



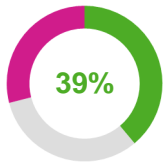
✧ Statistically significant difference from comparison



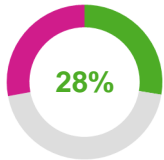


Taking action

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



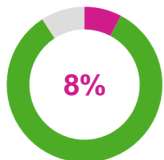
B52. I believe that Senior Managers (C grade + ExCo) in UKHO will take action on the results from this survey



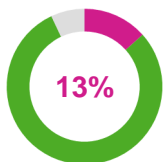
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



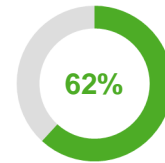
E01. Have you been discriminated against at work, in the past 12 months?



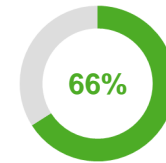
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

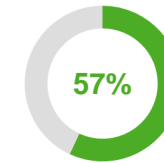
■ % responding positively to W01 - W03 ■ % responding negatively to W04



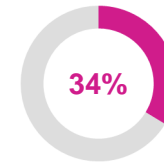
W01. Overall, how satisfied are you with your life nowadays?



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

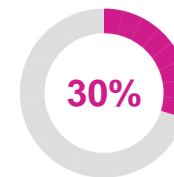


W03. Overall, how happy did you feel yesterday?

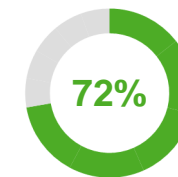


W04. Overall, how anxious did you feel yesterday?

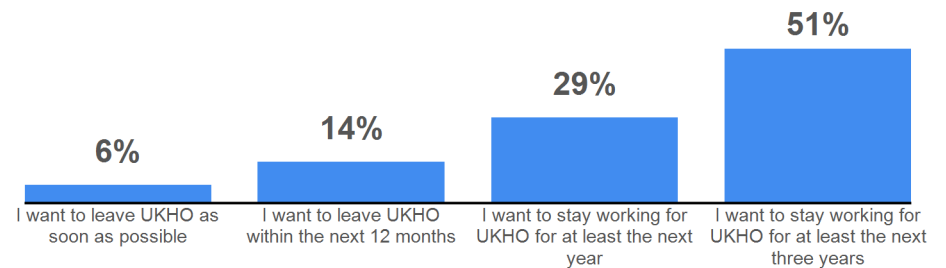
Proxy Stress Index



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	91%	B53 Where I work, I think effective action has been taken on the results of the last survey	44%	B35 I feel that my pay adequately reflects my performance	57%
B01 I am interested in my work	90%	B17 Poor performance is dealt with effectively in my team	41%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	55%
B18 The people in my team can be relied upon to help when things get difficult in my job	88%	B43 When changes are made in UKHO they are usually for the better	38%	B36 I am satisfied with the total benefits package	38%
B09 My manager is considerate of my life outside work	86%	B51 UKHO motivates me to help it achieve its objectives	36%	B23 There are opportunities for me to develop my career in UKHO	33%
B19 The people in my team work together to find ways to improve the service we provide	86%	B22 Learning and development activities I have completed in the past 12 months have helped to improve my performance	36%	B45 I have the opportunity to contribute my views before decisions are made that affect me	30%

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

76%

+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
B01 I am interested in my work	34	56	7			90%	+2 ◆	0	-2 ◆
B02 I am sufficiently challenged by my work	29	49	12	9		78%	+3 ◆	-3 ◆	-5 ◆
B03 My work gives me a sense of personal accomplishment	25	49	14	10		74%	+2	-3 ◆	-6 ◆
B04 I feel involved in the decisions that affect my work	15	44	21	14	7	59%	+3	-1	-5 ◆
B05 I have a choice in deciding how I do my work	25	55	12	7		80%	+2 ◆	+2 ◆	-2 ◆

Organisational objectives and purpose

74%

+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 UKHO's objectives	12	60	17	8		72%	+3 ◆	-10 ◆	-14 ◆
B07 I understand how my work contributes to UKHO's objectives	18	58	16	7		75%	-1	-8 ◆	-13 ◆



All questions by theme

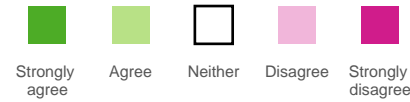
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My manager

