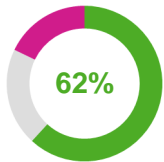
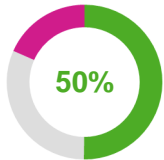


## Taking action

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



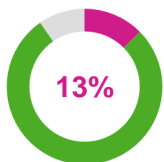
B52. I believe that senior management (the Chief Executive and Directors) in the FSA will take action on the results from this survey



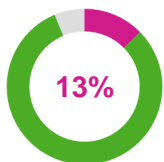
B53. Where I work, I think effective action has been taken on the results of the last survey

## Discrimination, bullying and harassment

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



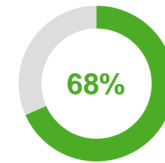
E01. Have you been discriminated against at work, in the past 12 months?



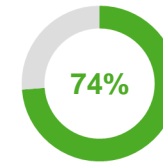
E03. Have you been bullied or harassed at work, in the past 12 months?

## Wellbeing

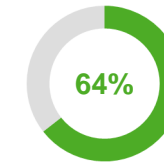
■ % responding positively to W01 - W03   ■ % responding negatively to W04



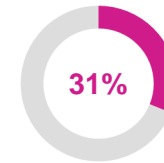
W01. Overall, how satisfied are you with your life nowadays?



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

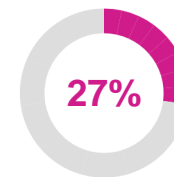


W03. Overall, how happy did you feel yesterday?

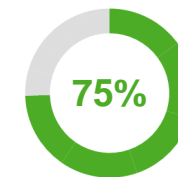


W04. Overall, how anxious did you feel yesterday?

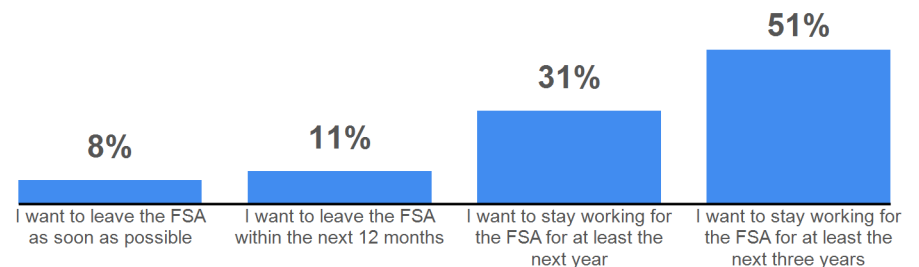
## Proxy Stress Index




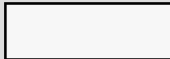


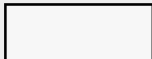










## PERMA Index



## Your plans for the future



## Headline scores

| Highest positive scoring questions                      | % Positive  | Highest neutral scoring questions  | % Neutral | Highest negative scoring questions   | % Negative |
|---|---|--|-----------|--|------------|
| B01 I am interested in my work                          |  93%   | B43 When changes are made in the FSA they are usually for the better<br> 37%                        |           | B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable<br> 62% |            |
| B54 I am trusted to carry out my job effectively        |  92%   | B17 Poor performance is dealt with effectively in my team<br> 33%                                   |           | B35 I feel that my pay adequately reflects my performance<br> 60%                                     |            |
| 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<br> 31% |           | B36 I am satisfied with the total benefits package<br> 44%  |            |
| B09 My manager is considerate of my life outside work   |  88% | B42 I feel that change is managed well in the FSA<br> 30%   |           | B45 I have the opportunity to contribute my views before decisions are made that affect me<br> 24%  |            |
| B26 I am treated with respect by the people I work with |  87% | B49 I feel a strong personal attachment to the FSA<br> 27%  |           | B42 I feel that change is managed well in the FSA<br> 23%   |            |

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

## All questions by theme

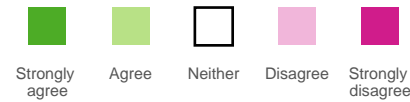
◇ indicates statistically significant difference from comparison  
^ indicates a variation in question wording from your previous survey

