



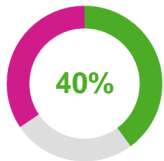
✧ Statistically significant difference from comparison



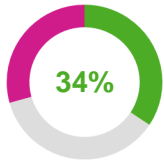


Taking action

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



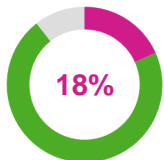
B52. I believe that senior managers in Immigration Enforcement will take action on the results from this survey



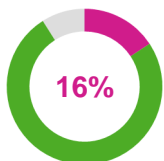
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



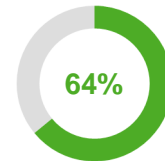
E01. Have you been discriminated against at work, in the past 12 months?



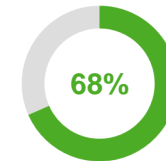
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

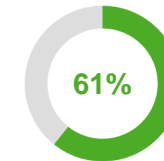
■ % responding positively to W01 - W03 ■ % responding negatively to W04



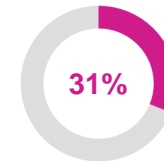
W01. Overall, how satisfied are you with your life nowadays?



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

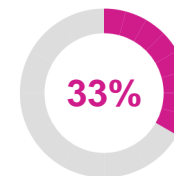


W03. Overall, how happy did you feel yesterday?

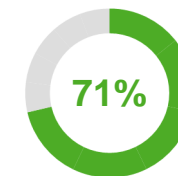


W04. Overall, how anxious did you feel yesterday?

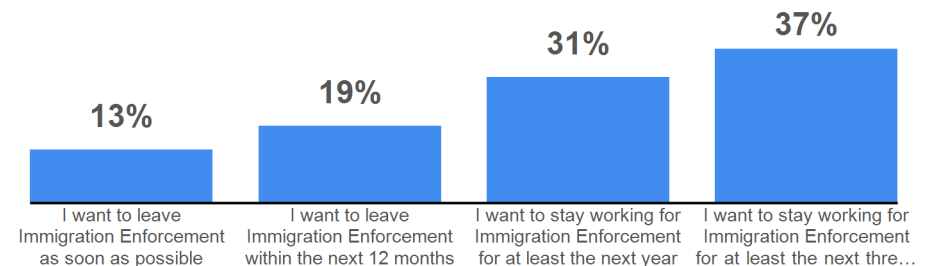
Proxy Stress Index



PERMA Index



Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	88%	B43 When changes are made in Immigration Enforcement they are usually for the better	38%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	57%
B07 I understand how my work contributes to Immigration Enforcement's objectives	84%	B53 Where I work, I think effective action has been taken on the results of the last survey	36%	B35 I feel that my pay adequately reflects my performance	57%
B54 I am trusted to carry out my job effectively	83%	B51 Immigration Enforcement motivates me to help it achieve its objectives	34%	B36 I am satisfied with the total benefits package	50%
B31 I have the skills I need to do my job effectively	83%	B17 Poor performance is dealt with effectively in my team	33%	B42 I feel that change is managed well in Immigration Enforcement	43%
B06 I have a clear understanding of Immigration Enforcement's objectives	81%	B50 Immigration Enforcement inspires me to do the best in my job	33%	B45 I have the opportunity to contribute my views before decisions are made that affect me	38%

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

70%

+1 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work



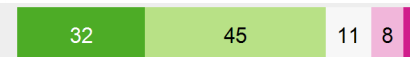
88%

+1 ◆

-2 ◆

-4 ◆

B02 I am sufficiently challenged by my work



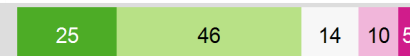
77%

+3 ◆

-3 ◆

-6 ◆

B03 My work gives me a sense of personal accomplishment



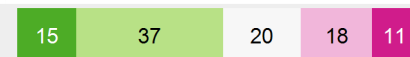
71%

+3 ◆

-7 ◆

-9 ◆

B04 I feel involved in the decisions that affect my work



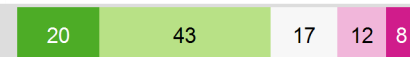
51%

0

-8 ◆

-13 ◆

B05 I have a choice in deciding how I do my work



63%

+1

-15 ◆

-19 ◆

Organisational objectives and purpose

82%

+1 ◆ Difference from previous survey



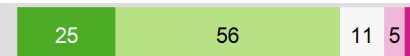
% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B06 I have a clear understanding of Immigration Enforcement's objectives