65%

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
B08	My manager motivates me to be more effective in my job	19	45	20	13	5	64%	-1	-8 ◆	-11 ◆
B09	My manager is considerate of my life outside work	45	42	9	9	1	86%	+1	0	-3 ◆
B10	My manager is open to my ideas	35	48	11	7	1	83%	+2	-1	-4 ◆
B11	My manager helps me to understand how I contribute to UKHO's objectives	16	44	27	9	7	61%	0	-6 ◆	-11 ◆
B12	Overall, I have confidence in the decisions made by my manager	25	47	16	7	7	73%	+1	-4 ◆	-8 ◆
B13	My manager recognises when I have done my job well	26	48	14	7	7	75%	0	-6 ◆	-9 ◆
B14	I receive regular feedback on my performance	18	42	22	13	5	60%	0	-9 ◆	-12 ◆
B15	The feedback I receive helps me to improve my performance	15	39	30	12	5	53%	-2	-11 ◆	-14 ◆
B16	I think that my performance is evaluated fairly	17	46	28	6	7	63%	-2	-5 ◆	-9 ◆
B17	Poor performance is dealt with effectively in my team	8	25	41	16	10	33%	-2	-7 ◆	-11 ◆



All questions by theme

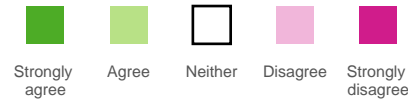
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My team

85%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

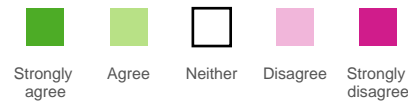
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	40	48	8	2	2	88%	+1	+2 ◆	-1
B19	The people in my team work together to find ways to improve the service we provide	35	51	8	6	2	86%	0	+3 ◆	0
B20	The people in my team are encouraged to come up with new and better ways of doing things	31	49	15	5	2	80%	-1	+3 ◆	0

Learning and development

50%

+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
B21	I am able to access the right learning and development opportunities when I need to	13	51	23	10	3	64%	+5 ◆	-1	-7 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	14	35	36	11	4	48%	+1	-6 ◆	-11 ◆
B23	There are opportunities for me to develop my career in UKHO	11	31	26	22	11	41%	0	-9 ◆	-16 ◆
B24	Learning and development activities I have completed while working for UKHO are helping me to develop my career	12	36	30	15	7	48%	+2	-2 ◆	-8 ◆



All questions by theme

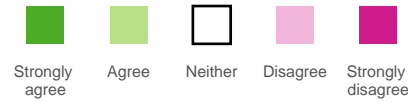
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Inclusion and fair treatment

75%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

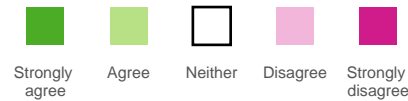
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	22	58	11	6	6	80%	+1	-1	-4 ◆
B26	I am treated with respect by the people I work with	29	55	11	5	5	84%	0	-2 ◆	-5 ◆
B27	I feel valued for the work I do	18	43	20	12	7	61%	0	-7 ◆	-12 ◆
B28	I think that UKHO respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	22	52	18	5	5	74%	+5 ◆	-3 ◆	-7 ◆

Resources and workload

72%

+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
B29	I get the information I need to do my job well	11	58	18	11	11	70%	+2	-2	-6 ◆
B30	I have clear work objectives	14	53	18	13	13	67%	-2	-9 ◆	-12 ◆
B31	I have the skills I need to do my job effectively	24	60	12	12	12	84%	-2	-5 ◆	-8 ◆
B32	I have the tools I need to do my job effectively	17	54	16	9	9	71%	+7 ◆	-1	-7 ◆
B33	I have an acceptable workload	12	55	19	10	10	67%	-2	+3 ◆	-1
B34	I achieve a good balance between my work life and my private life	24	53	17	5	5	76%	0	+5 ◆	0



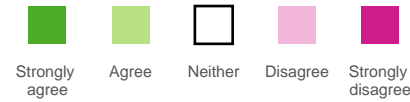
All questions by theme

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Pay and benefits

31%

+5 ◆ Difference from previous survey



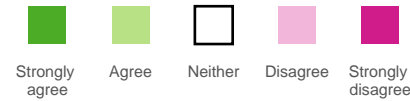
% Positive
 Difference from previous survey
 Difference from CS2019
 Difference from CS High Performers

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	22	16	33	24	27%	+6 ◆	-7 ◆	-14 ◆
B36 I am satisfied with the total benefits package	10	30	22	23	14	40%	+3 ◆	+1	-9 ◆
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	20	19	29	26	26%	+4 ◆	-2 ◆	-10 ◆

