



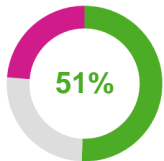
◇ Statistically significant difference from comparison



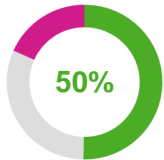


## Taking action

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



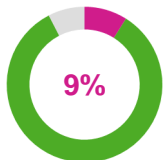
B52. I believe that the Senior Management Team and Directors in the Insolvency Service will take action on the results from this survey



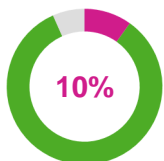
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

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



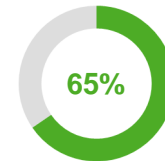
E01. Have you been discriminated against at work, in the past 12 months?



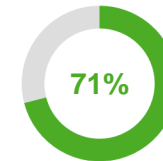
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

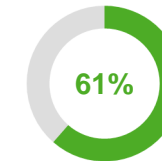
■ % responding positively to W01 - W03   ■ % responding negatively to W04



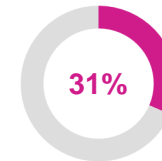
W01. Overall, how satisfied are you with your life nowadays?



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

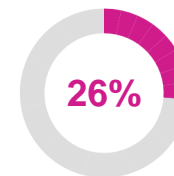


W03. Overall, how happy did you feel yesterday?

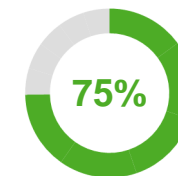


W04. Overall, how anxious did you feel yesterday?

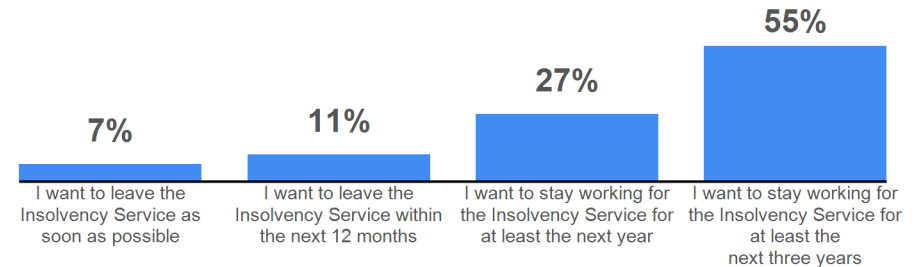
## Proxy Stress Index



## 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	93%	B43 When changes are made in the Insolvency Service they are usually for the better	34%	B35 I feel that my pay adequately reflects my performance	49%
B07 I understand how my work contributes to the Insolvency Service's objectives	92%	B17 Poor performance is dealt with effectively in my team	31%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	47%
B31 I have the skills I need to do my job effectively	92%	B53 Where I work, I think effective action has been taken on the results of the last survey	31%	B42 I feel that change is managed well in the Insolvency Service	42%
B01 I am interested in my work	91%	B40 I believe that the Senior Management Team has a clear vision for the future of the Insolvency Service	30%	B36 I am satisfied with the total benefits package	35%
B18 The people in my team can be relied upon to help when things get difficult in my job	89%	B51 The Insolvency Service motivates me to help it achieve its objectives	29%	B43 When changes are made in the Insolvency Service they are usually for the better	32%

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



## All questions by theme

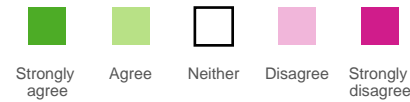
◇ indicates statistically significant difference from comparison  
^ indicates a variation in question wording from your previous survey

### My work

81%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	42	49	6	1	2	91%	+2 ◇	0	-2 ◇
B02 I am sufficiently challenged by my work	38	45	7	7	3	83%	+1	+3 ◇	0
B03 My work gives me a sense of personal accomplishment	32	49	10	7	2	81%	+3 ◇	+3 ◇	+1
B04 I feel involved in the decisions that affect my work	21	45	14	14	6	66%	-1	+6 ◇	+2 ◇
B05 I have a choice in deciding how I do my work	33	49	8	7	3	82%	0	+4 ◇	0