### My work

**79%**

+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                           | 47             | 46    | 0       | 0        | 0                 | 93%        | +1 ◇                            | +3 ◇                   | +1 ◇                               |
| B02 I am sufficiently challenged by my work              | 39             | 44    | 8       | 6        | 0                 | 83%        | -1                              | +3 ◇                   | 0                                  |
| B03 My work gives me a sense of personal accomplishment  | 31             | 48    | 12      | 6        | 0                 | 79%        | -3 ◇                            | +1 ◇                   | -1 ◇                               |
| B04 I feel involved in the decisions that affect my work | 22             | 43    | 16      | 13       | 7                 | 65%        | +3 ◇                            | +5 ◇                   | 0                                  |
| B05 I have a choice in deciding how I do my work         | 34             | 42    | 12      | 8        | 5                 | 76%        | +2 ◇                            | -2 ◇                   | -6 ◇                               |

### Organisational objectives and purpose

**86%**

+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 FSA's objectives         | 32             | 53    | 9       | 5        | 0                 | 85%        | +2 ◇                            | +3 ◇                   | -1 ◇                               |
| B07 I understand how my work contributes to the FSA's objectives | 34             | 52    | 8       | 0        | 0                 | 87%        | +1                              | +3 ◇                   | -1 ◇                               |

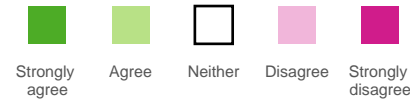
## All questions by theme

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

### My manager

**75%**

**+2** ◇ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

| Question ID | Question Text  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2019 | Difference from CS High Performers |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|---------------------------------|------------------------|------------------------------------|
| B08         | My manager motivates me to be more effective in my job                     | 35             | 40    | 12      | 8        | 5                 | 75%        | +2 ◇                            | +3 ◇                   | -1                                 |
| B09         | My manager is considerate of my life outside work                          | 52             | 35    | 7       | 7        | 1                 | 88%        | +2 ◇                            | +1 ◇                   | -2 ◇                               |
| B10         | My manager is open to my ideas   | 45             | 40    | 8       | 8        | 1                 | 85%        | +1 ◇                            | +2 ◇                   | -1 ◇                               |
| B11         | My manager helps me to understand how I contribute to the FSA's objectives | 32             | 41    | 17      | 7        | 1                 | 73%        | +3 ◇                            | +6 ◇                   | +2 ◇                               |
| B12         | Overall, I have confidence in the decisions made by my manager             | 39             | 39    | 11      | 7        | 1                 | 78%        | +3 ◇                            | +1 ◇                   | -2 ◇                               |
| B13         | My manager recognises when I have done my job well                         | 44             | 40    | 8       | 6        | 1                 | 83%        | +2 ◇                            | +3 ◇                   | 0                                  |
| B14         | I receive regular feedback on my performance                               | 36             | 41    | 12      | 8        | 1                 | 77%        | +1                              | +8 ◇                   | +5 ◇                               |
| B15         | The feedback I receive helps me to improve my performance                  | 31             | 40    | 18      | 7        | 1                 | 71%        | +2 ◇                            | +7 ◇                   | +4 ◇                               |
| B16         | I think that my performance is evaluated fairly                            | 32             | 42    | 15      | 7        | 1                 | 74%        | +4 ◇                            | +6 ◇                   | +2 ◇                               |
| B17         | Poor performance is dealt with effectively in my team                      | 15             | 31    | 33      | 12       | 9                 | 46%        | +5 ◇                            | +6 ◇                   | +2 ◇                               |

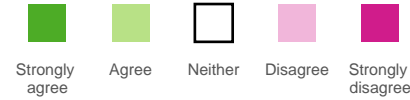
## All questions by theme

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

### My team

**83%**

**+3** ◇ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2019

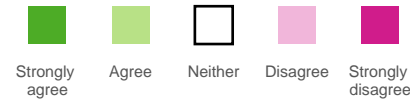
Difference from CS High Performers

| 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     | 43             | 42    | 6       | 6        |                   | 85%        | +3 ◇                            | -1 ◇                   | -4 ◇                               |
| B19         | The people in my team work together to find ways to improve the service we provide       | 41             | 43    | 8       | 6        |                   | 84%        | +4 ◇                            | +1 ◇                   | -2 ◇                               |
| B20         | The people in my team are encouraged to come up with new and better ways of doing things | 38             | 41    | 11      | 7        |                   | 79%        | +2 ◇                            | +3 ◇                   | -1 ◇                               |