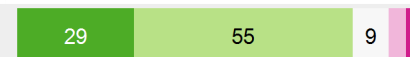
81%

0

-2 ◆

-6 ◆

B07 I understand how my work contributes to Immigration Enforcement's objectives



84%

+1

0

-4 ◆



All questions by theme

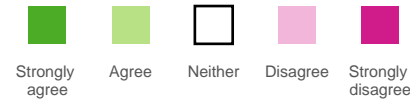
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

66%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	24	42	17	10	7	66%	+2 ◇	-5 ◇	-9 ◇
B09	My manager is considerate of my life outside work	41	39	10	5	5	80%	+1	-7 ◇	-9 ◇
B10	My manager is open to my ideas	34	42	13	6	5	76%	+1	-7 ◇	-10 ◇
B11	My manager helps me to understand how I contribute to Immigration Enforcement's objectives	21	42	23	8	6	63%	0	-4 ◇	-8 ◇
B12	Overall, I have confidence in the decisions made by my manager	29	41	16	8	6	70%	+1	-7 ◇	-11 ◇
B13	My manager recognises when I have done my job well	32	44	12	7	7	76%	+1	-4 ◇	-7 ◇
B14	I receive regular feedback on my performance	23	42	15	13	6	65%	+1	-3 ◇	-7 ◇
B15	The feedback I receive helps me to improve my performance	21	40	22	10	6	61%	+2 ◇	-3 ◇	-7 ◇
B16	I think that my performance is evaluated fairly	21	43	19	10	7	64%	+2 ◇	-4 ◇	-8 ◇
B17	Poor performance is dealt with effectively in my team	10	25	33	18	14	35%	0	-5 ◇	-9 ◇



All questions by theme

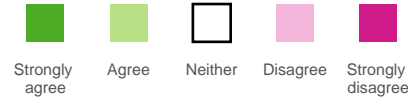
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My team

76%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

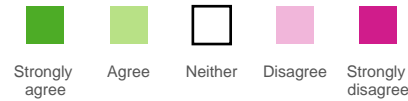
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	34	47	11	6	6	80%	0	-6 ◆	-8 ◆
B19	The people in my team work together to find ways to improve the service we provide	30	47	14	7	7	77%	+1	-6 ◆	-10 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	43	17	9	9	70%	+2 ◆	-7 ◆	-10 ◆

Learning and development

50%

+3

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	13	48	20	13	5	62%	+4 ◆	-3 ◆	-9 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	37	28	15	6	50%	+2 ◆	-4 ◆	-9 ◆
B23	There are opportunities for me to develop my career in Immigration Enforcement	11	35	24	17	12	46%	+2 ◆	-5 ◆	-12 ◆
B24	Learning and development activities I have completed while working for Immigration Enforcement are helping me to develop my career	10	32	31	17	10	42%	+3 ◆	-9 ◆	-14 ◆



All questions by theme

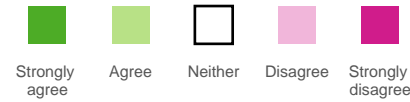
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^ indicates a variation in question wording from your previous survey

