



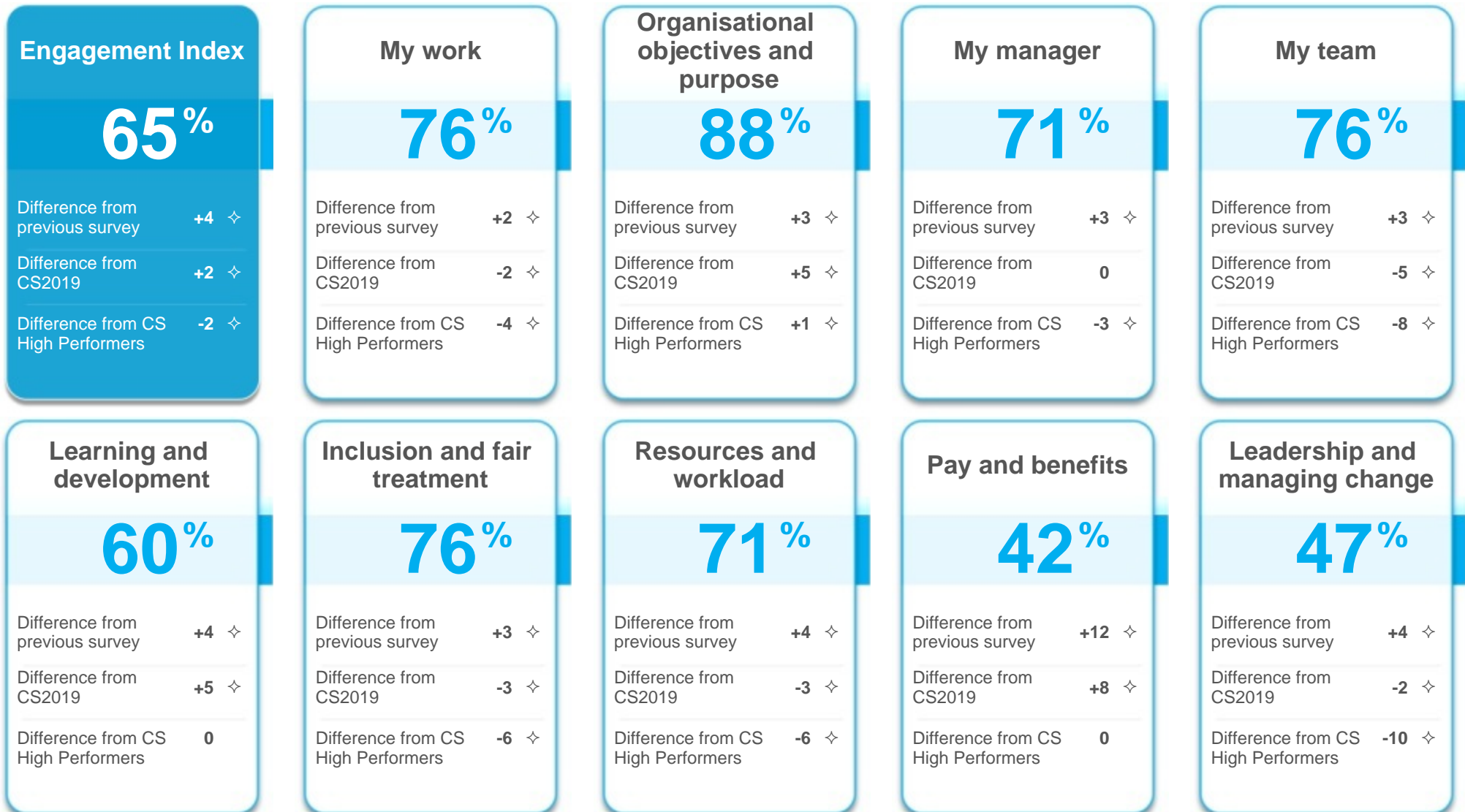
Crown Prosecution Service

Returns : 3,974

Response rate : 68%

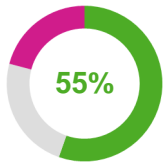
Civil Service People Survey 2019

◇ Statistically significant difference from comparison

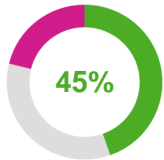


Taking action

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



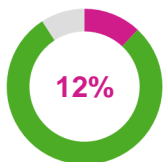
B52. I believe that my CCP, DCCP, ABM or Head of Directorate/Division in the CPS will take action on the results from this survey



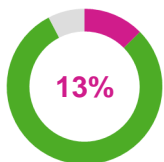
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



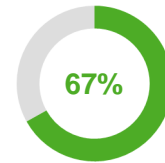
E01. Have you been discriminated against at work, in the past 12 months?