Leadership and managing change

47%

+9 ◆ 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 (C grade + ExCo) in UKHO are sufficiently visible	12	48	21	13	7	60%	+18 ◆	-3 ◆	-13 ◆
B39 I believe the actions of Senior Managers (C grade + ExCo) are consistent with UKHO's values	6	39	35	13	7	45%	+8 ◆	-9 ◆	-19 ◆
B40 I believe that ExCo has a clear vision for the future of UKHO	8	45	28	11	7	53%	+16 ◆	+3 ◆	-7 ◆
B41 Overall, I have confidence in the decisions made by UKHO's Senior Managers (C grade + ExCo)	6	38	35	13	8	44%	+14 ◆	-8 ◆	-19 ◆
B42 I feel that change is managed well in UKHO	31	36	22	8	3	35%	+11 ◆	0	-11 ◆
B43 When changes are made in UKHO they are usually for the better	37	38	16	7	2	42%	+8 ◆	+6 ◆	-2 ◆
B44 UKHO keeps me informed about matters that affect me	7	51	25	12	5	58%	+3 ◆	-2 ◆	-10 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	6	31	33	21	8	37%	-1	-3 ◆	-13 ◆
B46 I think it is safe to challenge the way things are done in UKHO	9	43	29	12	7	52%	+2	+3 ◆	-5 ◆



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 UKHO	22	49	23			72%	+2	+5 ◆	-1
B48 I would recommend UKHO as a great place to work	19	43	26	10		62%	+7 ◆	+1	-7 ◆
B49 I feel a strong personal attachment to UKHO	19	34	29	14		53%	+1	+1	-5 ◆
B50 UKHO inspires me to do the best in my job	12	36	34	14		49%	+3 ◆	-3 ◆	-10 ◆
B51 UKHO motivates me to help it achieve its objectives	11	34	36	15	5	45%	+4 ◆	-5 ◆	-12 ◆

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 (C grade + ExCo) in UKHO will take action on the results from this survey	6	33	32	17	12	39%	+3 ◆	-12 ◆	-21 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	5	22	44	18	10	28%	-3 ◆	-10 ◆	-17 ◆



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	61	6			91%	-1	+1 ◆	0
B55 I believe I would be supported if I try a new idea, even if it may not work	20	55	18	6		75%	-1	+2 ◆	-2 ◆
B56 In UKHO, people are encouraged to speak up when they identify a serious policy or delivery risk	16	54	19	8		70%	+1	0	-5 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	13	47	22	14		60%	-2	-6 ◆	-10 ◆
B58 UKHO is committed to creating a diverse and inclusive workplace	17	58	20			75%	+6 ◆	-1	-5 ◆

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'	8	42	22	22	6	50%	+11 ◆	-7 ◆	-19 ◆

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^	15	44	32	7		59%	New	-8 ◆	-14 ◆

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	25	48	14	62%	-1	-6 ◆	-9 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	22	48	18	66%	+1	-5 ◆	-8 ◆
W03 Overall, how happy did you feel yesterday?	16	27	39	18	57%	-3 ◆	-5 ◆	-8 ◆

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?	18	27	21	34	34%	+3	+2	+3 ◆



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 UKHO?

			Difference from previous survey	Difference from CS2019
I want to leave UKHO as soon as possible		6%	-2	-1
I want to leave UKHO within the next 12 months		14%	+3 ◇	-1
I want to stay working for UKHO for at least the next year		29%	-3	-5 ◇
I want to stay working for UKHO for at least the next three years		51%	+1	+8 ◇

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?			85%	-1	-6 ◇	-9 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			63%	+1	-3 ◇	-9 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in UKHO it would be investigated properly?			68%	+1	-4 ◇	-8 ◇



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		8%	-3 ✧	-3 ✧
No		83%	+3 ✧	+2 ✧
Prefer not to say		9%	0	+1

Of those who said they had experienced discrimination at work in the last 12 months, 100% said it occurred in UKHO while 0% 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	12	
Caring responsibilities	--	
Disability	--	
Ethnic background	--	
Gender	11	
Gender reassignment or perceived gender	--	
Grade or responsibility level	--	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	--	
Pay	--	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	--	
Working pattern	--	
Any other grounds	10	
Prefer not to say	--	

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



All questions by theme

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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		13%	+3 ◆	+2 ◆
No		80%	-2	-3 ◆
Prefer not to say		7%	-1	0

For respondents who selected 'Yes' to E03.

