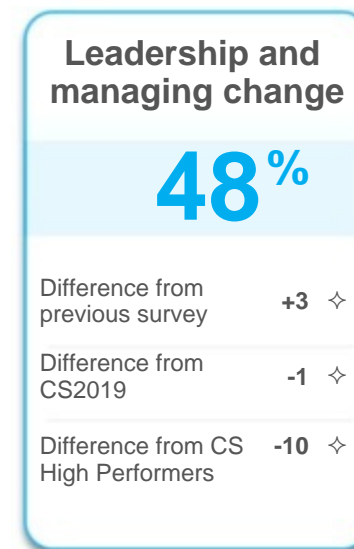
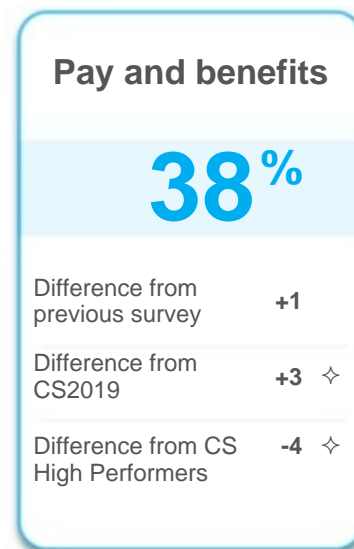
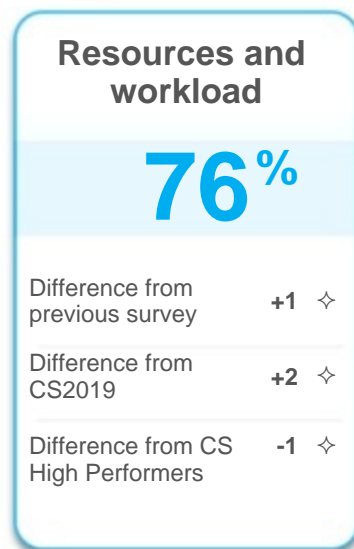
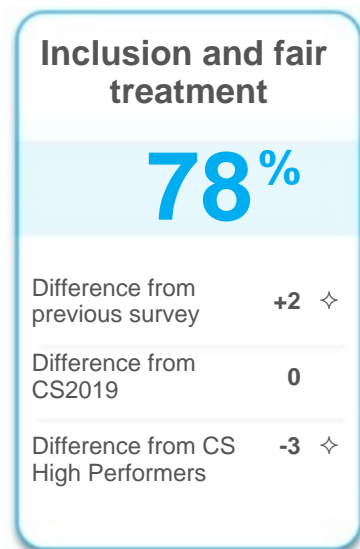
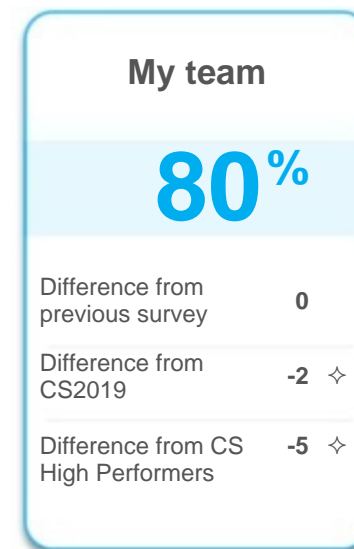
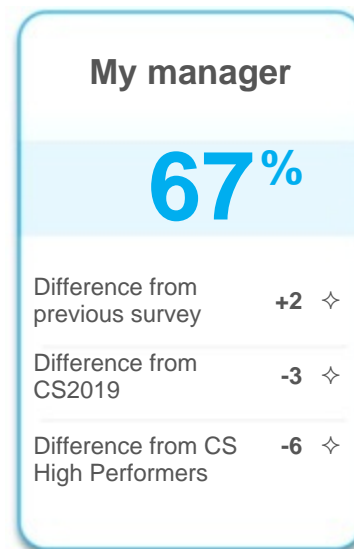
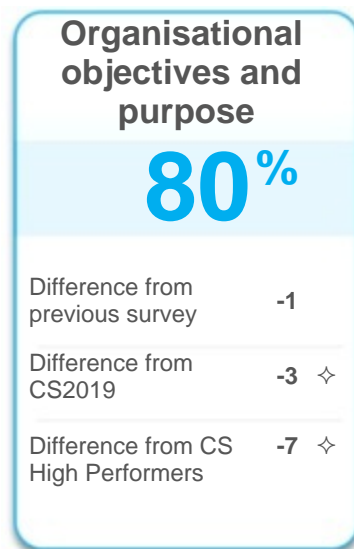
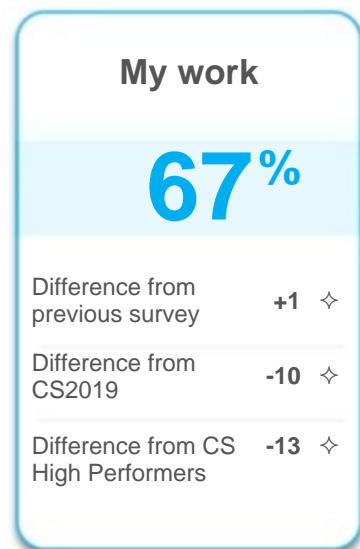
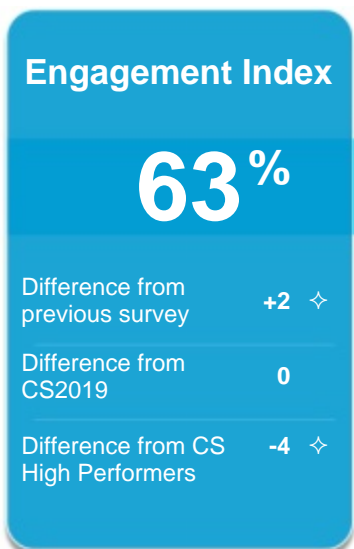




