✧

My team

86%

Difference from previous survey	+1 ✧
Difference from CS2019	+5 ✧
Difference from CS High Performers	+2 ✧

Learning and development

63%

Difference from previous survey	+5 ✧
Difference from CS2019	+8 ✧
Difference from CS High Performers	+3 ✧

Inclusion and fair treatment

83%

Difference from previous survey	+2 ✧
Difference from CS2019	+4 ✧
Difference from CS High Performers	+2 ✧

Resources and workload

77%

Difference from previous survey	0
Difference from CS2019	+3 ✧
Difference from CS High Performers	0

Pay and benefits

51%

Difference from previous survey	+1
Difference from CS2019	+17 ✧
Difference from CS High Performers	+9 ✧

Leadership and managing change

65%

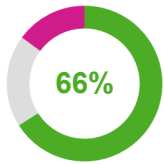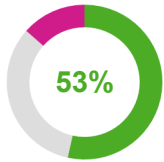|	
Difference from previous survey	+2 ✧
Difference from CS2019	+16 ✧
Difference from CS High Performers	+8 ✧

Taking action

- 🟩 % responding positively
- ⬜ % responding neutrally
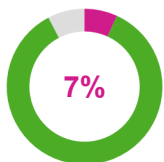- 🟪 % responding negatively

66% — B52. I believe that the Senior Managers (that is PO, Band A and SHMI) in Ofsted will take action on the results from this survey
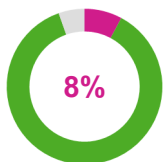
53% — B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

- 🟪 % responding Yes
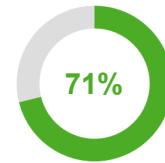- 🟩 % responding No
- ⬜ % responding Prefer not to say

7% — E01. Have you been discriminated against at work, in the past 12 months?

8% — E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

- 🟩 % responding positively to W01 - W03
- 🟪 % responding negatively to W04
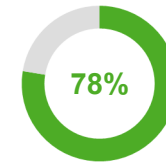
71% — W01. Overall, how satisfied are you with your life nowadays?

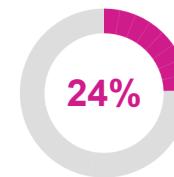**78%** — W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
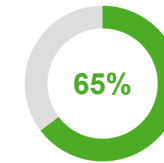
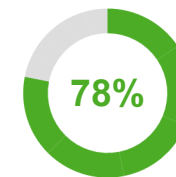**65%** — W03. Overall, how happy did you feel yesterday?
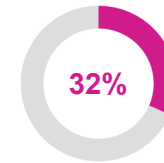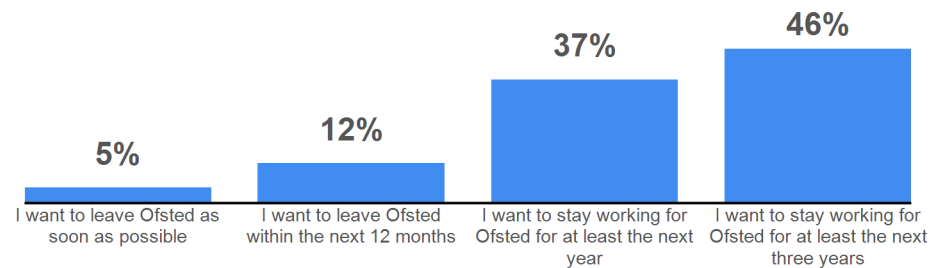
32% — W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

24%

PERMA Index

78%

Your plans for the future

5%	12%	37%	46%
I want to leave Ofsted as soon as possible	I want to leave Ofsted within the next 12 months	I want to stay working for Ofsted for at least the next year	I want to stay working for Ofsted for at least the next three years

Ofsted

Returns : 1,450   Response rate : 85%   Civil Service People Survey 2019
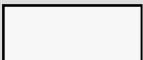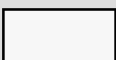
Headline scores

Highest positive scoring questions	% Positive
B31 I have the skills I need to do my job effectively	**94%**
B06 I have a clear understanding of Ofsted's objectives	**93%**
B01 I am interested in my work	**93%**
B07 I understand how my work contributes to Ofsted's objectives	**92%**
B18 The people in my team can be relied upon to help when things get difficult in my job	**91%**

Highest neutral scoring questions	% Neutral
B17 Poor performance is dealt with effectively in my team	**37%**
B53 Where I work, I think effective action has been taken on the results of the last survey	**33%**
B43 When changes are made in Ofsted they are usually for the better	**31%**
B24 Learning and development activities I have completed while working for Ofsted are helping me to develop my career	**28%**
B49 I feel a strong personal attachment to Ofsted	**25%**