### Organisational objectives and purpose

90%

+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 the Insolvency Service's objectives	34	56	6	2	1	89%	+2 ◇	+7 ◇	+3 ◇
B07 I understand how my work contributes to the Insolvency Service's objectives	39	53	5	1	2	92%	+1	+8 ◇	+4 ◇



## All questions by theme

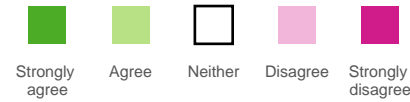
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### My manager

78%

-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	32	46	12	7	7	78%	0	+6 ◇	+2 ◇
B09	My manager is considerate of my life outside work	53	36	7	7	7	89%	+1	+3 ◇	0
B10	My manager is open to my ideas	44	42	9	9	6	85%	-2 ◇	+2 ◇	-1
B11	My manager helps me to understand how I contribute to the Insolvency Service's objectives	32	45	14	6	6	78%	-2 ◇	+11 ◇	+6 ◇
B12	Overall, I have confidence in the decisions made by my manager	39	44	8	5	5	83%	+1	+7 ◇	+3 ◇
B13	My manager recognises when I have done my job well	39	43	9	6	6	82%	-3 ◇	+2 ◇	-1 ◇
B14	I receive regular feedback on my performance	32	47	11	8	8	79%	-3 ◇	+10 ◇	+7 ◇
B15	The feedback I receive helps me to improve my performance	29	45	16	7	7	74%	0	+9 ◇	+6 ◇
B16	I think that my performance is evaluated fairly	30	48	13	6	6	78%	-1	+10 ◇	+6 ◇
B17	Poor performance is dealt with effectively in my team	16	36	31	11	6	52%	-2 ◇	+11 ◇	+8 ◇



## All questions by theme

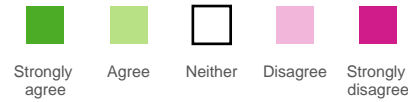
◆ indicates statistically significant difference from comparison  
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### My team

85%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

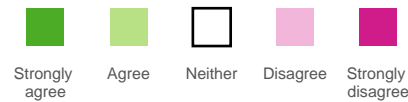
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	46	44	6	1	1	89%	0	+3 ◆	+1
B19	The people in my team work together to find ways to improve the service we provide	41	45	8	5	1	85%	0	+3 ◆	-1
B20	The people in my team are encouraged to come up with new and better ways of doing things	37	44	12	5	1	81%	0	+4 ◆	+1

### Learning and development

58%

+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
B21	I am able to access the right learning and development opportunities when I need to	17	52	18	9	1	70%	-2 ◆	+5 ◆	-1 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	16	42	26	12	1	59%	-1	+4 ◆	-1
B23	There are opportunities for me to develop my career in the Insolvency Service	14	40	22	15	9	54%	+4 ◆	+3 ◆	-4 ◆
B24	Learning and development activities I have completed while working for the Insolvency Service are helping me to develop my career	14	37	27	15	6	51%	+3 ◆	+1 ◆	-5 ◆



## All questions by theme

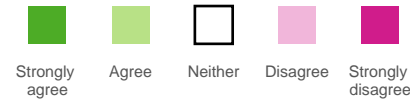
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### Inclusion and fair treatment

83%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

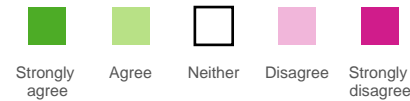
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25 I am treated fairly at work	36	49	6	5		86%	0	+4 ◆	+1 ◆
B26 I am treated with respect by the people I work with	41	49	5	5		89%	-1 ◆	+4 ◆	+1 ◆
B27 I feel valued for the work I do	28	45	13	9	5	73%	-1	+5 ◆	0
B28 I think that the Insolvency Service respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	36	48	10	5		84%	0	+6 ◆	+3 ◆

### Resources and workload

78%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29 I get the information I need to do my job well	18	58	12	9		76%	0	+5 ◆	+1
B30 I have clear work objectives	25	61	7	5		86%	-1	+11 ◆	+7 ◆
B31 I have the skills I need to do my job effectively	33	59	6			92%	-1	+3 ◆	0
B32 I have the tools I need to do my job effectively	17	50	12	16	5	67%	-2 ◆	-6 ◆	-12 ◆
B33 I have an acceptable workload	15	51	13	14	7	66%	-1	+2 ◆	-2 ◆
B34 I achieve a good balance between my work life and my private life	27	52	10	9		79%	0	+8 ◆	+3 ◆