Inclusion and fair
treatment

70%

+1

Difference
from
previous
survey



% Positive

Difference
from
previous
survey

Difference
from
CS2019

Difference
from CS High
Performers

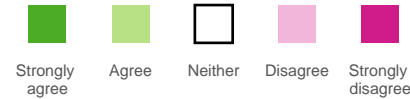
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	25	48	13	8	7	72%	0	-9 ◆	-12 ◆
B26	I am treated with respect by the people I work with	28	51	11	6	6	79%	0	-7 ◆	-9 ◆
B27	I feel valued for the work I do	20	40	19	13	9	59%	+1	-9 ◆	-14 ◆
B28	I think that Immigration Enforcement respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	22	48	17	7	6	70%	+2 ◆	-8 ◆	-11 ◆

Resources and
workload

67%

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
B29	I get the information I need to do my job well	11	51	19	14	5	62%	0	-9 ◆	-13 ◆
B30	I have clear work objectives	15	56	15	9	6	71%	+1	-5 ◆	-8 ◆
B31	I have the skills I need to do my job effectively	22	61	11	5	5	83%	0	-6 ◆	-9 ◆
B32	I have the tools I need to do my job effectively	13	47	17	16	7	60%	0	-13 ◆	-19 ◆
B33	I have an acceptable workload	11	49	18	15	7	60%	0	-3 ◆	-7 ◆
B34	I achieve a good balance between my work life and my private life	18	48	16	11	7	65%	0	-6 ◆	-11 ◆



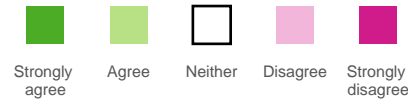
All questions by theme

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Pay and benefits

25%

+2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

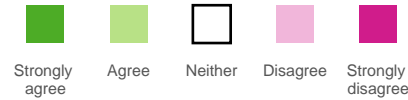
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	22	18	30	27	26%	+3 ◇	-8 ◇	-15 ◇	
B36 I am satisfied with the total benefits package	22	24	28	22	26%	+2 ◇	-13 ◇	-22 ◇	
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	19	20	28	29	23%	+2 ◇	-5 ◇	-13 ◇	

Leadership and managing change

41%

+4 ◇ 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 Immigration Enforcement are sufficiently visible	12	44	17	16	11	56%	+3 ◇	-6 ◇	-16 ◇
B39 I believe the actions of senior managers are consistent with Immigration Enforcement's values	9	37	29	13	11	46%	+3 ◇	-8 ◇	-18 ◇
B40 I believe that the Senior Management team has a clear vision for the future of Immigration Enforcement	9	35	31	13	13	44%	+4 ◇	-6 ◇	-17 ◇
B41 Overall, I have confidence in the decisions made by Immigration Enforcement senior managers	8	32	31	15	14	40%	+4 ◇	-11 ◇	-22 ◇
B42 I feel that change is managed well in Immigration Enforcement	26	27	26	17	30%	+5 ◇	-5 ◇	-15 ◇	
B43 When changes are made in Immigration Enforcement they are usually for the better	23	38	22	14	26%	+3 ◇	-10 ◇	-18 ◇	
B44 Immigration Enforcement keeps me informed about matters that affect me	6	47	25	12	9	53%	+6 ◇	-7 ◇	-15 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	5	28	29	22	16	33%	+2 ◇	-7 ◇	-17 ◇
B46 I think it is safe to challenge the way things are done in Immigration Enforcement	6	33	28	18	15	39%	+2 ◇	-10 ◇	-18 ◇



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 Immigration Enforcement	13	35	31	13	8	48%	+1	-18 ◆	-24 ◆
B48 I would recommend Immigration Enforcement as a great place to work	10	34	31	15	9	45%	+3 ◆	-16 ◆	-25 ◆
B49 I feel a strong personal attachment to Immigration Enforcement	12	31	31	17	9	43%	0	-9 ◆	-15 ◆
B50 Immigration Enforcement inspires me to do the best in my job	11	33	33	14	9	44%	+3 ◆	-8 ◆	-15 ◆
B51 Immigration Enforcement motivates me to help it achieve its objectives	10	32	34	14	10	41%	+3 ◆	-9 ◆	-15 ◆