### Learning and development

**64%**

**+2** ◇ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

| Question ID | Question Text  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2019 | Difference from CS High Performers |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|---------------------------------|------------------------|------------------------------------|
| B21         | I am able to access the right learning and development opportunities when I need to                                | 23             | 52    | 15      | 8        |                   | 74%        | +2 ◇                            | +10 ◇                  | +3 ◇                               |
| B22         | Learning and development activities I have completed in the past 12 months have helped to improve my performance   | 22             | 43    | 22      | 9        | 5                 | 65%        | +6 ◇                            | +11 ◇                  | +6 ◇                               |
| B23         | There are opportunities for me to develop my career in the FSA   | 19             | 40    | 21      | 14       | 7                 | 58%        | -1                              | +8 ◇                   | +1                                 |
| B24         | Learning and development activities I have completed while working for the FSA are helping me to develop my career | 18             | 38    | 27      | 12       | 5                 | 56%        | +1                              | +6 ◇                   | 0                                  |

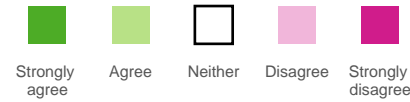
## All questions by theme

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

### Inclusion and fair treatment

**81%**

**+3** ◆ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2019

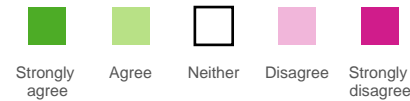
Difference from CS High Performers

| 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  | 36             | 48    | 8       | 6        | 0                 | 84%        | +3 ◆                            | +2 ◆                   | 0                                  |
| B26         | I am treated with respect by the people I work with  | 41             | 46    | 6       | 6        | 0                 | 87%        | +2 ◆                            | +2 ◆                   | -1 ◆                               |
| B27         | I feel valued for the work I do  | 31             | 42    | 14      | 9        | 5                 | 73%        | +4 ◆                            | +4 ◆                   | -1                                 |
| B28         | I think that the FSA respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.) | 37             | 43    | 12      | 5        | 0                 | 80%        | +3 ◆                            | +3 ◆                   | -1 ◆                               |

### Resources and workload

**78%**

**+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 |
|-------------|---|----------------|-------|---------|----------|-------------------|------------|---------------------------------|------------------------|------------------------------------|
| B29         | I get the information I need to do my job well                    | 20             | 55    | 14      | 9        | 0                 | 75%        | +2 ◆                            | +4 ◆                   | -1 ◆                               |
| B30         | I have clear work objectives                                      | 25             | 56    | 10      | 6        | 0                 | 80%        | +1                              | +5 ◆                   | +1 ◆                               |
| B31         | I have the skills I need to do my job effectively                 | 36             | 56    | 6       | 0        | 0                 | 92%        | +1 ◆                            | +3 ◆                   | 0                                  |
| B32         | I have the tools I need to do my job effectively                  | 27             | 56    | 9       | 6        | 0                 | 83%        | +3 ◆                            | +10 ◆                  | +5 ◆                               |
| B33         | I have an acceptable workload                                     | 17             | 47    | 16      | 14       | 6                 | 64%        | +5 ◆                            | +1                     | -4 ◆                               |
| B34         | I achieve a good balance between my work life and my private life | 27             | 46    | 13      | 10       | 0                 | 73%        | +6 ◆                            | +1 ◆                   | -3 ◆                               |

## All questions by theme

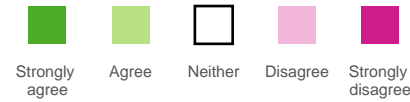
◇ indicates statistically significant difference from comparison  
^ indicates a variation in question wording from your previous survey

