

Civil Service People Survey 2019

♦ Statistically significant difference from comparison

Engagement Index

61%

+1 ♦

-3 ♦

-7 ♦

Difference from previous survey

Difference from CS2019

Difference from CS High Performers My work

78%

Difference from previous survey

Difference from CS2019

+1
Difference from CS -2
High Performers

Organisational objectives and purpose

Returns: 4,904

01"

-6 ♦

previous survey

-2

Difference from CS2019

Difference from CS High Performers

Difference from

My manager

Response rate: 76%

71%

-3 ♦

Difference from previous survey +1 >

Difference from 0

Difference from CS High Performers

CS2019

My team

82%

+1

0

Difference from previous survey

Difference from CS2019

Difference from CS -3 ♦ High Performers

Learning and development

58%

Difference from previous survey

Difference from CS2019

Difference from CS -2

High Performers

Inclusion and fair treatment

79%

-2 ♦

Difference from previous survey +1 ❖

Difference from CS2019 0

Difference from CS High Performers

Resources and workload

72%

Difference from previous survey

Difference from CS2019

+3 ♦

-2 ♦

Difference from CS -6 ♦ High Performers

Pay and benefits

36%

Difference from previous survey +3 ♦

Difference from CS2019 +2 ♦

Difference from CS $\,$ -5 $\,$ \diamondsuit High Performers

Leadership and managing change

47%

Difference from previous survey

Difference from CS2019

+4

-2

-2

Difference from CS -10 ♦ High Performers



Response rate: 76% Civil Service People Survey 2019

Taking action

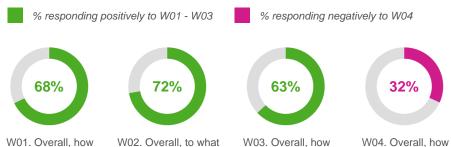


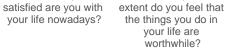
Discrimination, bullying and harassment



Wellbeing

Returns: 4,904







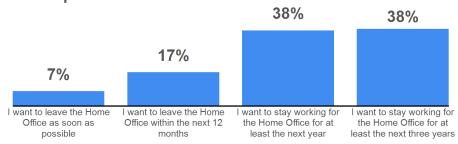
W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index





Your plans for the future





Civil Service People Survey 2019 Response rate: 76%

Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work		B40 I believe that the Executive Col clear vision for the future of the	nmittee has a Home Office	B37 Compared to people doing a sim organisations I feel my pay is rea	nilar job in other asonable
	90%		46%		46%
B54 I am trusted to carry out my job e	effectively	B43 When changes are made in the are usually for the better	Home Office they	B35 I feel that my pay adequately ref performance	lects my
	89%		45%		41%
B31 I have the skills I need to do my j	ob effectively	B17 Poor performance is dealt with team	effectively in my	B36 I am satisfied with the total bene	fits package
	87%		40%		38%
B09 My manager is considerate of my work	/ life outside	B53 Where I work, I think effective a taken on the results of the last	action has been survey	B42 I feel that change is managed we Office	ell in the Home
	86%		39%		36%
B26 I am treated with respect by the p	people I work	B51 The Home Office motivates me its objectives	to help it achieve	B45 I have the opportunity to contribute before decisions are made that a	ute my views affect me
	85%		33%		30%

Returns: 4,904

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





Response rate: 76%

Civil Service People Survey 2019

♦ indicates statistically significant difference from comparison All questions by theme ^ indicates a variation in question wording from your previous survey Difference from CS2019 Difference from CS High Performers % Positive Difference **78**% My work from Neither Disagree Strongly Strongly previous survey B01 I am interested in my work 6 90% **-1** ♦ 44 **-2** ♦ 9 8 B02 I am sufficiently challenged by my work 80% 42 -3 ♦ **-1** ♦ 0 B03 My work gives me a sense of personal accomplishment 12 8 77% 0 -3 ♦ 45 -1 13 B04 I feel involved in the decisions that affect my work 41 16 64% 0 +4 ♦ 0 B05 I have a choice in deciding how I do my work 45 11 7 79% 0 +1 ♦ -3 ♦ **Organisational** Difference 81% objectives and purpose Strongly Neither Disagree Strongly previous agree survey B06 I have a clear understanding of the Home Office's objectives 13 6 55 79% -4 ♦ -8 ♦ 83% B07 I understand how my work contributes to the Home Office's objectives 53 **-1** ♦ -1 ♦ -5 ♦