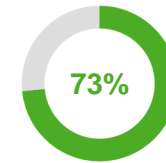
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

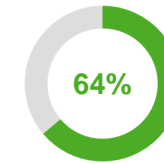
■ % responding positively to W01 - W03 ■ % responding negatively to W04



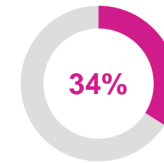
W01. Overall, how satisfied are you with your life nowadays?



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

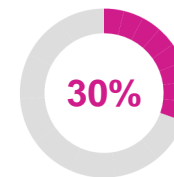


W03. Overall, how happy did you feel yesterday?

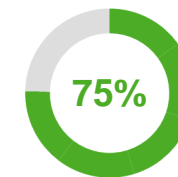


W04. Overall, how anxious did you feel yesterday?

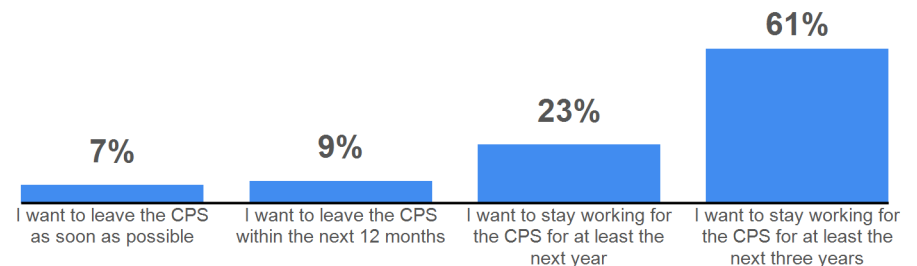
Proxy Stress Index



PERMA Index











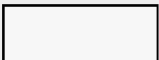






Your plans for the future





Headline scores

Highest positive scoring questions		Highest neutral scoring questions		Highest negative scoring questions	
	% Positive		% Neutral		% Negative
B01 I am interested in my work	 92%	B40 I believe that the CPS Board has a clear vision for the future of the CPS	 41%	B42 I feel that change is managed well in the CPS	 44%
B31 I have the skills I need to do my job effectively	 90%	B41 Overall, I have confidence in the decisions made by the DPP, Chief Executive and Directors of Legal, Business and Corporate Services	 34%	B35 I feel that my pay adequately reflects my performance	 44%
B07 I understand how my work contributes to the CPS's objectives	 88%	B17 Poor performance is dealt with effectively in my team	 34%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	 40%
B06 I have a clear understanding of the CPS's objectives	 88%	B53 Where I work, I think effective action has been taken on the results of the last survey	 34%	B43 When changes are made in the CPS they are usually for the better	 38%
B54 I am trusted to carry out my job effectively	 87%	B43 When changes are made in the CPS they are usually for the better	 31%	B45 I have the opportunity to contribute my views before decisions are made that affect me	 37%

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	52	41	5	1	1	92%	+1 ◇	+2 ◇	0
B02 I am sufficiently challenged by my work	44	41	7	6	2	85%	+2 ◇	+4 ◇	+2 ◇
B03 My work gives me a sense of personal accomplishment	39	43	10	5	3	83%	+2 ◇	+5 ◇	+2 ◇
B04 I feel involved in the decisions that affect my work	21	33	17	19	9	54%	+3 ◇	-6 ◇	-10 ◇
B05 I have a choice in deciding how I do my work	23	41	14	14	7	65%	+3 ◇	-13 ◇	-17 ◇

Organisational objectives and purpose

88%

+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
B06 I have a clear understanding of the CPS's objectives	34	54	8	2	1	88%	+4 ◇	+5 ◇	+1 ◇
B07 I understand how my work contributes to the CPS's objectives	36	52	7	3	1	88%	+3 ◇	+4 ◇	0