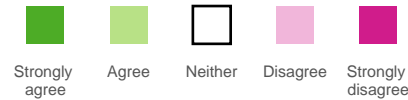
## All questions by theme

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### Pay and benefits

**38%**

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

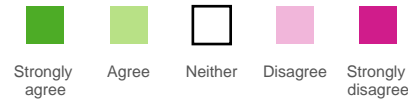
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	6	30	16	30	19	35%	+3 ◇	+1 ◇	-5 ◇
B36 I am satisfied with the total benefits package	8	37	20	22	13	45%	+4 ◇	+6 ◇	-4 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	7	27	19	27	20	34%	+2 ◇	+6 ◇	-1 ◇

### Leadership and managing change

**49%**

-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
B38 The Senior Management Team and Directors in the Insolvency Service are sufficiently visible	13	48	20	13	6	61%	-3 ◇	-2 ◇	-12 ◇
B39 I believe the actions of the Senior Management Team and Directors are consistent with the Insolvency Service's values	10	45	28	10	7	55%	+2 ◇	+1	-9 ◇
B40 I believe that the Senior Management Team has a clear vision for the future of the Insolvency Service	9	40	30	13	8	49%	-3 ◇	-1	-11 ◇
B41 Overall, I have confidence in the decisions made by the Insolvency Service's Senior Management Team and Directors	8	38	29	15	10	46%	0	-5 ◇	-16 ◇
B42 I feel that change is managed well in the Insolvency Service	28	25	30	13	33%	-4 ◇	-2 ◇	-13 ◇	
B43 When changes are made in the Insolvency Service they are usually for the better	30	34	22	9	34%	-1	-2 ◇	-10 ◇	
B44 The Insolvency Service keeps me informed about matters that affect me	9	56	20	10	5	65%	+3 ◇	+5 ◇	-3 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	7	37	25	22	10	44%	-2 ◇	+3 ◇	-7 ◇
B46 I think it is safe to challenge the way things are done in the Insolvency Service	8	46	25	14	7	54%	+3 ◇	+5 ◇	-3 ◇





## 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 the Insolvency Service	17	44	28	7	5	61%	+2 ◆	-6 ◆	-12 ◆
B48 I would recommend the Insolvency Service as a great place to work	16	44	25	10	5	60%	+3 ◆	-1	-9 ◆
B49 I feel a strong personal attachment to the Insolvency Service	17	38	27	14	5	54%	0	+2 ◆	-4 ◆
B50 The Insolvency Service inspires me to do the best in my job	14	40	29	12	6	54%	0	+1 ◆	-6 ◆
B51 The Insolvency Service motivates me to help it achieve its objectives	13	40	29	12	6	53%	+1	+3 ◆	-3 ◆

### 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 the Senior Management Team and Directors in the Insolvency Service will take action on the results from this survey	12	39	26	14	10	51%	-2 ◆	0	-9 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	15	35	31	10	8	50%	-3 ◆	+12 ◆	+6 ◆



## 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	42	51				93%	+1 ◇	+4 ◇	+2 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	27	50	16	6		77%	+1	+4 ◇	0
B56 In the Insolvency Service, people are encouraged to speak up when they identify a serious policy or delivery risk	22	49	18	7		71%	0	+1 ◇	-4 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	21	51	16	8		72%	-2 ◇	+6 ◇	+2 ◇
B58 The Insolvency Service is committed to creating a diverse and inclusive workplace	28	53	13			81%	-1	+5 ◇	+1 ◇

### 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'	19	54	16	9		73%	+1	+15 ◇	+4 ◇

### 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^	29	43	21	5		73%	New	+6 ◇	0

*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?	11	23	48	18	65%	+1	-2 ◆	-5 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	20	45	26	71%	+1	0	-3 ◆
W03 Overall, how happy did you feel yesterday?	15	23	39	22	61%	-1	-1	-3 ◆

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?	23	27	19	31	31%	+2 ◆	-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 the Insolvency Service?