### Pay and benefits

**30%**

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

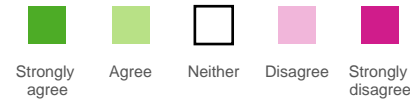
| Question ID | Question Text   | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2019 | Difference from CS High Performers |
|-------------|---|----------------|-------|---------|----------|-------------------|------------|---------------------------------|------------------------|------------------------------------|
| B35         | I feel that my pay adequately reflects my performance                                     | 23             | 13    | 28      | 32       | 27%               | +2 ◇       | -7 ◇                            | -13 ◇                  |                                    |
| B36         | I am satisfied with the total benefits package  | 7              | 32    | 17      | 23       | 21                | 39%        | +3 ◇                            | 0                      | -10 ◇                              |
| B37         | Compared to people doing a similar job in other organisations I feel my pay is reasonable | 5              | 18    | 15      | 27       | 35                | 23%        | -3 ◇                            | -5 ◇                   | -12 ◇                              |

### Leadership and managing change

**57%**

+5

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 |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|---------------------------------|------------------------|------------------------------------|
| B38         | Senior management (the Chief Executive and Directors) in the FSA are sufficiently visible                              | 15             | 49    | 17      | 14       | 6                 | 64%        | +4 ◇                            | +1 ◇                   | -9 ◇                               |
| B39         | I believe the actions of senior management (the Chief Executive and Directors) are consistent with the FSA's values    | 14             | 49    | 26      | 6        | 6                 | 64%        | +1                              | +9 ◇                   | 0                                  |
| B40         | I believe that the senior management (the Chief Executive and Directors) have a clear vision for the future of the FSA | 15             | 48    | 26      | 7        | 7                 | 63%        | 0                               | +13 ◇                  | +2 ◇                               |
| B41         | Overall, I have confidence in the decisions made by the FSA's senior management (the Chief Executive and Directors)    | 14             | 47    | 26      | 8        | 5                 | 61%        | +2 ◇                            | +10 ◇                  | -1 ◇                               |
| B42         | I feel that change is managed well in the FSA  | 6              | 41    | 30      | 17       | 7                 | 47%        | +9 ◇                            | +12 ◇                  | +1 ◇                               |
| B43         | When changes are made in the FSA they are usually for the better   | 7              | 36    | 37      | 15       | 6                 | 43%        | +7 ◇                            | +7 ◇                   | -1 ◇                               |
| B44         | The FSA keeps me informed about matters that affect me   | 11             | 59    | 18      | 8        | 6                 | 70%        | +11 ◇                           | +10 ◇                  | +2 ◇                               |
| B45         | I have the opportunity to contribute my views before decisions are made that affect me                                 | 10             | 41    | 25      | 16       | 8                 | 51%        | +5 ◇                            | +10 ◇                  | 0                                  |
| B46         | I think it is safe to challenge the way things are done in the FSA   | 13             | 41    | 24      | 13       | 9                 | 54%        | +5 ◇                            | +4 ◇                   | -3 ◇                               |



## 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 FSA     | 29             | 45    | 16      | 6        | 6                 | 74%        | +5 ◇                            | +7 ◇                   | +1 ◇                               |
| B48 I would recommend the FSA as a great place to work     | 26             | 40    | 20      | 8        | 5                 | 67%        | +8 ◇                            | +5 ◇                   | -3 ◇                               |
| B49 I feel a strong personal attachment to the FSA         | 23             | 33    | 27      | 11       | 6                 | 56%        | +3 ◇                            | +4 ◇                   | -2 ◇                               |
| B50 The FSA inspires me to do the best in my job           | 20             | 41    | 24      | 10       | 5                 | 61%        | +6 ◇                            | +9 ◇                   | +2 ◇                               |
| B51 The FSA motivates me to help it achieve its objectives | 19             | 42    | 25      | 8        | 5                 | 61%        | +7 ◇                            | +11 ◇                  | +5 ◇                               |

### Taking action

|  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from previous survey | Difference from CS2019 | Difference from CS High Performers |
|--|----------------|-------|---------|----------|-------------------|------------|---------------------------------|------------------------|------------------------------------|
| B52 I believe that senior management (the Chief Executive and Directors) in the FSA will take action on the results from this survey | 16             | 46    | 20      | 11       | 7                 | 62%        | +3 ◇                            | +11 ◇                  | +2 ◇                               |
| B53 Where I work, I think effective action has been taken on the results of the last survey  | 15             | 35    | 31      | 11       | 8                 | 50%        | +5 ◇                            | +12 ◇                  | +6 ◇                               |