Returns: 4,904



♦ indicates statistically significant difference from comparison

Response rate: 76% Civil Service People Survey 2019

40%

+1 ♦

All questions by theme

^ indicates a variation in question wording from your previous survey

in questions by mone					· iriuit	ales a variation in	question wordin	ig from your previous survey
My manager	71 % Difference from previous survey	Strongly Agree agree	Neither Disag	gree Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08 My manager motivates me to be m	ore effective in my job	31	41	15 8 5	72%	0	0	-4 💠
B09 My manager is considerate of my li	ife outside work	50	36	8	86%	+1 ♦	0	-3 ♦
B10 My manager is open to my ideas		45	39	9	84%	+1	+1 ♦	-2 ♦
B11 My manager helps me to understar objectives	nd how I contribute to the Home Office's	26	40	22 8	67%	+2 ♦	0	-5 ♦
B12 Overall, I have confidence in the de	ecisions made by my manager	37	41	12 6	78%	+2 ♦	+2 ♦	-2 ♦
B13 My manager recognises when I have	ve done my job well	38	42	12 5	80%	+1	0	-3 ♦
B14 I receive regular feedback on my p	erformance	25	41	17 12 5	66%	+1 ♦	-3 💠	-6 ♦
B15 The feedback I receive helps me to	improve my performance	25	39	23 9 5	64%	+1	-1 ❖	-4 💠
B16 I think that my performance is evaluated	uated fairly	26	43	20 7 5	68%	+2 ♦	0	-3 ♦
		_						

28

Returns: 4,904

B17 Poor performance is dealt with effectively in my team

-3 ♦



Response rate: 76% Civil Service People Survey 2019

63%

52%

0

♦ indicates statistically significant difference from comparison All questions by theme ^ indicates a variation in question wording from your previous survey Difference from previous survey Difference from CS High Performers Difference from CS2019 Positive Difference My team from Strongly Disagree previous disagree agree survey % The people in my team can be relied upon to help when things get difficult in my 85% 45 9 -1 ♦ **-4** ♦ job The people in my team work together to find ways to improve the service we 45 11 83% 0 -3 ♦ +1 provide The people in my team are encouraged to come up with new and better ways of 43 14 6 77% 0 +1 <> -3 ♦ doing things Learning and Difference from development Strongly Neither Strongly previous survey I am able to access the right learning and development opportunities when I need 46 65% 0 **-6** ♦ Learning and development activities I have completed in the past 12 months have 53% 37 31 **-1** ♦ -1 ♦ -6 ♦ helped to improve my performance

44

36

21

11 5

31

Returns: 4,904



B23 There are opportunities for me to develop my career in the Home Office

Home Office are helping me to develop my career

Learning and development activities I have completed while working for the

+5 ♦

-3 ♦

+2 ♦

Home Office

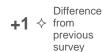
Policy and Enablers

Response rate: 76% Civil Service People Survey 2019





79%



Returns: 4,904



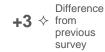


♦ indicates statistically significant difference from comparison

B25 I am treated fairly at work	35	47	9 5	82%	+2 ♦	+1 ♦	-2 💠
B26 I am treated with respect by the people I work with	39	47	8	85%	+1	0	-3 ♦
B27 I feel valued for the work I do	30	42	14 9 5	71%	+1 ♦	+3 �	-2 💠
B28 I think that the Home Office respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	32	46	13 6	78%	+1	0	-4 ♦

