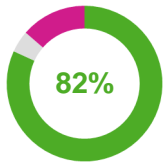


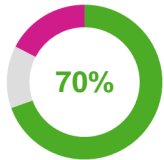


Taking action

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



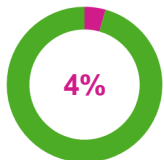
B52. I believe that Grade 6 Group in HM CPSI will take action on the results from this survey



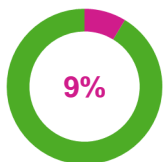
B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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



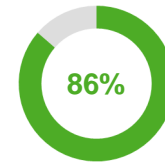
E01. Have you been discriminated against at work, in the past 12 months?



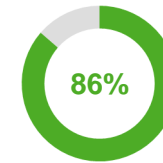
E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

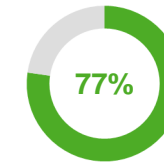
■ % responding positively to W01 - W03 ■ % responding negatively to W04



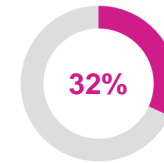
W01. Overall, how satisfied are you with your life nowadays?



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

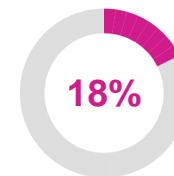


W03. Overall, how happy did you feel yesterday?

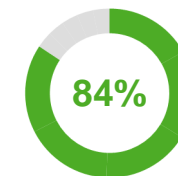


W04. Overall, how anxious did you feel yesterday?

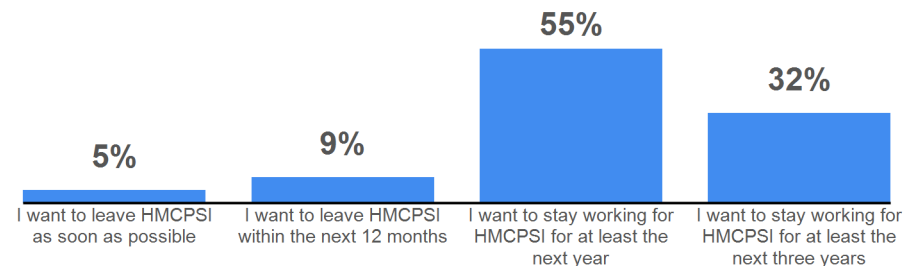
Proxy Stress Index



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	100%	B17 Poor performance is dealt with effectively in my team	43%	B04 I feel involved in the decisions that affect my work	26%
B03 My work gives me a sense of personal accomplishment	96%	B49 I feel a strong personal attachment to HM CPSI	36%	B23 There are opportunities for me to develop my career in HM CPSI	26%
B07 I understand how my work contributes to HM CPSI's objectives	96%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	26%	B35 I feel that my pay adequately reflects my performance	22%
B18 The people in my team can be relied upon to help when things get difficult in my job	96%	B36 I am satisfied with the total benefits package	22%	B46 I think it is safe to challenge the way things are done in HM CPSI	22%
B19 The people in my team work together to find ways to improve the service we provide	96%	B58 HM CPSI is committed to creating a diverse and inclusive workplace	22%	B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	22%

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

86%

+15

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

B01 I am interested in my work



100%

+17

+10

+8

B02 I am sufficiently challenged by my work



87%

+15

+7

+4

B03 My work gives me a sense of personal accomplishment



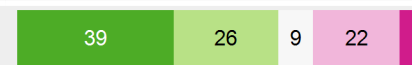
96%

+23

+18

+16

B04 I feel involved in the decisions that affect my work



65%

+10

+5

+1

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



83%

+10

+5

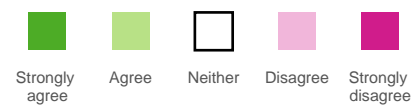
+1

Organisational objectives and purpose

93%

+10

Difference from previous survey



B06 I have a clear understanding of HMCPST's objectives



91%

+8

+9

+5

B07 I understand how my work contributes to HMCPST's objectives



96%

+12

+12

+8

All questions by theme

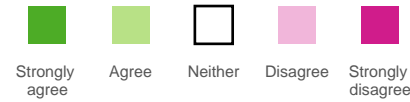
↗ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