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 Immigration Enforcement will take action on the results from this survey	9	31	26	16	18	40%	0	-11 ◆	-20 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	9	25	36	14	15	34%	0	-4 ◆	-10 ◆



All questions by theme

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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	30	53	9	5		83%	0	-6 ◆	-8 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	19	44	21	11	5	63%	+1 ◆	-10 ◆	-14 ◆
B56 In Immigration Enforcement, people are encouraged to speak up when they identify a serious policy or delivery risk	15	45	23	10	7	61%	+4 ◆	-10 ◆	-14 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	16	47	17	12	8	64%	+3 ◆	-3 ◆	-6 ◆
B58 Immigration Enforcement is committed to creating a diverse and inclusive workplace	19	50	20	5	6	69%	+2 ◆	-7 ◆	-11 ◆

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	41	22	18	7	52%	+11 ◆	-5 ◆	-17 ◆

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^	17	37	30	11	5	55%	New	-12 ◆	-18 ◆

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?	14	22	48	16	64%	+3 ◇	-3 ◇	-6 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	19	44	24	68%	+1 ◇	-3 ◇	-5 ◇
W03 Overall, how happy did you feel yesterday?	18	21	39	21	61%	+1	-2 ◇	-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?	24	25	20	31	31%	-1	-1 ◇	+1



All questions by theme

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Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave Immigration Enforcement as soon as possible		13%	+1	+6 ◇
I want to leave Immigration Enforcement within the next 12 months		19%	+1	+4 ◇
I want to stay working for Immigration Enforcement for at least the next year		31%	-1	-3 ◇
I want to stay working for Immigration Enforcement for at least the next three years		37%	0	-6 ◇

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?		9	91%	0	-1 ◇	-4 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		33	67%	0	+1	-5 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in Immigration Enforcement it would be investigated properly?		42	58%	+1	-13 ◇	-18 ◇



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		18%	-2 ✧	+7 ✧
No		71%	+1	-10 ✧
Prefer not to say		11%	+1 ✧	+2 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 93% said it occurred in Immigration Enforcement while 7% 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	103	
Caring responsibilities	67	
Disability	85	
Ethnic background	83	
Gender	103	
Gender reassignment or perceived gender	--	
Grade or responsibility level	132	
Main spoken/ written language or language ability	15	
Marital status or civil partnership	13	
Mental health	75	
Pay	64	
Pregnancy, maternity or paternity	12	
Religion or belief	24	
Sex	33	
Sexual orientation	17	
Social or educational background	28	
Working location	87	
Working pattern	118	
Any other grounds	96	
Prefer not to say	76	

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		16%	-2 ↕	+4 ↕
No		75%	+2 ↕	-7 ↕
Prefer not to say		9%	0	+2 ↕

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	60	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	24	
Spreading gossip or making false accusations about me	178	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	129	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	204	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	245	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	128	
Treated less favourably to others	234	
Ignored, excluded, marginalised	191	
Undermining or taking credit for my work	136	
Denied time off for personal ill health	23	
Denied time off for family or caring responsibilities	38	
Disclosure of personal / sensitive information to colleagues without my consent	72	
Something else not listed here	54	
Prefer not to say	35	

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	203	
A colleague in a different Area/Directorate/ Division of Immigration Enforcement	26	
My manager	169	
Another senior member of staff in Immigration Enforcement	147	
Someone I manage	34	
Someone working in a different Civil Service organisation	18	
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	14	
Prefer not to say	55	

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	47%	+4 ◇	-4 ◇
No	47%	+2	+4 ◇
Prefer not to say	6%	-6 ◇	0

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	12%	-4 ◇
No	72%	+9 ◇
Prefer not to say	16%	-6 ◇
The bullying and/or harassment has stopped		
Yes	30%	-7 ◇
No	44%	+7 ◇
Prefer not to say	25%	+1
The culture in my area allows this kind of behaviour to continue		
Yes	65%	+9 ◇
No	17%	-8 ◇
Prefer not to say	18%	0
I felt like I was punished for reporting the incident		
Yes	23%	+5 ◇
No	47%	-7 ◇
Prefer not to say	30%	+3 ◇
I moved to another team or role to avoid the behaviour		
Yes	18%	-3 ◇
No	68%	+7 ◇
Prefer not to say	14%	-2



Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Safe to Challenge

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

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark	
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in Immigration Enforcement*	Yes: 30% No: 61% Prefer not to say: 9%						61%	-8 ◆
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	23	48		25		70%	+2 ◆	
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	16	35	21	19	9	51%	-2 ◆	
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	9	25	27	23	15	35%	-7 ◆	

Wellbeing at Work

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

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark	
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	14	24	15	32	15	47%	-4 ◆	
LQF2	The people in my team genuinely care about my wellbeing	23	49		18	6	72%	-7 ◆	
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	23	42	21	8	6	64%	-6 ◆	
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 90% No: 10%						90%	+3 ◆

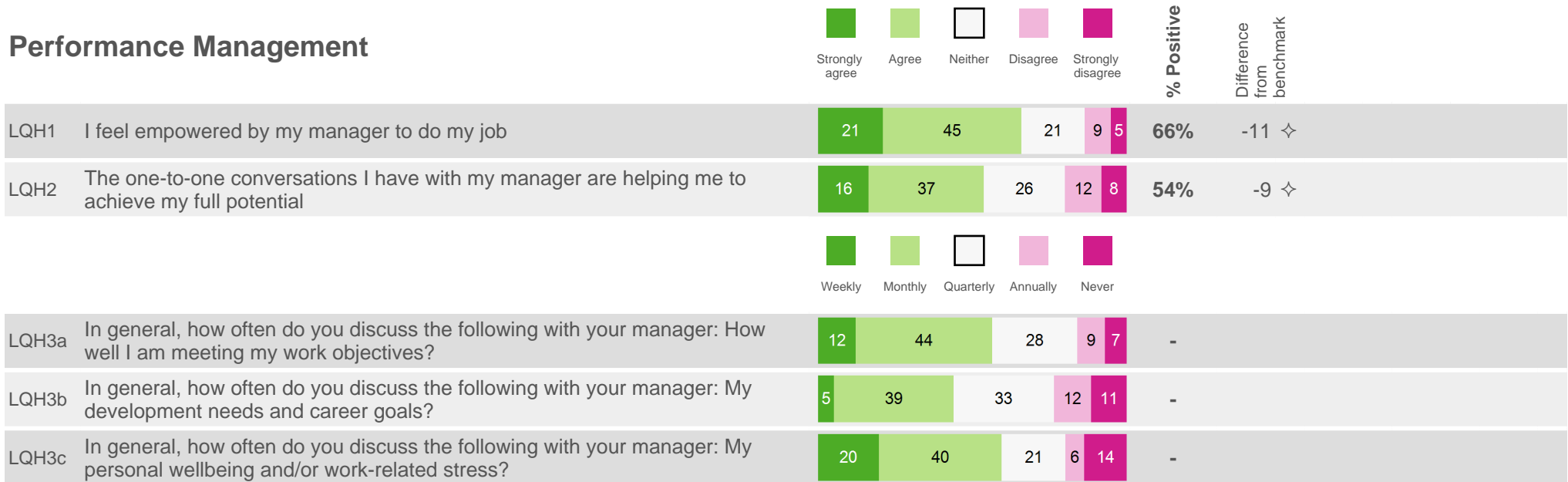
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