Highest negative scoring questions	% Negative
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	**34%**
B35 I feel that my pay adequately reflects my performance	**33%**
B42 I feel that change is managed well in Ofsted	**26%**
B23 There are opportunities for me to develop my career in Ofsted	**23%**
B45 I have the opportunity to contribute my views before decisions are made that affect me	**23%**

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

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Returns : 1,450   Response rate : 85%

All questions by theme

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

My work — 80% — +2 ✧ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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	56	37	5			93%	+1 ✧	+3 ✧	+1 ✧
B02	I am sufficiently challenged by my work	48	38	8	5		86%	+3 ✧	+6 ✧	+3 ✧
B03	My work gives me a sense of personal accomplishment	42	43	9			86%	+4 ✧	+8 ✧	+6 ✧
B04	I feel involved in the decisions that affect my work	20	40	18	15	6	61%	+2 ✧	+1	-3 ✧
B05	I have a choice in deciding how I do my work	29	45	13	8		75%	+2 ✧	-3 ✧	-7 ✧
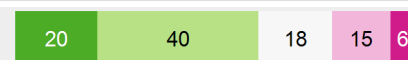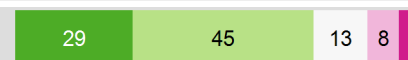
Organisational objectives and purpose — 93% — +3 ✧ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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 Ofsted's objectives	42	52	5			93%	+3 ✧	+11 ✧	+7 ✧
B07	I understand how my work contributes to Ofsted's objectives	42	50	5			92%	+2 ✧	+9 ✧	+5 ✧

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

My manager   **78**%   **+2** ◇ Difference from previous survey

		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	39	40	11	7		79%	+4 ◇	+7 ◇	+3 ◇
B09	My manager is considerate of my life outside work	54	34	7			88%	+1 ◇	+1 ◇	-1 ◇
B10	My manager is open to my ideas	47	38	9			85%	+1 ◇	+2 ◇	-1 ◇
B11	My manager helps me to understand how I contribute to Ofsted's objectives	35	43	15	5		78%	+5 ◇	+11 ◇	+7 ◇
B12	Overall, I have confidence in the decisions made by my manager	46	36	11	5		82%	+1 ◇	+5 ◇	+1 ◇
B13	My manager recognises when I have done my job well	47	38	7	5		86%	+2 ◇	+5 ◇	+2 ◇
B14	I receive regular feedback on my performance	38	42	10	7		80%	+4 ◇	+12 ◇	+8 ◇
B15	The feedback I receive helps me to improve my performance	37	38	17	6		75%	+2 ◇	+10 ◇	+7 ◇
B16	I think that my performance is evaluated fairly	36	41	13	6		77%	+3 ◇	+9 ◇	+5 ◇
B17	Poor performance is dealt with effectively in my team	18	30	37	9	5	48%	+1	+8 ◇	+5 ◇

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All questions by theme

My team — 86% +1 ◇ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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	53	38	6			91%	+1	+5 ◇	+2 ◇
B19	The people in my team work together to find ways to improve the service we provide	48	40	8			88%	+1 ◇	+6 ◇	+2 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	42	38	12	6		80%	+2 ◇	+3 ◇	0

Learning and development — 63% +5 ◇ Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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	22	52	17	7		74%	+5 ◇	+9 ◇	+3 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	23	44	23	8		67%	+4 ◇	+13 ◇	+8 ◇
B23	There are opportunities for me to develop my career in Ofsted	16	38	23	15	8	54%	+5 ◇	+3 ◇	-4 ◇
B24	Learning and development activities I have completed while working for Ofsted are helping me to develop my career	19	37	28	11	5	56%	+4 ◇	+5 ◇	0

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All questions by theme

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

Inclusion and fair treatment — **83**% — +2 ✧ Difference from previous survey

	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	40	44	9	5		84%	+1 ✧	+3 ✧	0
B26 I am treated with respect by the people I work with	45	45	6			90%	+1 ✧	+5 ✧	+2 ✧
B27 I feel valued for the work I do	37	41	12	7		78%	+3 ✧	+9 ✧	+4 ✧
B28 I think that Ofsted respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	38	42	13			80%	+1	+3 ✧	-1 ✧