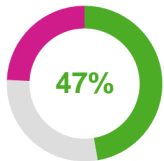
✧ Statistically significant difference from comparison



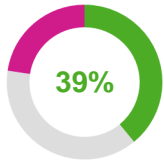


Taking action

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



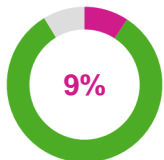
B52. I believe that senior managers in HM Land Registry will take action on the results from this survey



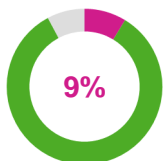
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



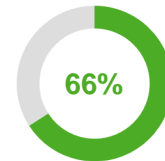
E01. Have you been discriminated against at work, in the past 12 months?



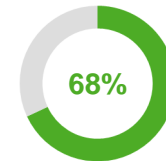
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

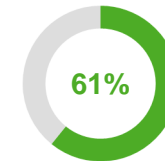
■ % responding positively to W01 - W03 ■ % responding negatively to W04



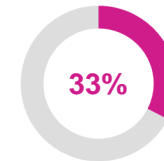
W01. Overall, how satisfied are you with your life nowadays?



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

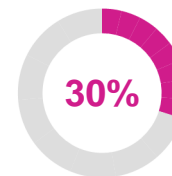


W03. Overall, how happy did you feel yesterday?

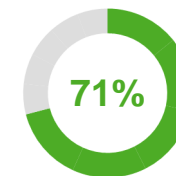


W04. Overall, how anxious did you feel yesterday?