Resources and workload

72%





B29 I get the information I need to do my job well	16	53	15 12	70%	+2 �	-1 💠	-6 ♦
B30 I have clear work objectives	21	52	14 10	73%	0	-3 ♦	-6 ♦
B31 I have the skills I need to do my job effectively	28	59	9	87%	0	-2 ♦	-5 ♦
B32 I have the tools I need to do my job effectively	17	50	16 13	67%	+5 ♦	-6 ♦	-12 💠
B33 I have an acceptable workload	13	49	17 14 6	63%	+4	-1 ♦	-5 ♦
B34 I achieve a good balance between my work life and my private life	22	48	15 11	70%	+4 ♦	-1 💠	-6 ♦



Response rate: 76%

27

33%

+3 ♦

Civil Service People Survey 2019

^ indicates a variation in question wording from your previous survey

+5 ♦

-3 ♦

♦ indicates statistically significant difference from comparison

All questions by theme

Difference from previous survey Difference from CS High Performers Difference from CS2019 % Positive **36**% Pay and benefits Strongly Disagree previous agree B35 I feel that my pay adequately reflects my performance 39% 32 +5 ♦ **-2** ♦ 20 25 B36 I am satisfied with the total benefits package 31 24 23 38% +3 ♦ -1 ♦ -11 ♦

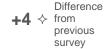
Returns: 4,904

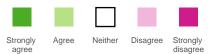
Leadership and managing change

reasonable

47%

Compared to people doing a similar job in other organisations I feel my pay is





21

26

39

27

16 9

49%

+2 ♦

B38 Senior managers in the Home Office are sufficiently visible	17 49 16 13 5 65% +4 ÷ +3 ÷ -7 ÷
B39 I believe the actions of senior managers are consistent with the Home Office's values	13 44 27 10 6 58 % +5 \(\phi \) +3 \(\phi \) -6 \(\phi \)
B40 I believe that the Executive Committee has a clear vision for the future of the Home Office	8 29 46 11 5 38 % +2 \$\dip -12 \$\dip -23 \$
Overall, I have confidence in the decisions made by Home Office senior managers	11 40 30 12 7 51 % +5 ♦ 0 -11 ♦
B42 I feel that change is managed well in the Home Office	5 26 32 27 10 32 % +4 ÷ -4 ÷ -14 ÷
B43 When changes are made in the Home Office they are usually for the better	5 26 45 18 6 31 % +2 \(\phi \) -5 \(\phi \) -13 \(\phi \)
B44 The Home Office keeps me informed about matters that affect me	9 52 24 11 60% +5 \$\div 0 -8 \$\div
B45 I have the opportunity to contribute my views before decisions are made that affect me	7 33 30 22 9 40% +3 ♦ 0 -10 ♦

-8 ♦

-1 ♦

B46 I think it is safe to challenge the way things are done in the Home Office



Response rate: 76%

Civil Service People Survey 2019

♦ indicates statistically significant difference from comparison All questions by theme ^ indicates a variation in question wording from your previous survey Difference from previous survey Difference from CS High Performers Difference from CS2019 Positive Engagement The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to Disagree create your Employee Engagement Index score. % B47 I am proud when I tell others I am part of the Home Office 58% 39 25 11 6 **-14** ♦ B48 I would recommend the Home Office as a great place to work 41 27 58% +3 ♦ -3 ♦ -12 ♦ B49 I feel a strong personal attachment to the Home Office 31 30 17 46% 0 **-12** ♦ -6 ♦ B50 The Home Office inspires me to do the best in my job 49% 35 32 14 +2 ♦ **-11** ♦ B51 The Home Office motivates me to help it achieve its objectives 34 33 15 +2 ♦ -3 ♦ **-10** ♦ **Taking action** Agree Strongly Neither Disagree disagree agree I believe that senior managers in the Home Office will take action on the results 39 25 52% 0 **-8** ♦