Resources and workload — **77**% — 0 Difference from previous survey

	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	23	56	12	8		78%	+2 ✧	+7 ✧	+3 ✧
B30 I have clear work objectives	29	55	10			84%	-1	+8 ✧	+5 ✧
B31 I have the skills I need to do my job effectively	37	57				94%	+1 ✧	+5 ✧	+2 ✧
B32 I have the tools I need to do my job effectively	24	52	11	10		75%	-3 ✧	+3 ✧	-3 ✧
B33 I have an acceptable workload	15	48	15	13	8	64%	+2 ✧	0	-4 ✧
B34 I achieve a good balance between my work life and my private life	22	45	14	13	5	67%	+1	-4 ✧	-9 ✧

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All questions by theme

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^ indicates a variation in question wording from your previous survey

Pay and benefits

51% **+1** Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree

		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	11	38	17	21	12	50%	0	+15 ✧	+9 ✧
B36	I am satisfied with the total benefits package	14	44	22	14	7	58%	+3 ✧	+19 ✧	+9 ✧
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	13	32	21	21	13	45%	0	+17 ✧	+9 ✧

Leadership and managing change

65% **+2** ✧ Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38	Senior Managers (that is PO, Band A and SHMI) in Ofsted are sufficiently visible	30	50	11	6		81%	+1 ✧	+18 ✧	+8 ✧
B39	I believe the actions of the Senior Managers (that is PO, Band A and SHMI) are consistent with Ofsted's values	28	50	15	5		78%	+2 ✧	+23 ✧	+13 ✧
B40	I believe that the SCS Leadership Team (those above SHMI or PO level) has a clear vision for the future of Ofsted	24	48	22			72%	+2 ✧	+22 ✧	+11 ✧
B41	Overall, I have confidence in the decisions made by Ofsted's Senior Managers (that is PO, Band A and SHMI)	25	47	19	6		72%	+2 ✧	+21 ✧	+10 ✧
B42	I feel that change is managed well in Ofsted	9	41	24	17	9	50%	+1	+15 ✧	+4 ✧
B43	When changes are made in Ofsted they are usually for the better	9	42	31	14	5	51%	+3 ✧	+15 ✧	+7 ✧
B44	Ofsted keeps me informed about matters that affect me	18	60	14	6		77%	+3 ✧	+17 ✧	+9 ✧
B45	I have the opportunity to contribute my views before decisions are made that affect me	11	43	23	15	8	54%	+2 ✧	+13 ✧	+3 ✧
B46	I think it is safe to challenge the way things are done in Ofsted	12	42	24	15	8	54%	+3 ✧	+4 ✧	-3 ✧

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All questions by theme

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 Ofsted	32	44	18			76%	+3 ◇	+10 ◇	+4 ◇
B48	I would recommend Ofsted as a great place to work	27	43	20	8		70%	+4 ◇	+9 ◇	0
B49	I feel a strong personal attachment to Ofsted	26	38	25	9		64%	+5 ◇	+11 ◇	+6 ◇
B50	Ofsted inspires me to do the best in my job	25	41	23	8		67%	+3 ◇	+14 ◇	+7 ◇
B51	Ofsted motivates me to help it achieve its objectives	23	41	25	8		65%	+4 ◇	+15 ◇	+8 ◇

Taking action

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B52	I believe that the Senior Managers (that is PO, Band A and SHMI) in Ofsted will take action on the results from this survey	22	44	19	10	5	66%	+1	+15 ◇	+6 ◇
B53	Where I work, I think effective action has been taken on the results of the last survey	21	33	33	9	5	53%	-4 ◇	+15 ◇	+9 ◇

All questions by theme

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	90%	+1 ✧	+1 ✧	-1 ✧
	44 47 5				
B55	I believe I would be supported if I try a new idea, even if it may not work	73%	+4 ✧	0	-3 ✧
	29 44 17 8				
B56	In Ofsted, people are encouraged to speak up when they identify a serious policy or delivery risk	75%	+1	+5 ✧	0
	28 47 14 7				
B57	I feel able to challenge inappropriate behaviour in the workplace	73%	0	+7 ✧	+3 ✧
	24 49 15 8				
B58	Ofsted is committed to creating a diverse and inclusive workplace	80%	0	+3 ✧	0
	32 48 14				

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'	71%	+12 ✧	+13 ✧	+2 ✧
	19 52 15 12				

Leadership statement

	Always	Most of the time	Some-times	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^	80%	New	+14 ✧	+7 ✧
	43 38 16				

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

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All questions by theme

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	53	18	71%	+4 ✧	+4 ✧	+1
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	7	15	47	31	78%	+3 ✧	+6 ✧	+4 ✧
W03 Overall, how happy did you feel yesterday?	14	21	41	24	65%	-1	+2 ✧	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			
W04 Overall, how anxious did you feel yesterday?	23	29	17	32	32%	+2 ✧	-1	+1 ✧