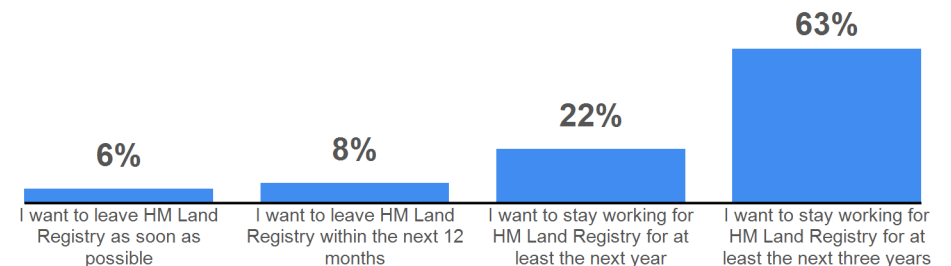
Proxy Stress Index



PERMA Index



Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B54 I am trusted to carry out my job effectively	89%	B17 Poor performance is dealt with effectively in my team	41%	B35 I feel that my pay adequately reflects my performance	45%
B18 The people in my team can be relied upon to help when things get difficult in my job	88%	B53 Where I work, I think effective action has been taken on the results of the last survey	38%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	42%
B26 I am treated with respect by the people I work with	87%	B43 When changes are made in HM Land Registry they are usually for the better	37%	B45 I have the opportunity to contribute my views before decisions are made that affect me	36%
B09 My manager is considerate of my life outside work	85%	B51 HM Land Registry motivates me to help it achieve its objectives	34%	B42 I feel that change is managed well in HM Land Registry	34%
B31 I have the skills I need to do my job effectively	83%	B50 HM Land Registry inspires me to do the best in my job	34%	B43 When changes are made in HM Land Registry they are usually for the better	31%

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



All questions by theme

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

My work

67%

+1 ⬇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	26	56	11	5	0	82%	0	-8 ⬇	-10 ⬇
B02 I am sufficiently challenged by my work	28	51	11	8	2	79%	+2 ⬇	-1 ⬇	-4 ⬇
B03 My work gives me a sense of personal accomplishment	20	50	17	10	3	70%	-1 ⬇	-8 ⬇	-11 ⬇
B04 I feel involved in the decisions that affect my work	10	36	24	22	8	46%	+2 ⬇	-14 ⬇	-18 ⬇
B05 I have a choice in deciding how I do my work	17	43	18	16	6	60%	+4 ⬇	-18 ⬇	-22 ⬇

Organisational objectives and purpose

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
B06 I have a clear understanding of HM Land Registry's objectives	18	61	15	5	1	79%	-1	-4 ⬇	-8 ⬇
B07 I understand how my work contributes to HM Land Registry's objectives	21	60	13	6	0	82%	-1	-2 ⬇	-6 ⬇



All questions by theme

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My manager

67%

+2 ◆ Difference from previous survey



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

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	22	44	20	10	0	66%	+2 ◆	-6 ◆	-9 ◆
B09	My manager is considerate of my life outside work	44	41	10	0	0	85%	+2 ◆	-1 ◆	-4 ◆
B10	My manager is open to my ideas	30	47	16	0	0	77%	+1 ◆	-6 ◆	-9 ◆
B11	My manager helps me to understand how I contribute to HM Land Registry's objectives	21	47	24	6	0	67%	+1 ◆	+1	-4 ◆
B12	Overall, I have confidence in the decisions made by my manager	28	46	17	6	0	74%	+3 ◆	-3 ◆	-6 ◆
B13	My manager recognises when I have done my job well	29	45	15	7	0	75%	0	-6 ◆	-9 ◆
B14	I receive regular feedback on my performance	22	45	17	12	0	67%	+2 ◆	-1 ◆	-5 ◆
B15	The feedback I receive helps me to improve my performance	20	40	26	10	0	60%	+3 ◆	-5 ◆	-8 ◆
B16	I think that my performance is evaluated fairly	21	46	22	8	0	66%	+3 ◆	-2 ◆	-6 ◆
B17	Poor performance is dealt with effectively in my team	8	27	41	15	8	35%	+2 ◆	-5 ◆	-8 ◆



All questions by theme

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 ^ indicates a variation in question wording from your previous survey

My team

80%

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	39	49	8	1	3	88%	+1 ◇	+2 ◇	-1 ◇
B19	The people in my team work together to find ways to improve the service we provide	33	49	12	5	1	82%	0	-1 ◇	-4 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	26	45	19	8	2	70%	-1	-6 ◇	-10 ◇

Learning and development

54%

+5 ◇

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	11	51	24	11	1	62%	+5 ◇	-2 ◇	-9 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	14	41	31	10	2	54%	+4 ◇	0	-5 ◇
B23	There are opportunities for me to develop my career in HM Land Registry	12	42	24	14	8	54%	+6 ◇	+3 ◇	-4 ◇
B24	Learning and development activities I have completed while working for HM Land Registry are helping me to develop my career	10	34	33	15	7	44%	+5 ◇	-6 ◇	-12 ◇