## 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   | 44             | 48    | 5       |          |                   | 92%        | +1 ◇                            | +3 ◇                   | +1 ◇                               |
| B55 I believe I would be supported if I try a new idea, even if it may not work                        | 29             | 47    | 15      | 6        |                   | 76%        | +3 ◇                            | +3 ◇                   | 0                                  |
| B56 In the FSA, people are encouraged to speak up when they identify a serious policy or delivery risk | 24             | 48    | 16      | 8        |                   | 72%        | +3 ◇                            | +2 ◇                   | -3 ◇                               |
| B57 I feel able to challenge inappropriate behaviour in the workplace                                  | 21             | 48    | 16      | 10       | 5                 | 69%        | +3 ◇                            | +3 ◇                   | -1                                 |
| B58 The FSA is committed to creating a diverse and inclusive workplace                                 | 30             | 48    | 15      |          |                   | 78%        | +3 ◇                            | +2 ◇                   | -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             | 45    | 15      | 16       |                   | 65%        | +7 ◇                            | +7 ◇                   | -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^ | 32     | 42               | 19        | 5      |       | 74%        | New                             | +7 ◇                   | +1 ◇                               |

*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.

|   | 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        | 21           | 49         | 20               | 68%        | +2 ◇                            | +1 ◇                   | -2 ◇                               |
| W02 Overall, to what extent do you feel that the things you do in your life are worthwhile? | 9         | 17           | 46         | 27               | 74%        | +2 ◇                            | +2 ◇                   | 0                                  |
| W03 Overall, how happy did you feel yesterday?  | 16        | 19           | 39         | 25               | 64%        | 0                               | +2 ◇                   | 0                                  |

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 |    |      |    |
|--|----------------|-----------|--------------|-------------|------------|----|------|----|
| W04 Overall, how anxious did you feel yesterday? | 24             | 26        | 19           | 31          | 31%        | +1 | -1 ◇ | +1 |

## 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 the FSA?

|  |  |     | Difference from previous survey | Difference from CS2019 |
|--|--|-----|---------------------------------|------------------------|
| I want to leave the FSA as soon as possible                          |  | 8%  | +1                              | +1                     |
| I want to leave the FSA within the next 12 months                    |  | 11% | -1                              | -4 ↔                   |
| I want to stay working for the FSA for at least the next year        |  | 31% | 0                               | -3 ↔                   |
| I want to stay working for the FSA for at least the next three years |  | 51% | 0                               | +7 ↔                   |

### 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?  |       | 5    | 95%   | 0                               | +3 ↔                   | +1 ↔                               |
| D02. Are you aware of how to raise a concern under the Civil Service Code?   |       | 27   | 73%   | -4 ↔                            | +8 ↔                   | +2 ↔                               |
| D03. Are you confident that if you raised a concern under the Civil Service Code in the FSA it would be investigated properly? |       | 24   | 76%   | +4 ↔                            | +4 ↔                   | 0                                  |

## 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               |  | <b>13%</b> | -1                              | +2 ✧                   |
| No                |  | <b>78%</b> | +1 ✧                            | -4 ✧                   |
| Prefer not to say |  | <b>10%</b> | -1                              | +1 ✧                   |

Of those who said they had experienced discrimination at work in the last 12 months, 85% said it occurred in the FSA while 15% 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   | 20 |                |  |
| Caring responsibilities                           | -- |                |  |
| Disability  | 15 |                |  |
| Ethnic background                                 | 16 |                |  |
| Gender  | 17 |                |  |
| Gender reassignment or perceived gender           | -- |                |  |
| Grade or responsibility level                     | 36 |                |  |
| Main spoken/ written language or language ability | -- |                |  |
| Marital status or civil partnership               | -- |                |  |
| Mental health                                     | 11 |                |  |
| Pay   | 29 |                |  |
| Pregnancy, maternity or paternity                 | -- |                |  |
| Religion or belief                                | -- |                |  |
| Sex   | 11 |                |  |
| Sexual orientation                                | -- |                |  |
| Social or educational background                  | -- |                |  |
| Working location                                  | 19 |                |  |
| Working pattern                                   | 35 |                |  |
| Any other grounds                                 | 18 |                |  |
| Prefer not to say                                 | 20 |                |  |