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All questions by theme

Your plans for the future

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

		Difference from previous survey	Difference from CS2019
I want to leave Ofsted as soon as possible	5%	-1 ✧	-3
I want to leave Ofsted within the next 12 months	12%	-1	-3 ✧
I want to stay working for Ofsted for at least the next year	37%	0	+4 ✧
I want to stay working for Ofsted for at least the next three years	46%	+2	+3 ✧

The Civil Service Code

Differences are based on '% Yes' score

■ % Yes   ■ % No

	% Yes	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	91 / 9	91%	+2 ✧	-1 ✧	-4 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	73 / 27	73%	+2 ✧	+7 ✧	+1 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in Ofsted it would be investigated properly?	80 / 20	80%	+1 ✧	+8 ✧	+4 ✧

All questions by theme

Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		**7%**	-2 ◇	-4 ◇
No		**85%**	+3 ◇	+4 ◇
Prefer not to say		**8%**	0	0

Of those who said they had experienced discrimination at work in the last 12 months, 89% said it occurred in Ofsted 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?^
(multiple selection)

	Response Count	
Age	--	
Caring responsibilities	--	
Disability	18	
Ethnic background	13	
Gender	--	
Gender reassignment or perceived gender	--	
Grade or responsibility level	17	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	17	
Pay	--	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	--	
Working pattern	27	
Any other grounds	10	
Prefer not to say	16	

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

All questions by theme

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		8%	+1 ✧	-4 ✧
No		87%	0	+5 ✧
Prefer not to say		5%	-1 ✧	-1 ✧

Your survey included a question about whether the bullying and/or harassment occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

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	21	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	18	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	40	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	58	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	34	
Treated less favourably to others	40	
Ignored, excluded, marginalised	24	
Undermining or taking credit for my work	24	
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	16	
Prefer not to say	12	

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

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All questions by theme

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	30	
A colleague in a different Area/Directorate/ Division of Ofsted	13	
My manager	35	
Another senior member of staff in Ofsted	40	
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	21	

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	**44%**	+3	-7 ✧
No	**45%**	+4	+3
Prefer not to say	**11%**	-6 ✧	+4

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		**52%**	-11 ✧
Prefer not to say		**31%**	+10 ✧

The bullying and/or harassment has stopped

Yes		**38%**	0
No		**35%**	-2
Prefer not to say		**27%**	+3

The culture in my area allows this kind of behaviour to continue

Yes		**52%**	-3
No		**26%**	+1
Prefer not to say		**22%**	+3

I felt like I was punished for reporting the incident

Yes		**10%**	-8
No		**55%**	0
Prefer not to say		**35%**	+8 ✧

I moved to another team or role to avoid the behaviour

Yes		**11%**	-11
No		**69%**	+9 ✧
Prefer not to say		**20%**	+4

Ofsted

raising standards improving lives

Additional questions selected by organisation

Change Management

		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 Ofsted	16	48	21	13		63%	+17 ✧
LQC2	I understand what support is available to me as I am affected by organisational change	16	52	20	9		69%	+17 ✧
LQC3	I feel that change is managed well in my Area/Directorate/Division	17	44	22	12	6	61%	+18 ✧
LQC4	I feel positive about the future of Ofsted	16	42	28	10		58%	+4 ✧

Smarter Working

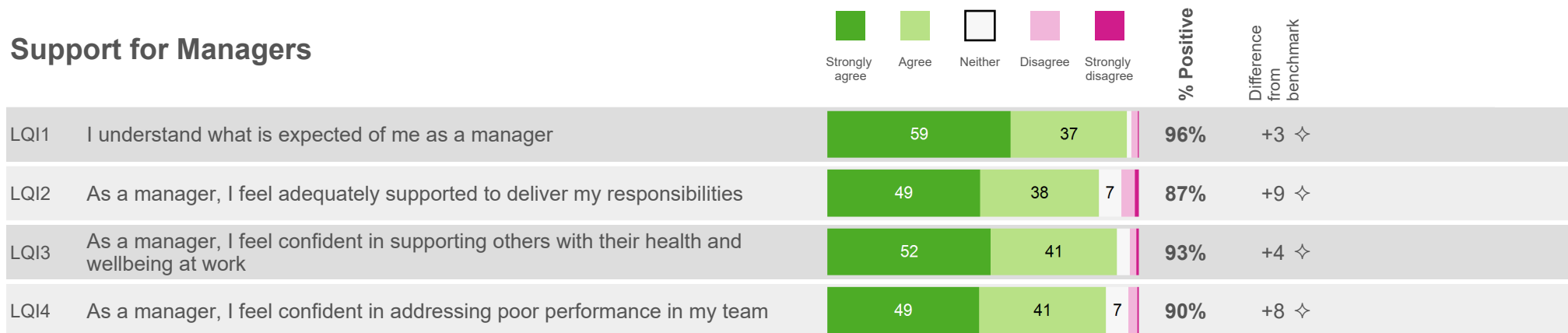|		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	61	33				94%	+4 ✧
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	57	33	6			90%	+2 ✧
LQD3	Smarter Working allows me to be more productive in my role	49	33	13			82%	+3 ✧
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	49	41	6			91%	+9 ✧