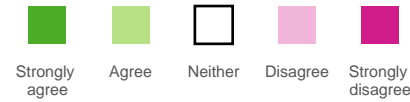
All questions by theme

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Inclusion and fair treatment

78%

+2 ◆ Difference from previous survey



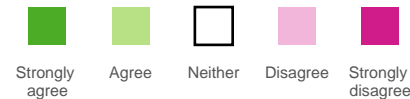
% Positive
 Difference from previous survey
 Difference from CS2019
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25 I am treated fairly at work	26	55	11	5	1	82%	+1	0	-3 ◆
B26 I am treated with respect by the people I work with	30	56	9	3	2	87%	+1	+1 ◆	-1 ◆
B27 I feel valued for the work I do	19	45	20	11	5	64%	+4 ◆	-4 ◆	-9 ◆
B28 I think that HM Land Registry respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	30	52	12	3	1	81%	+2 ◆	+4 ◆	0

Resources and workload

76%

+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
B29 I get the information I need to do my job well	12	59	18	8	1	72%	+1 ◆	+1	-4 ◆
B30 I have clear work objectives	16	62	14	5	1	78%	+1	+3 ◆	-1 ◆
B31 I have the skills I need to do my job effectively	19	64	12	3	1	83%	0	-6 ◆	-9 ◆
B32 I have the tools I need to do my job effectively	15	62	15	7	1	77%	+2 ◆	+5 ◆	-1 ◆
B33 I have an acceptable workload	12	57	17	11	1	68%	+1	+5 ◆	0
B34 I achieve a good balance between my work life and my private life	23	55	13	6	1	79%	+2 ◆	+7 ◆	+3 ◆



All questions by theme

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Pay and benefits

38%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

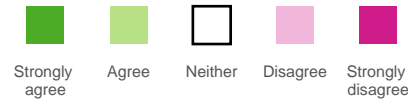
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	5	29	21	28	17	34%	0	0	-7 ◆
B36 I am satisfied with the total benefits package	7	37	26	20	10	44%	+2 ◆	+6 ◆	-4 ◆
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	28	24	26	16	34%	0	+6 ◆	-1 ◆

Leadership and managing change

48%

+3

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 Senior managers in HM Land Registry are sufficiently visible	11	50	21	14	5	60%	+2 ◆	-2 ◆	-12 ◆
B39 I believe the actions of senior managers are consistent with HM Land Registry's values	8	46	30	10	5	54%	+3 ◆	0	-10 ◆
B40 I believe that the HM Land Registry Executive Board has a clear vision for the future of HM Land Registry	10	49	28	8	5	59%	0	+9 ◆	-1 ◆
B41 Overall, I have confidence in the decisions made by HM Land Registry's senior managers	8	39	31	15	7	47%	+4 ◆	-4 ◆	-15 ◆
B42 I feel that change is managed well in HM Land Registry	5	33	29	25	8	37%	+6 ◆	+2 ◆	-8 ◆
B43 When changes are made in HM Land Registry they are usually for the better	7	27	37	23	8	31%	+2 ◆	-4 ◆	-13 ◆
B44 HM Land Registry keeps me informed about matters that affect me	7	53	24	12	5	60%	+2 ◆	0	-8 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	31	28	26	10	35%	+5 ◆	-5 ◆	-15 ◆
B46 I think it is safe to challenge the way things are done in HM Land Registry	7	38	29	17	8	45%	+2 ◆	-4 ◆	-11 ◆



All questions by theme

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Engagement

The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47 I am proud when I tell others I am part of HM Land Registry	19	42	29	7	7	61%	+3 ◆	-6 ◆	-12 ◆
B48 I would recommend HM Land Registry as a great place to work	20	43	25	8	8	64%	+5 ◆	+3 ◆	-6 ◆
B49 I feel a strong personal attachment to HM Land Registry	17	38	28	12	5	55%	+2 ◆	+3 ◆	-3 ◆
B50 HM Land Registry inspires me to do the best in my job	11	38	34	12	5	49%	+4 ◆	-3 ◆	-10 ◆
B51 HM Land Registry motivates me to help it achieve its objectives	10	37	34	13	5	47%	+5 ◆	-3 ◆	-9 ◆