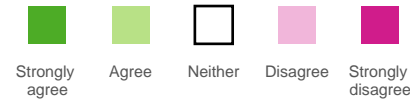
All questions by theme

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My manager

71%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	31	40	15	9	5	72%	+3 ◇	0	-4 ◇
B09	My manager is considerate of my life outside work	46	38	8	8	2	84%	+3 ◇	-2 ◇	-5 ◇
B10	My manager is open to my ideas	37	40	14	5	4	78%	+2 ◇	-6 ◇	-8 ◇
B11	My manager helps me to understand how I contribute to the CPS's objectives	29	41	20	7	3	70%	+3 ◇	+3 ◇	-2 ◇
B12	Overall, I have confidence in the decisions made by my manager	36	39	14	7	6	75%	+2 ◇	-1 ◇	-5 ◇
B13	My manager recognises when I have done my job well	39	41	10	7	3	80%	+2 ◇	-1	-4 ◇
B14	I receive regular feedback on my performance	29	42	14	11	4	71%	+4 ◇	+3 ◇	-1
B15	The feedback I receive helps me to improve my performance	27	39	20	10	4	66%	+3 ◇	+2 ◇	-2 ◇
B16	I think that my performance is evaluated fairly	28	43	18	7	4	71%	+4 ◇	+3 ◇	-1 ◇
B17	Poor performance is dealt with effectively in my team	13	26	34	15	11	40%	+2 ◇	-1	-4 ◇



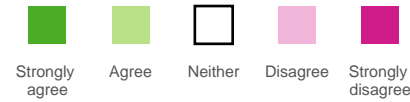
All questions by theme

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My team

76%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

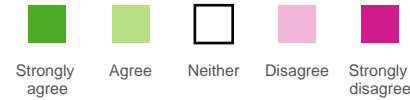
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	40	45	9			85%	+3 ◇	-1 ◇	-4 ◇
B19	The people in my team work together to find ways to improve the service we provide	35	44	13	6		79%	+3 ◇	-4 ◇	-7 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	38	19	11	5	65%	+2 ◇	-12 ◇	-15 ◇

Learning and development

60%

+4 ◇ 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	20	52	16	9		72%	+4 ◇	+7 ◇	+1
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	19	42	25	11		61%	+2 ◇	+6 ◇	+1 ◇
B23	There are opportunities for me to develop my career in the CPS	18	37	18	16	10	56%	+6 ◇	+5 ◇	-2 ◇
B24	Learning and development activities I have completed while working for the CPS are helping me to develop my career	16	34	27	16	7	50%	+4 ◇	0	-6 ◇



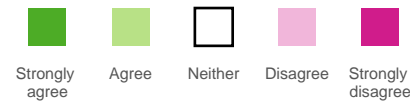
All questions by theme

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Inclusion and fair treatment

76%

+3 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

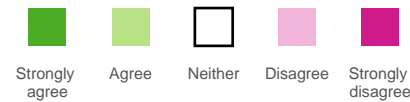
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	30	47	10	8	5	78%	+2 ◇	-4 ◇	-7 ◇
B26	I am treated with respect by the people I work with	34	50	9	7	5	84%	+3 ◇	-2 ◇	-4 ◇
B27	I feel valued for the work I do	26	40	16	12	6	66%	+4 ◇	-2 ◇	-7 ◇
B28	I think that the CPS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	30	46	15	5	5	76%	+3 ◇	-1 ◇	-5 ◇

Resources and workload

71%

+4 ◇ 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	16	52	15	12	5	69%	+4 ◇	-2 ◇	-7 ◇
B30	I have clear work objectives	22	60	10	6	5	82%	+3 ◇	+6 ◇	+3 ◇
B31	I have the skills I need to do my job effectively	31	59	6	2	5	90%	+2 ◇	+1 ◇	-1 ◇
B32	I have the tools I need to do my job effectively	20	47	13	16	5	67%	+4 ◇	-6 ◇	-12 ◇
B33	I have an acceptable workload	13	43	15	19	11	55%	+4 ◇	-8 ◇	-12 ◇
B34	I achieve a good balance between my work life and my private life	18	45	15	16	7	63%	+3 ◇	-9 ◇	-13 ◇



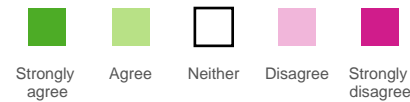
All questions by theme

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Pay and benefits

42%

+12 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

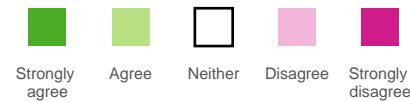
Difference from CS High Performers

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	7	31	18	27	16	38%	+12 ◇	+4 ◇	-2 ◇
B36 I am satisfied with the total benefits package	9	39	21	20	11	48%	+11 ◇	+9 ◇	-1 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	8	31	20	24	16	40%	+12 ◇	+12 ◇	+4 ◇