80%

+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	57	22	9	9	9	78%	0	+7	+3
B09	My manager is considerate of my life outside work	65	26	9	9	9	91%	-9	+5	+2
B10	My manager is open to my ideas	39	43	13	9	9	83%	-1	-1	-4
B11	My manager helps me to understand how I contribute to HMCPST's objectives	43	35	13	9	9	78%	+6	+11	+7
B12	Overall, I have confidence in the decisions made by my manager	39	43	9	9	9	83%	+5	+6	+2
B13	My manager recognises when I have done my job well	61	22	13	9	9	83%	-12	+2	-1
B14	I receive regular feedback on my performance	61	22	9	9	9	83%	-6	+14	+11
B15	The feedback I receive helps me to improve my performance	52	30	9	9	9	83%	+5	+18	+15
B16	I think that my performance is evaluated fairly	57	26	9	9	9	83%	+10	+15	+11
B17	Poor performance is dealt with effectively in my team	43	9	43	9	9	52%	+8	+12	+9

All questions by theme

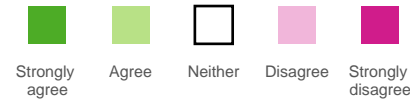
↗ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My team

88%

+7

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

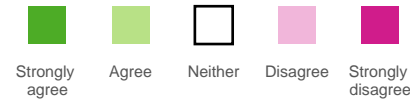
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	74	22				96%	+12	+10	+7
B19	The people in my team work together to find ways to improve the service we provide	65	30				96%	+12	+13	+9
B20	The people in my team are encouraged to come up with new and better ways of doing things	52	22	17			74%	-4	-3	-6

Learning and development

72%

+20

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	35	39	13	9	5	74%	+13	+9	+3
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	36	45	9	5	5	82%	+17	+27	+22
B23	There are opportunities for me to develop my career in HMCPSP	48	13	13	17	9	61%	+22	+10	+3
B24	Learning and development activities I have completed while working for HMCPSP are helping me to develop my career	45	27	14	9	5	73%	+28	+23	+17

All questions by theme

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

Inclusion and fair treatment

85%

+11

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	57	30	9	9	9	87%	+9	+5	+3
B26	I am treated with respect by the people I work with	61	26	9	9	9	87%	+15	+1	-1
B27	I feel valued for the work I do	61	17	9	9	9	78%	0	+10	+5
B28	I think that HM CPSI respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	52	35	9	9	9	87%	+20	+9	+5

Resources and workload

89%

+7

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	39	52	9	9	9	91%	+25	+20	+16
B30	I have clear work objectives	48	35	9	9	9	83%	-12	+7	+4
B31	I have the skills I need to do my job effectively	57	39	9	9	9	96%	+7	+7	+4
B32	I have the tools I need to do my job effectively	48	39	9	9	9	87%	+4	+15	+9
B33	I have an acceptable workload	43	43	9	9	9	87%	+9	+23	+19
B34	I achieve a good balance between my work life and my private life	48	43	9	9	9	91%	+8	+20	+15

All questions by theme

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

Pay and benefits

61%

+11

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	22	39	17	17	5	61%	+11	+27	+20
B36 I am satisfied with the total benefits package	26	35	22	13	5	61%	+11	+22	+12
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	22	39	26	9	5	61%	+11	+33	+25