			Difference from previous survey	Difference from CS2019
I want to leave the Insolvency Service as soon as possible		7%	-1	0
I want to leave the Insolvency Service within the next 12 months		11%	0	-4 ◇
I want to stay working for the Insolvency Service for at least the next year		27%	+1	-6 ◇
I want to stay working for the Insolvency Service for at least the next three years		55%	+1	+11 ◇

### 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?		27	73%	-1	+8 ◇	+2 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the Insolvency Service it would be investigated properly?		25	75%	-1	+4 ◇	-1



## All questions by theme

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### Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		9%	0	-2 ✧
No		83%	+1	+2 ✧
Prefer not to say		8%	-1 ✧	-1

Of those who said they had experienced discrimination at work in the last 12 months, 86% said it occurred in the Insolvency Service while 14% 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	13	
Disability	17	
Ethnic background	12	
Gender	14	
Gender reassignment or perceived gender	--	
Grade or responsibility level	21	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	15	
Pay	18	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	19	
Working pattern	28	
Any other grounds	12	
Prefer not to say	20	

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		10%	+2 ↗	-2 ↗
No		83%	-2 ↗	+1 ↗
Prefer not to say		7%	0	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	32	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	35	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	46	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	50	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	35	
Treated less favourably to others	51	
Ignored, excluded, marginalised	44	
Undermining or taking credit for my work	33	
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	14	
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	50	
A colleague in a different Area/Directorate/ Division of the Insolvency Service	16	
My manager	28	
Another senior member of staff in the Insolvency Service	37	
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	18	

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		<b>49%</b>	+12 ◇	-2
No		<b>47%</b>	-3	+5 ◇
Prefer not to say		<b>4%</b>	-9 ◇	-2

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

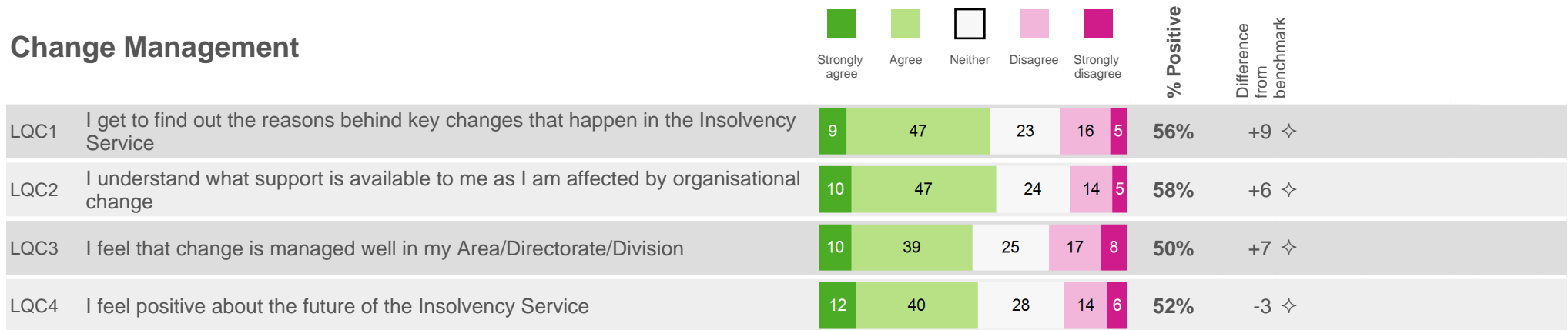
			Difference from CS2019
Appropriate action was taken to address the behaviour I experienced			
Yes		<b>16%</b>	0
No		<b>58%</b>	-5 ◇
Prefer not to say		<b>26%</b>	+5 ◇
The bullying and/or harassment has stopped			
Yes		<b>41%</b>	+4
No		<b>34%</b>	-3
Prefer not to say		<b>25%</b>	+1
The culture in my area allows this kind of behaviour to continue			
Yes		<b>54%</b>	-1
No		<b>31%</b>	+5 ◇
Prefer not to say		<b>15%</b>	-3
I felt like I was punished for reporting the incident			
Yes		<b>12%</b>	-6
No		<b>59%</b>	+4
Prefer not to say		<b>30%</b>	+3
I moved to another team or role to avoid the behaviour			
Yes		<b>13%</b>	-9
No		<b>70%</b>	+10 ◇
Prefer not to say		<b>17%</b>	+1