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B52 I believe that senior managers in HM Land Registry will take action on the results from this survey	8	39	28	15	9	47%	+3 ◆	-4 ◆	-12 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	8	31	38	14	8	39%	+5 ◆	+1 ◆	-6 ◆



All questions by theme

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 ^ indicates a variation in question wording from your previous survey

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	27	62	7			89%	+1 ◇	0	-2 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	15	48	24	11		63%	+3 ◇	-10 ◇	-13 ◇
B56 In HM Land Registry, people are encouraged to speak up when they identify a serious policy or delivery risk	16	52	20	8		69%	+3 ◇	-1 ◇	-6 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	11	46	23	14	5	57%	0	-9 ◇	-13 ◇
B58 HM Land Registry is committed to creating a diverse and inclusive workplace	24	56	15			80%	+1 ◇	+4 ◇	0

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'	11	50	20	15		61%	+11 ◇	+3 ◇	-8 ◇

Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	19	44	29	6		63%	New	-3 ◇	-10 ◇

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



All questions by theme

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Wellbeing

The four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	13	21	50	16	66%	+1 ◆	-1 ◆	-5 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	48	20	68%	+1	-3 ◆	-6 ◆
W03 Overall, how happy did you feel yesterday?	17	22	42	19	61%	0	-1 ◆	-4 ◆

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	% Negative	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	21	26	20	33	33%	+1	0	+2 ◆



All questions by theme

◇ indicates statistically significant difference from comparison
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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave HM Land Registry as soon as possible		6%	0	-1 ◇
I want to leave HM Land Registry within the next 12 months		8%	+1	-6 ◇
I want to stay working for HM Land Registry for at least the next year		22%	+2 ◇	-11 ◇
I want to stay working for HM Land Registry for at least the next three years		63%	-3 ◇	+20 ◇

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?		12	88%	-1	-3 ◇	-6 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		39	61%	-2 ◇	-5 ◇	-11 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in HM Land Registry it would be investigated properly?		26	74%	+2 ◇	+3 ◇	-2 ◇



All questions by theme

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

Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		9%	0	-2 ✧
No		82%	0	+1 ✧
Prefer not to say		9%	0	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 87% said it occurred in HM Land Registry while 13% 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	82		
Caring responsibilities	31		
Disability	60		
Ethnic background	22		
Gender	46		
Gender reassignment or perceived gender	--		
Grade or responsibility level	71		
Main spoken/ written language or language ability	--		
Marital status or civil partnership	--		
Mental health	61		
Pay	27		
Pregnancy, maternity or paternity	--		
Religion or belief	11		
Sex	20		
Sexual orientation	--		
Social or educational background	14		
Working location	16		
Working pattern	52		
Any other grounds	50		
Prefer not to say	43		

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



All questions by theme

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

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		9%	0	-3 ✧
No		83%	-1	+1 ✧
Prefer not to say		8%	+1 ✧	+1 ✧

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 88% said it occurred in HM Land Registry while 12% 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	42	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	20	
Spreading gossip or making false accusations about me	112	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	74	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	150	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	156	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	85	
Treated less favourably to others	124	
Ignored, excluded, marginalised	125	
Undermining or taking credit for my work	91	
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	39	
Something else not listed here	44	
Prefer not to say	18	

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



All questions by theme

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

Bullying and harassment

For respondents who selected 'Yes' to E03.
 E04. Who bullied and/or harassed you?^ (multiple selection)

	Response Count	
A colleague in my Area/Directorate/Division	148	
A colleague in a different Area/Directorate/ Division of HM Land Registry	37	
My manager	97	
Another senior member of staff in HM Land Registry	70	
Someone I manage	13	
Someone working in a different Civil Service organisation	--	
Someone working for a non-Civil Service organisation	16	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	44	