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               |  | <b>13%</b> | -1 ↕                            | +1 ↕                   |
| No                |  | <b>81%</b> | +3 ↕                            | -1 ↕                   |
| Prefer not to say |  | <b>6%</b>  | -2 ↕                            | 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   | 16             |  |
| Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault) | --             |  |
| Spreading gossip or making false accusations about me   | 34             |  |
| Intimidation or verbal aggression (e.g. shouting, swearing, making threats)                       | 59             |  |
| Physical assault (e.g. object thrown at me, pushed, hit)  | --             |  |
| Humiliated in front of team or others   | 45             |  |
| Negative Micromanagement (e.g. excessive control; made to feel incompetent)                       | 45             |  |
| Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations    | 36             |  |
| Treated less favourably to others   | 40             |  |
| Ignored, excluded, marginalised   | 40             |  |
| 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  | 13             |  |
| 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                      | 38             |  |
| A colleague in a different Area/Directorate/ Division of the FSA | --             |  |
| My manager   | 29             |  |
| Another senior member of staff in the FSA                        | 16             |  |
| Someone I manage   | --             |  |
| Someone working in a different Civil Service organisation        | --             |  |
| Someone working for a non-Civil Service organisation             | 19             |  |
| A contractor   | 13             |  |
| A service user (e.g. customer, claimant, offender)               | 12             |  |
| A member of the public   | --             |  |
| Someone else not listed here                                     | --             |  |
| Prefer not to say  | 19             |  |

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>55%</b> | +19 ◇                           | +4 ◇                   |
| No                | <b>38%</b> | -13 ◇                           | -4 ◇                   |
| Prefer not to say | <b>7%</b>  | -7 ◇                            | 0                      |

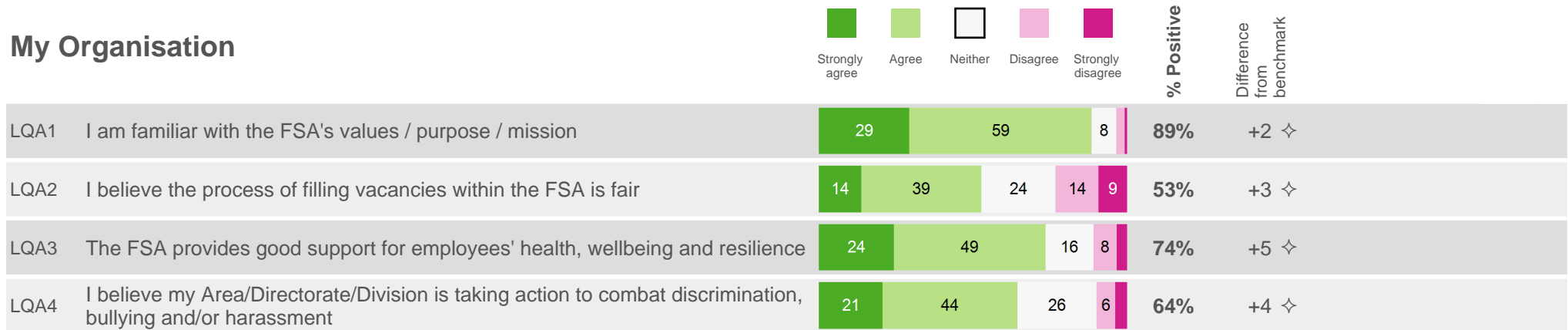
For respondents who selected 'Yes' to E03.  
E06. How would you describe your situation now?^