Leadership and managing change

80%

+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
B38 Grade 6 Group in HM CPSI are sufficiently visible	50	41	5	5	0	91%	+8	+28	+18
B39 I believe the actions of Grade 6 Group are consistent with HM CPSI's values	48	30	9	9	5	78%	0	+24	+14
B40 I believe that the SMT have a clear vision for the future of HM CPSI	48	39	13	0	0	87%	+9	+37	+26
B41 Overall, I have confidence in the decisions made by Chief Inspector	43	39	13	0	0	83%	-1	+31	+20
B42 I feel that change is managed well in HM CPSI	30	43	9	13	5	74%	+35	+39	+28
B43 When changes are made in HM CPSI they are usually for the better	30	48	9	9	5	78%	+23	+43	+34
B44 HM CPSI keeps me informed about matters that affect me	35	48	13	0	0	83%	+16	+23	+14
B45 I have the opportunity to contribute my views before decisions are made that affect me	43	26	17	9	5	70%	-3	+29	+19
B46 I think it is safe to challenge the way things are done in HM CPSI	35	39	17	0	0	74%	+24	+24	+17

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 HMCPST	45	45	9			91%	+30	+24	+18
B48 I would recommend HMCPST as a great place to work	45	36	14	5		82%	+26	+21	+12
B49 I feel a strong personal attachment to HMCPST	36	23	36	5		59%	+4	+7	+1
B50 HMCPST inspires me to do the best in my job	50	32	5	14		82%	+21	+30	+23
B51 HMCPST motivates me to help it achieve its objectives	50	32	5	9	5	82%	+15	+32	+26

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 Grade 6 Group in HMCPST will take action on the results from this survey	45	36	5	9	5	82%	+15	+31	+22
B53 Where I work, I think effective action has been taken on the results of the last survey	43	26	13	13		70%	+14	+32	+25

All questions by theme

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

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	52	39				91%	+2	+2	0
B55 I believe I would be supported if I try a new idea, even if it may not work	39	35	13	9		74%	-4	+1	-2
B56 In HMCPST, people are encouraged to speak up when they identify a serious policy or delivery risk	43	35	9	9		78%	+17	+8	+3
B57 I feel able to challenge inappropriate behaviour in the workplace	48	35	9			83%	+16	+16	+13
B58 HMCPST is committed to creating a diverse and inclusive workplace	39	35	22			74%	+13	-2	-6

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'	26	48		17		74%	+7	+16	+5

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^	41	41	5	9	5	82%	New	+15	+9

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

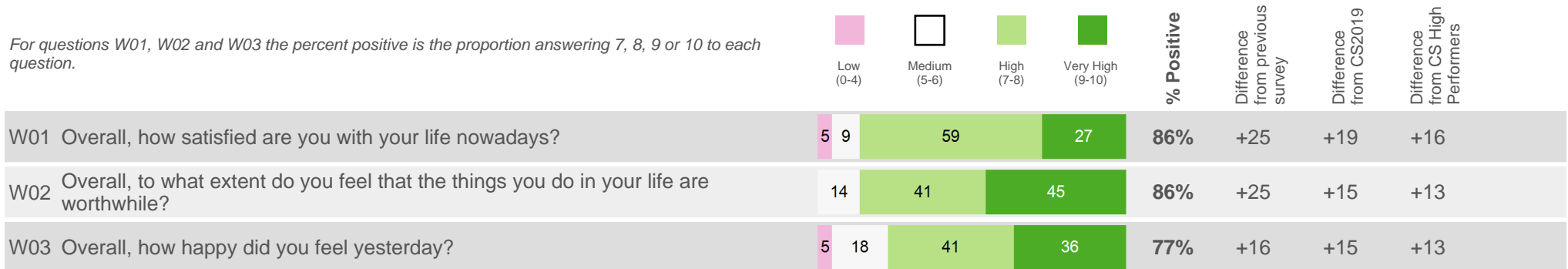
All questions by theme

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

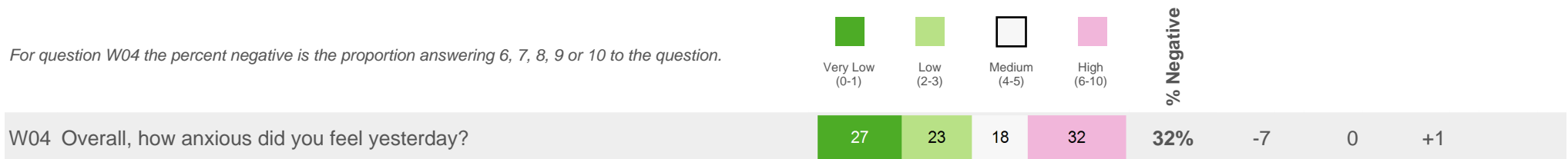
Wellbeing

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.