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.
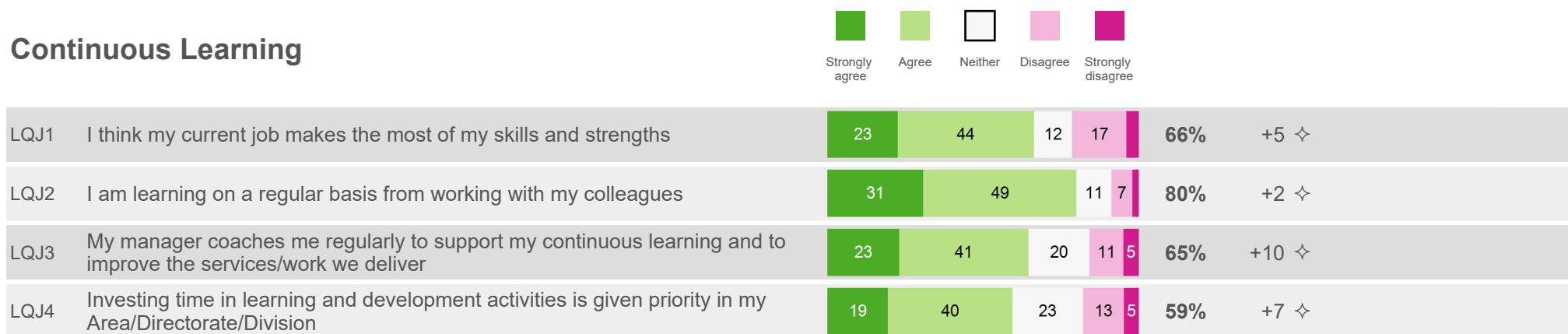
Additional questions selected by organisation

Support for Managers

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQI1	I understand what is expected of me as a manager	59	37				96%	+3 ◇
LQI2	As a manager, I feel adequately supported to deliver my responsibilities	49	38	7			87%	+9 ◇
LQI3	As a manager, I feel confident in supporting others with their health and wellbeing at work	52	41				93%	+4 ◇
LQI4	As a manager, I feel confident in addressing poor performance in my team	49	41	7			90%	+8 ◇

Continuous Learning

|		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	23	44	12	17		66%	+5 ◇
LQJ2	I am learning on a regular basis from working with my colleagues	31	49	11	7		80%	+2 ◇
LQJ3	My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	23	41	20	11	5	65%	+10 ◇
LQJ4	Investing time in learning and development activities is given priority in my Area/Directorate/Division	19	40	23	13	5	59%	+7 ◇

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

24%

Difference from previous survey	-1 ✧
Difference from CS2019	-4 ✧
Difference from CS High Performers	-2 ✧

78%
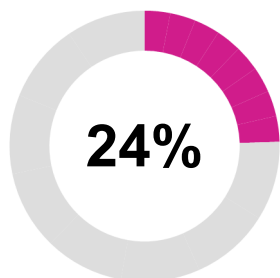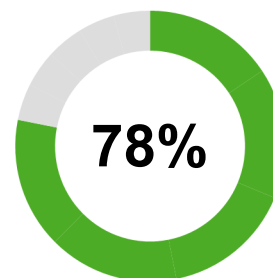
Difference from previous survey	+1 ✧
Difference from CS2019	+4 ✧
Difference from CS High Performers	+3 ✧

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	75%
B08	My manager motivates me to be more effective in my job	79%
B18	The people in my team can be relied upon to help when things get difficult in my job	91%
B26	I am treated with respect by the people I work with	90%
B30	I have clear work objectives	84%
B33	I have an acceptable workload	64%
B45	I have the opportunity to contribute my views before decisions are made that affect me	54%
E03	Have you been bullied or harassed at work, in the past 12 months?**	87%

		% positive
B01	I am interested in my work	93%
B03	My work gives me a sense of personal accomplishment	86%
B18	The people in my team can be relied upon to help when things get difficult in my job	91%
W01	Overall, how satisfied are you with your life nowadays?	71%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	78%

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)