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%	+16 ◇	+4 ◇
No	37%	-8 ◇	-5 ◇
Prefer not to say	8%	-8 ◇	+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	18%	+2
No	59%	-4 ◇
Prefer not to say	24%	+2
The bullying and/or harassment has stopped		
Yes	42%	+4 ◇
No	31%	-6 ◇
Prefer not to say	27%	+3 ◇
The culture in my area allows this kind of behaviour to continue		
Yes	52%	-3
No	30%	+5 ◇
Prefer not to say	18%	-1
I felt like I was punished for reporting the incident		
Yes	21%	+4 ◇
No	52%	-3
Prefer not to say	27%	0
I moved to another team or role to avoid the behaviour		
Yes	30%	+9 ◇
No	56%	-5 ◇
Prefer not to say	14%	-2



Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

My Organisation

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQA1	I am familiar with HM Land Registry's values / purpose / mission	18	67			11	86%	-1 ◆
LQA2	I believe the process of filling vacancies within HM Land Registry is fair	9	35	27	20	10	43%	-7 ◆
LQA3	HM Land Registry provides good support for employees' health, wellbeing and resilience	20	55		16	6	76%	+7 ◆
LQA4	I believe my Area/Directorate/Division is taking action to combat discrimination, bullying and/or harassment	13	46	32		6	59%	-1 ◆

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 HM Land Registry	7	43	29	16	5	50%	+4 ◆
LQC2	I understand what support is available to me as I am affected by organisational change	8	46	29	14		54%	+2 ◆
LQC3	I feel that change is managed well in my Area/Directorate/Division	8	37	32	17	7	45%	+1 ◆
LQC4	I feel positive about the future of HM Land Registry	12	49	27	8	5	60%	+6 ◆

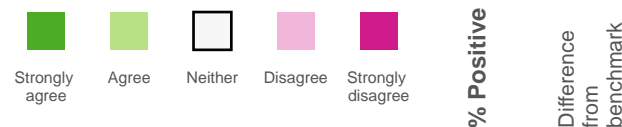
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

Support for Managers



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQI1 I understand what is expected of me as a manager	37	56				94%	0
LQI2 As a manager, I feel adequately supported to deliver my responsibilities	28	54	10	6		81%	+3 ⚡
LQI3 As a manager, I feel confident in supporting others with their health and wellbeing at work	35	54	6			89%	0
LQI4 As a manager, I feel confident in addressing poor performance in my team	29	54	9	6		83%	+2 ⚡

Customer Service



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQM1 I understand my customers' / service users' needs	18	70	10			88%	-4 ⚡
LQM2 My Area/Directorate/Division sets goals that are appropriately aligned to customer / service user requirements	10	50	29	8		60%	-9 ⚡
LQM3 In HM Land Registry, ideas and innovation are increasingly driven by customer / service user experience	10	48	31	8		58%	+2 ⚡
LQM4 I feel supported when faced by unacceptable actions from customers / service users	11	47	34	5		59%	-2 ⚡

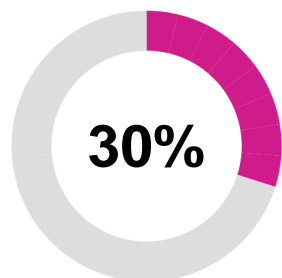
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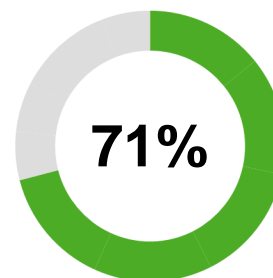
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

** this is a negatively phrased question where % positive is the proportion who selected "no"



Difference from previous survey	-1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	+4 ◇



Difference from previous survey	0 ◇
Difference from CS2019	-3 ◇
Difference from CS High Performers	-4 ◇

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	60%
B08	My manager motivates me to be more effective in my job	66%
B18	The people in my team can be relied upon to help when things get difficult in my job	88%
B26	I am treated with respect by the people I work with	87%
B30	I have clear work objectives	78%
B33	I have an acceptable workload	68%
B45	I have the opportunity to contribute my views before decisions are made that affect me	35%
E03	Have you been bullied or harassed at work, in the past 12 months?*	83%

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	82%
B03	My work gives me a sense of personal accomplishment	70%
B18	The people in my team can be relied upon to help when things get difficult in my job	88%
W01	Overall, how satisfied are you with your life nowadays?	66%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	68%



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>)