Leadership and managing change

47%

+4 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 My CCP, DCCP, ABM or Head of Directorate/Division in the CPS are sufficiently visible	21	42	16	13	8	63%	+5 ◇	+1	-9 ◇
B39 I believe the actions of my CCP, DCCP, ABM or Head of Directorate/Division are consistent with the CPS's values	21	42	27	5	5	63%	+4 ◇	+8 ◇	-1 ◇
B40 I believe that the CPS Board has a clear vision for the future of the CPS	12	34	41	7	5	47%	+5 ◇	-3 ◇	-14 ◇
B41 Overall, I have confidence in the decisions made by the DPP, Chief Executive and Directors of Legal, Business and Corporate Services	13	37	34	9	6	50%	+9 ◇	-1 ◇	-12 ◇
B42 I feel that change is managed well in the CPS	5	26	24	31	13	32%	+3 ◇	-3 ◇	-14 ◇
B43 When changes are made in the CPS they are usually for the better	6	25	31	27	11	31%	+3 ◇	-5 ◇	-13 ◇
B44 The CPS keeps me informed about matters that affect me	9	46	22	16	8	55%	+3 ◇	-5 ◇	-13 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	8	31	24	25	12	39%	+4 ◇	-1 ◇	-11 ◇
B46 I think it is safe to challenge the way things are done in the CPS	9	34	26	20	11	42%	+4 ◇	-7 ◇	-14 ◇



All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

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 CPS	25	40	24	8	8	65%	+6 ◆	-2 ◆	-8 ◆
B48 I would recommend the CPS as a great place to work	20	38	25	12	6	58%	+10 ◆	-4 ◆	-12 ◆
B49 I feel a strong personal attachment to the CPS	25	38	23	10	6	63%	+4 ◆	+11 ◆	+5 ◆
B50 The CPS inspires me to do the best in my job	20	35	27	12	6	55%	+6 ◆	+3 ◆	-4 ◆
B51 The CPS motivates me to help it achieve its objectives	19	34	29	13	6	52%	+6 ◆	+2 ◆	-4 ◆

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 my CCP, DCCP, ABM or Head of Directorate/Division in the CPS will take action on the results from this survey	17	38	24	12	9	55%	+6 ◆	+4 ◆	-4 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	14	31	34	12	9	45%	+6 ◆	+7 ◆	0



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	34	53	6	5		87%	+1 ◆	-2 ◆	-4 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	19	40	22	14	5	59%	+3 ◆	-14 ◆	-17 ◆
B56 In the CPS, people are encouraged to speak up when they identify a serious policy or delivery risk	18	44	21	11	6	62%	+4 ◆	-8 ◆	-13 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	16	46	19	12	6	63%	+3 ◆	-4 ◆	-7 ◆
B58 The CPS is committed to creating a diverse and inclusive workplace	26	51	15			77%	+3 ◆	+1 ◆	-3 ◆

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	11	34	21	26	8	45%	+3 ◆	-13 ◆	-24 ◆

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^	23	40	27	7		63%	New	-3 ◆	-10 ◆

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



All questions by theme

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Wellbeing

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

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

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	12	21	51	16	67%	+5 ◆	0	-4 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	18	47	27	73%	+3 ◆	+2 ◆	0
W03 Overall, how happy did you feel yesterday?	15	21	43	21	64%	+5 ◆	+2 ◆	-1

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

	Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	% Negative	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	21	25	20	34	34%	-3 ◆	+2 ◆	+4 ◆



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 CPS?

Statement	%	Difference from previous survey	Difference from CS2019
I want to leave the CPS as soon as possible	7%	-2 ◇	0
I want to leave the CPS within the next 12 months	9%	-1 ◇	-6 ◇
I want to stay working for the CPS for at least the next year	23%	-1	-10 ◇
I want to stay working for the CPS for at least the next three years	61%	+5 ◇	+17 ◇

The Civil Service Code

Differences are based on '% Yes' score

Question	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	89	11	89%	-1	-2 ◇	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?	64	36	64%	-1 ◇	-2 ◇	-8 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the CPS it would be investigated properly?	66	34	66%	+3 ◇	-6 ◇	-10 ◇



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		12%	-2 ✧	+1 ✧
No		79%	+2 ✧	-3 ✧
Prefer not to say		9%	0	+1 ✧

Of those who said they had experienced discrimination at work in the last 12 months, 94% said it occurred in the CPS while 6% 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	67	
Caring responsibilities	72	
Disability	89	
Ethnic background	71	
Gender	81	
Gender reassignment or perceived gender	--	
Grade or responsibility level	81	
Main spoken/ written language or language ability	15	
Marital status or civil partnership	11	
Mental health	58	
Pay	45	
Pregnancy, maternity or paternity	--	
Religion or belief	15	
Sex	30	
Sexual orientation	10	
Social or educational background	24	
Working location	83	
Working pattern	119	
Any other grounds	54	
Prefer not to say	72	