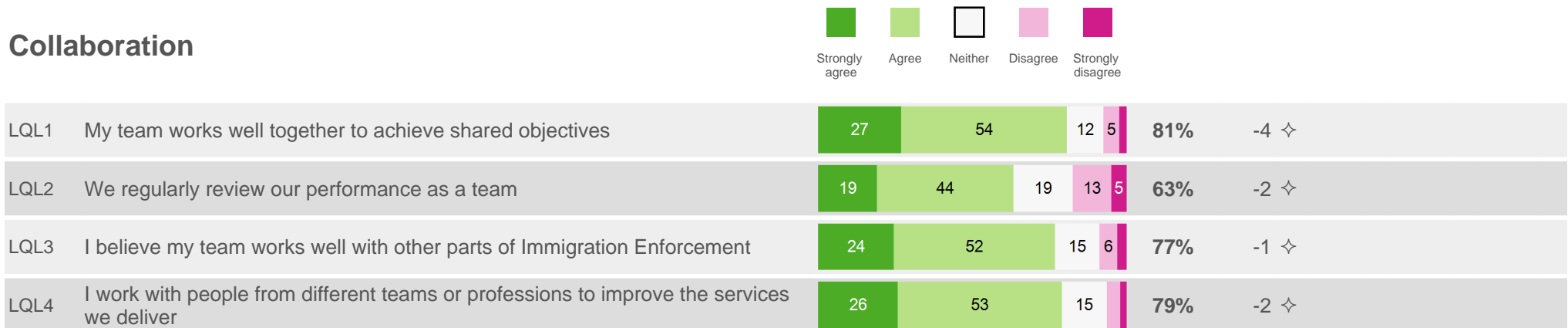
Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Performance Management



Collaboration



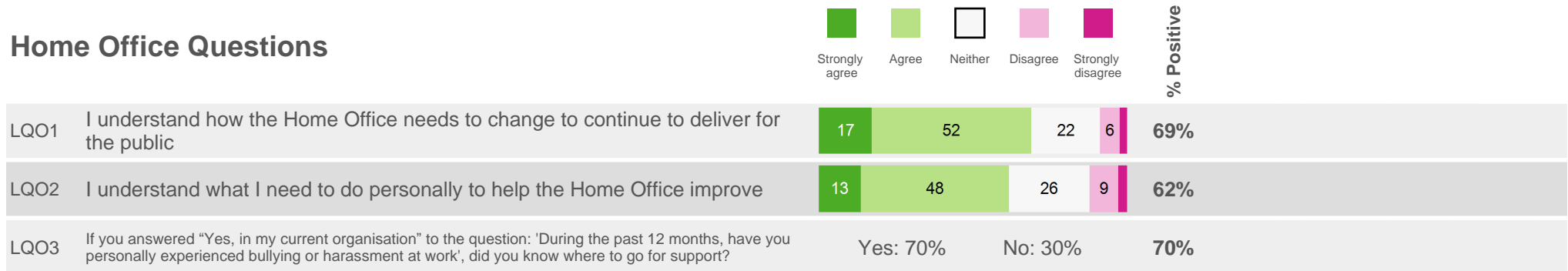
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

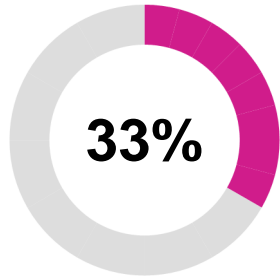
Home Office Questions



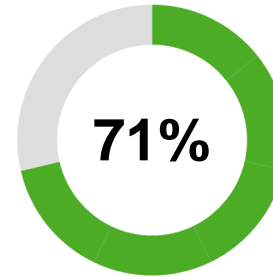


Proxy Stress Index and PERMA Index

◇ 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	+5 ◇
Difference from CS High Performers	+7 ◇



Difference from previous survey	+1 ◇
Difference from CS2019	-2 ◇
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.

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	63%
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	80%
B26	I am treated with respect by the people I work with	79%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	60%
B45	I have the opportunity to contribute my views before decisions are made that affect me	33%
E03	Have you been bullied or harassed at work, in the past 12 months?*	75%

% positive

B01	I am interested in my work	88%
B03	My work gives me a sense of personal accomplishment	71%
B18	The people in my team can be relied upon to help when things get difficult in my job	80%
W01	Overall, how satisfied are you with your life nowadays?	64%
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>)