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



All questions by theme

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

Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave HM CPSI as soon as possible		5%	-1	-3
I want to leave HM CPSI within the next 12 months		9%	-19	-6
I want to stay working for HM CPSI for at least the next year		55%	+10	+21
I want to stay working for HM CPSI for at least the next three years		32%	+10	-12

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%	-3	0	-3
D02. Are you aware of how to raise a concern under the Civil Service Code?		26	74%	+7	+8	+2
D03. Are you confident that if you raised a concern under the Civil Service Code in HM CPSI it would be investigated properly?		27	73%	+1	+1	-3

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		4%	-12	-7
No		96%	+12	+14
Prefer not to say		0%	0	-8

Your survey included a question about whether the discrimination occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E01.

E02. On which of the following grounds were you discriminated against?[^] (multiple selection)

		Response Count
Age	--	
Caring responsibilities	--	
Disability	--	
Ethnic background	--	
Gender	--	
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	--	
Prefer not to say	--	



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		9%	-2	-3
No		91%	+14	+9
Prefer not to say		0%	-11	-7

Your survey included a question about whether the bullying and/or harassment occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

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	--	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	--	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	--	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	--	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	--	
Treated less favourably to others	--	
Ignored, excluded, marginalised	--	
Undermining or taking credit for my work	--	
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	--	
Prefer not to say	--	

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	--	
A colleague in a different Area/Directorate/ Division of HM CPSI	--	
My manager	--	
Another senior member of staff in HM CPSI	--	
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	--	

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 CS2019

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

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	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

The bullying and/or harassment has stopped

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

The culture in my area allows this kind of behaviour to continue

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

I felt like I was punished for reporting the incident

Yes	Results for this question have been suppressed as there are fewer than ten responses
No	Results for this question have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this question have been suppressed as there are fewer than ten responses

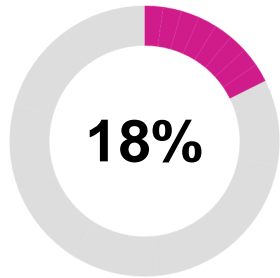
I moved to another team or role to avoid the behaviour

Yes	Results for this response have been suppressed as there are fewer than ten responses
No	Results for this response have been suppressed as there are fewer than ten responses
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses

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"



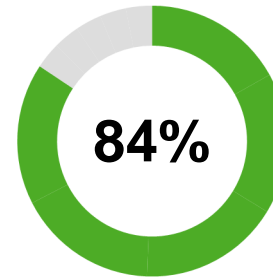
Difference from previous survey	-5 ◇
Difference from CS2019	-11 ◇
Difference from CS High Performers	-9 ◇

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	83%
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	96%
B26 I am treated with respect by the people I work with	87%
B30 I have clear work objectives	83%
B33 I have an acceptable workload	87%
B45 I have the opportunity to contribute my views before decisions are made that affect me	70%
E03 Have you been bullied or harassed at work, in the past 12 months?**	91%



Difference from previous survey	+9 ◇
Difference from CS2019	+11 ◇
Difference from CS High Performers	+9 ◇

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	100%
B03 My work gives me a sense of personal accomplishment	96%
B18 The people in my team can be relied upon to help when things get difficult in my job	96%
W01 Overall, how satisfied are you with your life nowadays?	86%
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	86%

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.

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.

ENGINE'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>)