28

39

11 8

42%

+1

Returns: 4,904

from this survey

survey

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

+4 ♦

-3 ♦



Response rate: 76% Civil Service People Survey 2019

Returns: 4,904 ♦ indicates statistically significant difference from comparison All questions by theme ^ indicates a variation in question wording from your previous survey Difference from previous survey Difference from CS High Performers Difference from CS2019 Positive **Organisational culture** Strongly % B54 I am trusted to carry out my job effectively 89% 0 -3 ♦ B55 I believe I would be supported if I try a new idea, even if it may not work 74% 48 15 +1 ♦ **-2** ♦ In the Home Office, people are encouraged to speak up when they identify a 47 66% +3 < **-4** ♦ **-9** \diamond serious policy or delivery risk B57 I feel able to challenge inappropriate behaviour in the workplace 49 17 10 5 68% +2 ♦ +2 ♦ **-2** ♦ B58 The Home Office is committed to creating a diverse and inclusive workplace 50 15 76% 0 -3 ♦ 0 **Civil Service vision** Strongly Neither Disagree disagree agree B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service' 47 17 15 64% +6 ♦ +6 ♦ -5 ♦ **Leadership statement** Most of Some-Rarely Managers in my Area/Directorate/Division actively role model the behaviours set

43

22

7

68%

New

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

out in the Civil Service Leadership Statement^

+2 ♦

-4 ♦



Civil Service People Survey 2019

All questions by theme

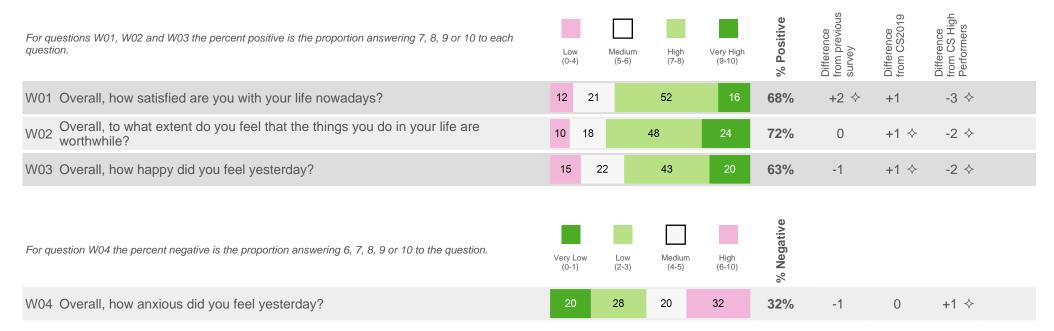
♦ indicates statistically significant difference from comparison

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').

Response rate: 76%

Returns: 4,904



[^] indicates a variation in question wording from your previous survey



Response rate: 76% Civil Service People Survey 2019

All questions by theme

Your plans for the future

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

♦ indicates statistically significant difference from cor	nparison

om

indica	ites a	variation	in question	wording	from you	r previous sur	vey

		iD fr	<u>i</u>	
I want to leave the Home Office as soon as possible	7%	-1	0	
I want to leave the Home Office within the next 12 months	17%	0	+2 ♦	
I want to stay working for the Home Office for at least the next year	38%	+1	+4 ♦	
I want to stay working for the Home Office for at least the next three years	38%	0	-5 ♦	

Returns: 4,904

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference fron previous sum	Difference fro CS2019	Difference fra CS High Performers
D01. Are you aware of the Civil Service Code?	92	8	92%	0	0	-3 ♦
D02. Are you aware of how to raise a concern under the Civil Service Code?	62	38	62%	-2 ♦	-3 \$	-9 💠
D03. Are you confident that if you raised a concern under the Civil Service Code in the Home Office it would be investigated properly?	68	32	68%	+1	-3 💠	-8 💠

om



Response rate: 76% Civil Service People Survey 2019

Returns: 4,904

 $\ensuremath{\diamondsuit}$ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

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	12%	0	+1 �	
No	81%	+1 ♦	0	
Prefer not to say	6%	-1 ♦	-2 	