E03A. How would you describe the nature of the bullying and/or harassment you experienced?^ (multiple selection)

	Response Count	
Comments about my personal appearance	--	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--	
Spreading gossip or making false accusations about me	21	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	37	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	34	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	31	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	29	
Treated less favourably to others	29	
Ignored, excluded, marginalised	41	
Undermining or taking credit for my work	23	
Denied time off for personal ill health	--	
Denied time off for family or caring responsibilities	--	
Disclosure of personal / sensitive information to colleagues without my consent	--	
Something else not listed here	10	
Prefer not to say	--	

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



All questions by theme

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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	33	
A colleague in a different Area/Directorate/ Division of UKHO	18	
My manager	15	
Another senior member of staff in UKHO	22	
Someone I manage	--	
Someone working in a different Civil Service organisation	--	
Someone working for a non-Civil Service organisation	--	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	13	

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%	+10 ◇	+4
No		33%	-2	-9 ◇
Prefer not to say		13%	-7 ◇	+6

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

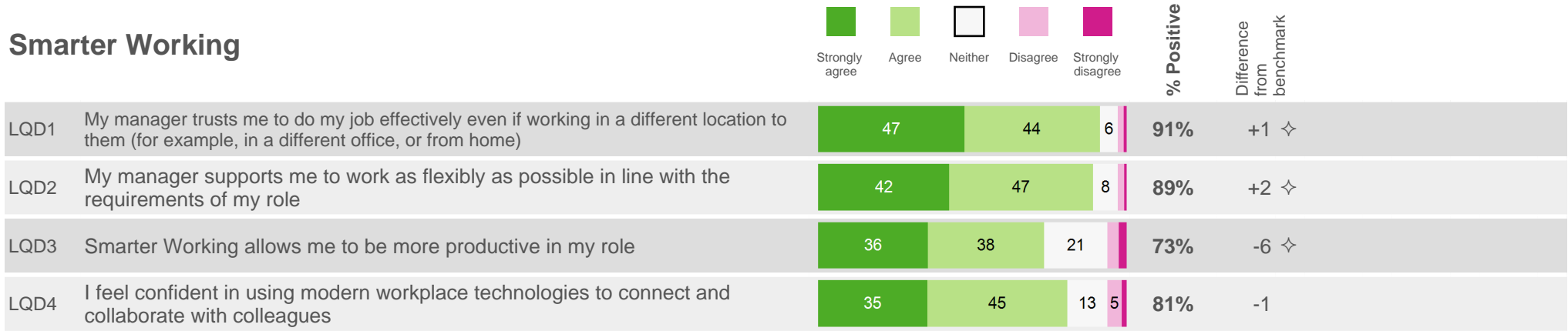
			Difference from CS2019
Appropriate action was taken to address the behaviour I experienced			
Yes		17%	+1
No		53%	-10 ◇
Prefer not to say		31%	+9 ◇
The bullying and/or harassment has stopped			
Yes		36%	-1
No		32%	-5
Prefer not to say		31%	+7 ◇
The culture in my area allows this kind of behaviour to continue			
Yes		46%	-10 ◇
No		32%	+7 ◇
Prefer not to say		22%	+4
I felt like I was punished for reporting the incident			
Yes		19%	+1
No		49%	-6 ◇
Prefer not to say		32%	+5 ◇
I moved to another team or role to avoid the behaviour			
Yes	Results for this response have been suppressed as there are fewer than ten responses		
No		71%	+10 ◇
Prefer not to say	Results for this response have been suppressed to protect the anonymity of the other respondents		