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



All questions by theme

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

Bullying and harassment

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

			Difference from previous survey	Difference from CS2019
Yes		13%	-1	+1 ↗
No		80%	+2 ↗	-2 ↗
Prefer not to say		8%	-1 ↗	+1 ↗

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	44	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	15	
Spreading gossip or making false accusations about me	123	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	129	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	196	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	254	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	114	
Treated less favourably to others	198	
Ignored, excluded, marginalised	177	
Undermining or taking credit for my work	126	
Denied time off for personal ill health	14	
Denied time off for family or caring responsibilities	19	
Disclosure of personal / sensitive information to colleagues without my consent	45	
Something else not listed here	74	
Prefer not to say	32	

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



All questions by theme

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

Bullying and harassment

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

	Response Count	
A colleague in my Area/Directorate/Division	164	
A colleague in a different Area/Directorate/ Division of the CPS	31	
My manager	145	
Another senior member of staff in the CPS	164	
Someone I manage	20	
Someone working in a different Civil Service organisation	16	
Someone working for a non-Civil Service organisation	15	
A contractor	--	
A service user (e.g. customer, claimant, offender)	13	
A member of the public	--	
Someone else not listed here	16	
Prefer not to say	65	

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%	+15 ◇	+4 ◇
No	38%	-7 ◇	-4 ◇
Prefer not to say	6%	-8 ◇	0

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

		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	15%	-1
No	63%	0
Prefer not to say	22%	+1
The bullying and/or harassment has stopped		
Yes	33%	-5 ◇
No	42%	+5 ◇
Prefer not to say	25%	+1
The culture in my area allows this kind of behaviour to continue		
Yes	61%	+6 ◇
No	20%	-5 ◇
Prefer not to say	18%	0
I felt like I was punished for reporting the incident		
Yes	20%	+3 ◇
No	50%	-4 ◇
Prefer not to say	29%	+2
I moved to another team or role to avoid the behaviour		
Yes	17%	-4 ◇
No	62%	+2
Prefer not to say	21%	+5 ◇



Additional questions selected by organisation

✦ indicates statistically significant difference from comparison

My Organisation

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQA1 I am familiar with the CPS's values / purpose / mission	28	59	10			87%	0
LQA2 I believe the process of filling vacancies within the CPS is fair	13	34	25	17	10	47%	-3 ✦
LQA3 The CPS provides good support for employees' health, wellbeing and resilience	19	45	18	11	6	65%	-4 ✦
LQA4 I believe my Area/Directorate/Division is taking action to combat discrimination, bullying and/or harassment	16	38	33	7	6	54%	-6 ✦

Safe to Challenge

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

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1 In the last 12 months, I have seen someone else being bullied or treated unfairly in the CPS*	Yes: 23% No: 67% Prefer not to say: 10%					67%	-2 ✦
LQB2 I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	19	46	30			65%	-3 ✦
LQB3 I feel comfortable speaking to those more senior than me about their actions and impact	15	35	22	21	7	49%	-4 ✦
LQB4 I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	11	27	28	23	11	38%	-4 ✦

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

Smarter Working

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	54	37	5			91%	+1 ◆
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	51	37	7			88%	0
LQD3	Smarter Working allows me to be more productive in my role	57	28	11			85%	+6 ◆
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	49	39	8			88%	+6 ◆

Wellbeing at Work

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

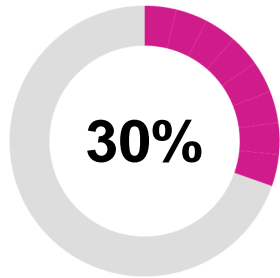
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	13	29	13	33	13	46%	-6 ◆
LQF2	The people in my team genuinely care about my wellbeing	27	49	17	5		76%	-3 ◆
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	27	42	20	7		68%	-2 ◆
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 88%		No: 12%			88%	+2 ◆

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.

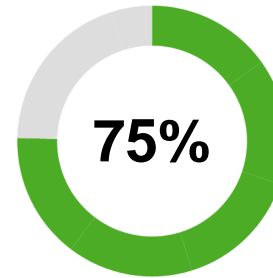
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



Difference from previous survey	-2 ◇
Difference from CS2019	+2 ◇
Difference from CS High Performers	+4 ◇



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

% positive

B05	I have a choice in deciding how I do my work	65%
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	84%
B30	I have clear work objectives	82%
B33	I have an acceptable workload	55%
B45	I have the opportunity to contribute my views before decisions are made that affect me	39%
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	92%
B03	My work gives me a sense of personal accomplishment	83%
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?	67%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	73%



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>)