|   |            | Difference from CS2019 |
|---|------------|------------------------|
| Appropriate action was taken to address the behaviour I experienced |            |                        |
| Yes   | <b>18%</b> | +2                     |
| No  | <b>55%</b> | -8 ◇                   |
| Prefer not to say   | <b>27%</b> | +5 ◇                   |
| The bullying and/or harassment has stopped                          |            |                        |
| Yes   | <b>37%</b> | -1                     |
| No  | <b>38%</b> | +1                     |
| Prefer not to say   | <b>25%</b> | +1                     |
| The culture in my area allows this kind of behaviour to continue    |            |                        |
| Yes   | <b>51%</b> | -5 ◇                   |
| No  | <b>23%</b> | -3 ◇                   |
| Prefer not to say   | <b>27%</b> | +8 ◇                   |
| I felt like I was punished for reporting the incident               |            |                        |
| Yes   | <b>15%</b> | -3                     |
| No  | <b>50%</b> | -5 ◇                   |
| Prefer not to say   | <b>36%</b> | +9 ◇                   |
| I moved to another team or role to avoid the behaviour              |            |                        |
| Yes   | <b>15%</b> | -7                     |
| No  | <b>63%</b> | +2                     |
| Prefer not to say   | <b>22%</b> | +6                     |

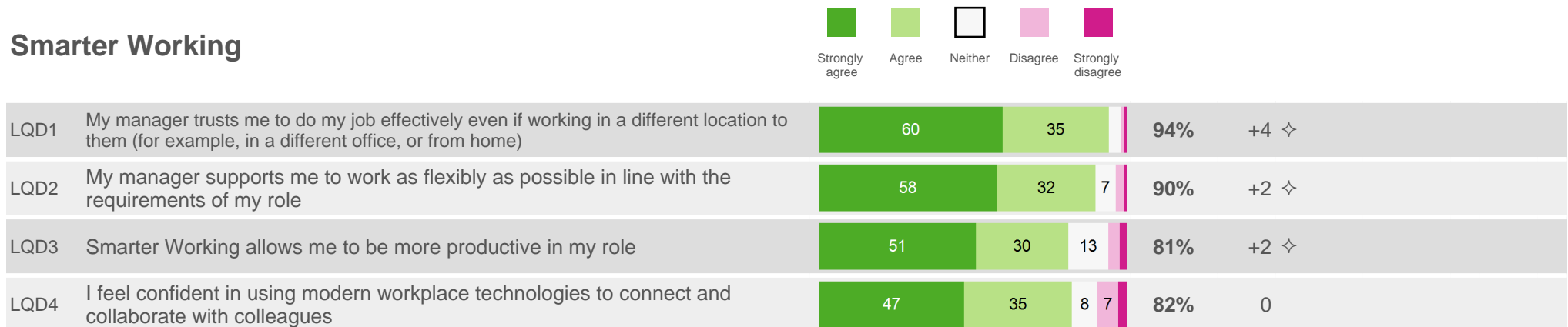
## Additional questions selected by organisation

⚡ indicates statistically significant difference from comparison

### My Organisation



### Smarter Working



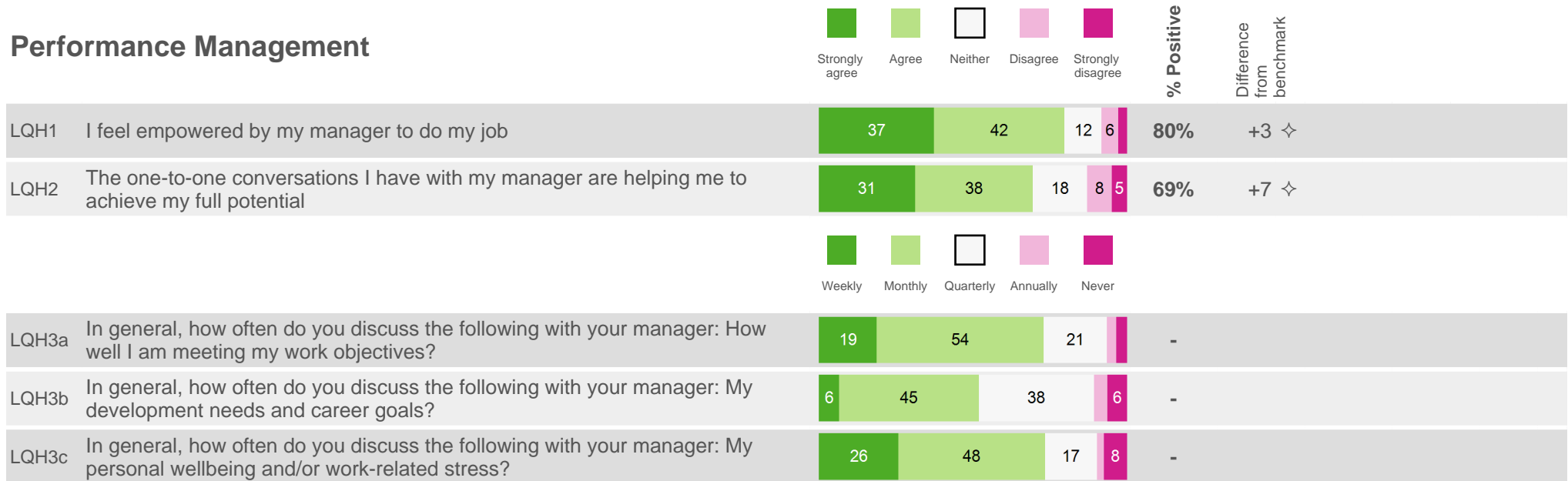
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