Of those who said they had experienced discrimination at work in the last 12 months, 84% said it occurred in the Home Office while 16% 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	129	
Caring responsibilities	80	
Disability	78	
Ethnic background	143	
Gender	131	
Gender reassignment or perceived gender		
Grade or responsibility level	161	
Main spoken/ written language or language ability	27	
Marital status or civil partnership	16	
Mental health	64	
Pay	53	
Pregnancy, maternity or paternity	11	
Religion or belief	33	
Sex	27	
Sexual orientation	18	
Social or educational background	65	
Working location	78	
Working pattern	119	
Any other grounds	80	
Prefer not to say	79	

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



Civil Service People Survey 2019

♦ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

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 Returns: 4,904

Yes	12%	0	0
No	82%	0	0
Prefer not to say	6%	0	-1 💠

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 84% said it occurred in the Home Office while 16% 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

Response rate: 76%

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)	32	
Spreading gossip or making false accusations about me	169	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	166	
Physical assault (e.g. object thrown at me, pushed, hit)		
Humiliated in front of team or others	237	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	311	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	219	
Treated less favourably to others	269	
Ignored, excluded, marginalised	274	
Undermining or taking credit for my work	200	
Denied time off for personal ill health	26	
Denied time off for family or caring responsibilities	26	
Disclosure of personal / sensitive information to colleagues without my consent	68	
Something else not listed here	70	
Prefer not to say	24	
Diagon notes Country of fourer than ton reaneness		ا ا حالت المحمد المحمد المحمد المحمد

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



Civil Service People Survey 2019

^ indicates a variation in question wording from your previous survey

All questions by theme

E04. Who bullied and/or harassed you? (multiple selection)

Bullying and harassment

For respondents who selected 'Yes' to E03.

For respondents who selected 'Yes' to E03.

For respondents who selected 'Yes' to E03. E06. How would you describe your situation now?^

Response rate: 76%

Difference from CS2019

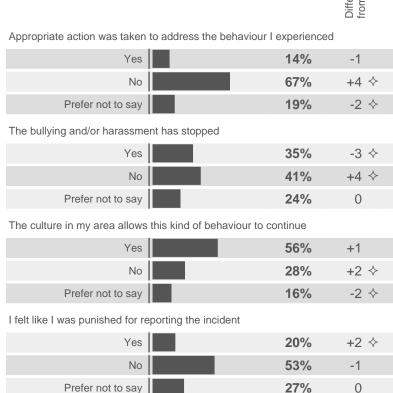
indicates statistically significant difference from comparison

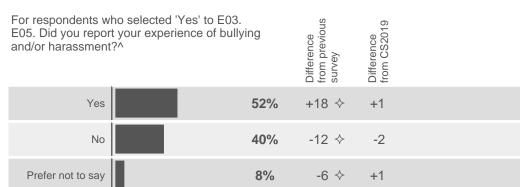
Response Count

Returns: 4,904

202	A colleague in my Area/Directorate/Division
56	A colleague in a different Area/Directorate/ Division of the Home Office
206	My manager
141	Another senior member of staff in the Home Office
30	Someone I manage
35	Someone working in a different Civil Service organisation
19	Someone working for a non-Civil Service organisation
45	A contractor
	A service user (e.g. customer, claimant, offender)
	A member of the public
18	Someone else not listed here
53	Prefer not to say