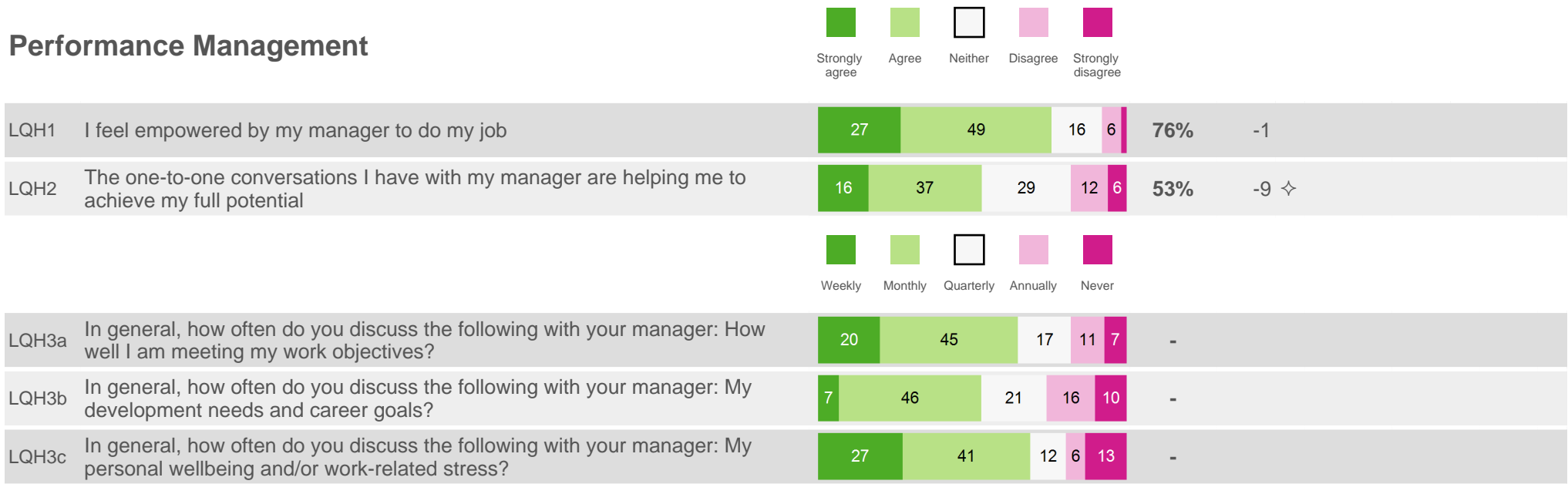
Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Smarter Working



Performance Management



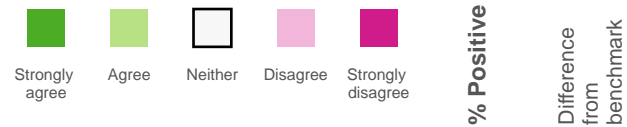
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

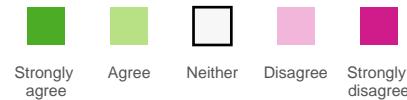
✦ indicates statistically significant difference from comparison

Support for Managers



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQI1	I understand what is expected of me as a manager	27	65	6	0	0	92%	-1
LQI2	As a manager, I feel adequately supported to deliver my responsibilities	18	61	13	7	0	79%	+1
LQI3	As a manager, I feel confident in supporting others with their health and wellbeing at work	23	65	7	0	0	88%	-1
LQI4	As a manager, I feel confident in addressing poor performance in my team	18	60	13	8	0	78%	-4 ✦

Collaboration



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQL1	My team works well together to achieve shared objectives	29	56	9	5	0	86%	+1
LQL2	We regularly review our performance as a team	21	45	19	12	0	66%	+1
LQL3	I believe my team works well with other parts of UKHO	22	58	14	0	0	80%	+3 ✦
LQL4	I work with people from different teams or professions to improve the services we deliver	24	57	13	5	0	81%	0

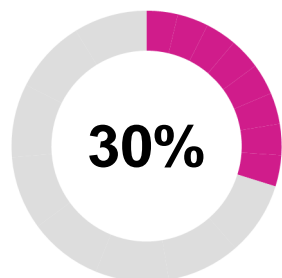
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



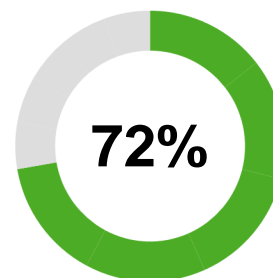
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



Difference from previous survey	0
Difference from CS2019	+1 ◇
Difference from CS High Performers	+4 ◇



Difference from previous survey	+1 ◇
Difference from CS2019	-1 ◇
Difference from CS High Performers	-3 ◇

Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.

We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

% positive

B05	I have a choice in deciding how I do my work	80%
B08	My manager motivates me to be more effective in my job	64%
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	84%
B30	I have clear work objectives	67%
B33	I have an acceptable workload	67%
B45	I have the opportunity to contribute my views before decisions are made that affect me	37%
E03	Have you been bullied or harassed at work, in the past 12 months?*	80%

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	90%
B03	My work gives me a sense of personal accomplishment	74%
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?	62%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	66%



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>)