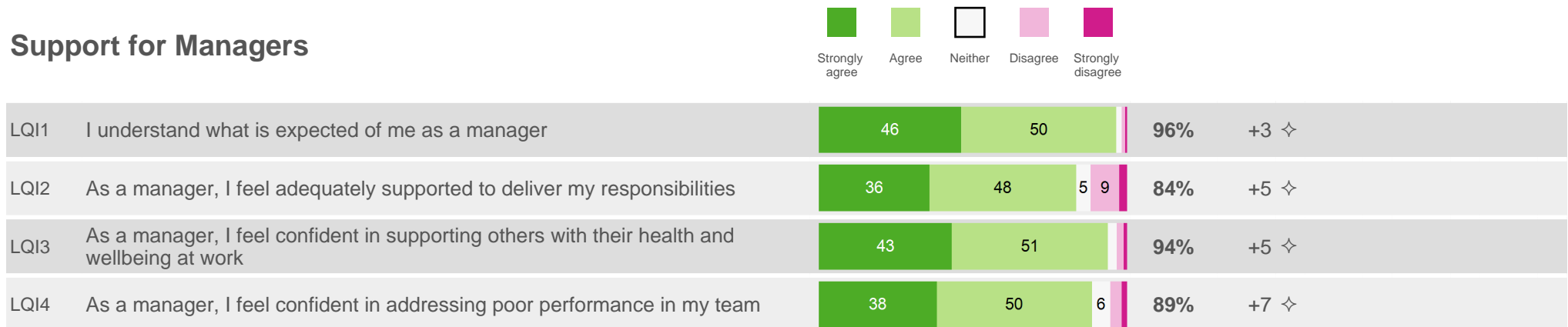
## Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

### Change Management



### Support for Managers



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

### Continuous Learning

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQJ1 I think my current job makes the most of my skills and strengths	17	48	13	16	6	65%	+4 ⬠
LQJ2 I am learning on a regular basis from working with my colleagues	25	54	12	6		79%	+1 ⬠
LQJ3 My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	19	41	21	14	5	60%	+5 ⬠
LQJ4 Investing time in learning and development activities is given priority in my Area/Directorate/Division	13	39	26	16	6	52%	0

### Career Progression

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQK1 I am interested in exploring a broad range of opportunities at work to see what suits me best	23	43	21	11		66%	-1 ⬠
LQK2 I am considering, or in the process of making, a significant change in my career (e.g. a change of profession or working hours)	12	25	22	32	9	37%	+4 ⬠
LQK3 The culture in the Insolvency Service is supportive of career progression for staff who have non-standard working patterns	15	45	30	7		59%	+7 ⬠
LQK4 I would choose to remain working in the Insolvency Service even if I were offered a similar job elsewhere in the public sector	14	33	31	14	8	47%	+8 ⬠

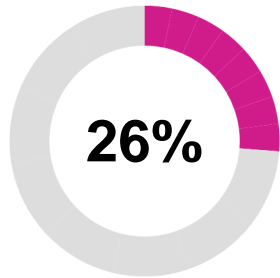
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



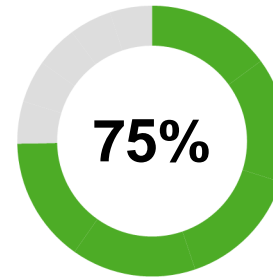
## Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



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



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

### 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**

	<b>% positive</b>
B05 I have a choice in deciding how I do my work	82%
B08 My manager motivates me to be more effective in my job	78%
B18 The people in my team can be relied upon to help when things get difficult in my job	89%
B26 I am treated with respect by the people I work with	89%
B30 I have clear work objectives	86%
B33 I have an acceptable workload	66%
B45 I have the opportunity to contribute my views before decisions are made that affect me	44%
E03 Have you been bullied or harassed at work, in the past 12 months?**	83%

**% positive**

	<b>% positive</b>
B01 I am interested in my work	91%
B03 My work gives me a sense of personal accomplishment	81%
B18 The people in my team can be relied upon to help when things get difficult in my job	89%
W01 Overall, how satisfied are you with your life nowadays?	65%
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	71%



## 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 <b>Theme score % positive</b> ), 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>)