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









Civil Service People Survey 2019

Returns: 4,904 Response rate: 76% ♦ indicates statistically significant difference from comparison Additional questions selected by organisation Positive Difference from benchmark Safe to Challenge * indicates negatively phrased question(s) where % positive is the proportion who selected "no" Strongly In the last 12 months, I have seen someone else being bullied or treated Yes: 23% No: 70% LQB1 70% +2 ♦ unfairly in the Home Office* Prefer not to say: 7% I make a point of tackling bullying, harassment and other inappropriate 49 LQB2 24 72% +4 ♦ behaviours when I see it happening around me I feel comfortable speaking to those more senior than me about their actions 39 19 18 57% LQB3 +4 ♦ and impact I feel confident that if I challenged someone more senior than me in my 45% LQB4 32 27 19 +3 ♦ Area/Directorate/Division they would be open to receiving the challenge **Change Management** Strongly Strongly Agree Disagree I get to find out the reasons behind key changes that happen in the Home LQC1 37 30 21 45% **-2** ♦ Office I understand what support is available to me as I am affected by organisational LQC2 43 28 16 52% 0 change I feel that change is managed well in my Area/Directorate/Division 35 44% +1 ♦ LQC3 30 18

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.

37

33

14

46%

-8 <

LQC4

I feel positive about the future of the Home Office



Response rate: 76% Civil Service People Survey 2019

♦ indicates statistically significant difference from comparison Additional questions selected by organisation Wellbeing at Work * indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree" agree LQF1 During the last 12 months, I have felt unwell as a result of work-related stress* 25 13 35 52% +1 The people in my team genuinely care about my wellbeing 80% LQF2 51 +1 < My manager creates a positive atmosphere at work which supports my health LQF3 44 17 73% +3 ♦ and wellbeing After a period of sickness absence, my manager and I have a Return to Work LQF4 Yes: 81% No: 19% 81% -5 ♦ discussion **Performance Management** Strongly Strongly I feel empowered by my manager to do my job 46 14 5 78% +1 ♦ LQH1 31 The one-to-one conversations I have with my manager are helping me to LQH2 22 62% 38 0 achieve my full potential Quarterly Annually In general, how often do you discuss the following with your manager: How LQH3a 23 8 well I am meeting my work objectives? In general, how often do you discuss the following with your manager: My LQH3b 31 12 development needs and career goals? In general, how often do you discuss the following with your manager: My LQH3c 37 personal wellbeing and/or work-related stress?

Returns: 4.904

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.



Civil Service People Survey 2019

Additional questions selected by organisation

Hom	e Office Questions	Strongly agree	Agree	Neither		Strongly disagree	% Positive
LQO1	I understand how the Home Office needs to change to continue to deliver for the public	13	48		27	10	60%
LQO2	I understand what I need to do personally to help the Home Office improve	12	46		27	12	58%
LQO3	If you answered "Yes, in my current organisation" to the question: 'During the past 12 months, have you personally experienced bullying or harassment at work', did you know where to go for support?	Y	es: 61%	, 0	No: 39%	%	61%

Response rate: 76%

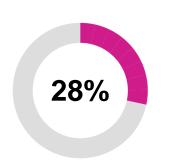
Returns: 4,904



Response rate: 76% Civil Service People Survey 2019

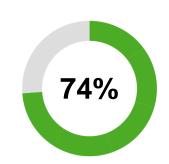
** this is a negatively phrased question where % positive is the proportion who selected "no"

Proxy Stress Index and PERMA Index



Difference from previous survey	-1 ❖
Difference from CS2019	0
Difference from CS High Performers	+2 �

Returns: 4,904



Difference from previous survey	0
Difference from CS2019	0
Difference from CS High Performers	-1 ♦

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	79%
B08	My manager motivates me to be more effective in my job	72%
B18	The people in my team can be relied upon to help when things get difficult in my job	85%
B26	I am treated with respect by the people I work with	85%
B30	I have clear work objectives	73%
B33	I have an acceptable workload	63%
B45	I have the opportunity to contribute my views before decisions are made that affect me	40%
E03	Have you been bullied or harassed at work, in the past 12 months?**	82%

PERMA Index

♦ indicates statistically significant difference from comparison

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	90%
B03	My work gives me a sense of personal accomplishment	77%
B18	The people in my team can be relied upon to help when things get difficult in my job	85%
W01	Overall, how satisfied are you with your life nowadays?	68%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	72%



Response rate: 76% Civil Service People Survey 2019

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.

Returns: 4.904

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)