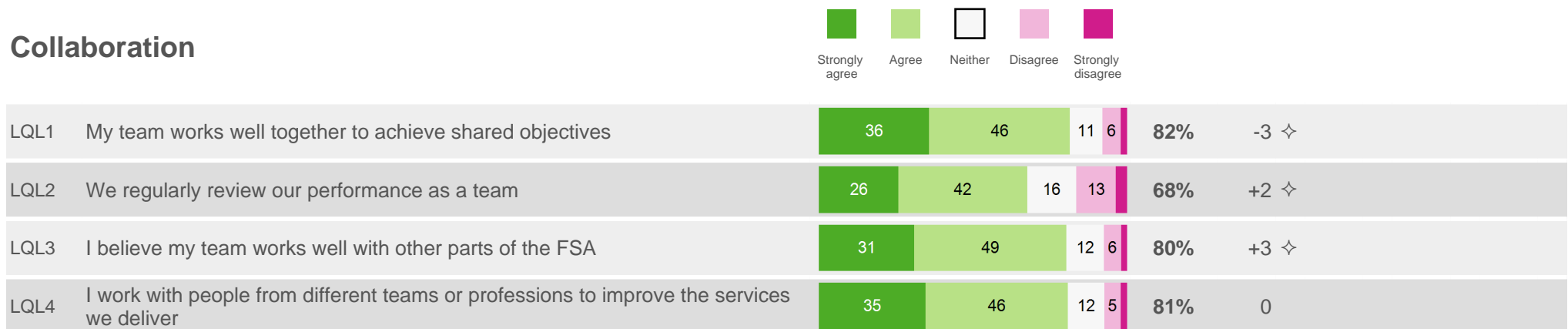
## Additional questions selected by organisation

⬠ indicates statistically significant difference from comparison

### Performance Management



### Collaboration

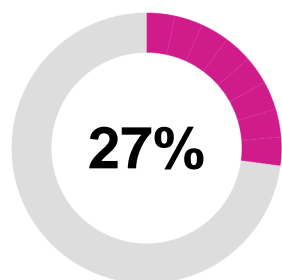


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

## 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"



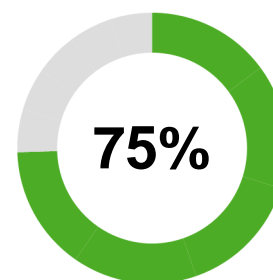
|                                    |      |
|------------------------------------|------|
| Difference from previous survey    | -2 ◇ |
| Difference from CS2019             | -1 ◇ |
| Difference from CS High Performers | +1 ◇ |

### Proxy Stress Index

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

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

|     |  | % positive |
|-----|--|------------|
| B05 | I have a choice in deciding how I do my work   | 76%        |
| B08 | My manager motivates me to be more effective in my job                                 | 75%        |
| 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                                    | 87%        |
| B30 | I have clear work objectives   | 80%        |
| B33 | I have an acceptable workload  | 64%        |
| B45 | I have the opportunity to contribute my views before decisions are made that affect me | 51%        |
| E03 | Have you been bullied or harassed at work, in the past 12 months?**                    | 81%        |



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

### 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  | 93%        |
| B03 | My work gives me a sense of personal accomplishment                                     | 79%        |
| B18 | The people in my team can be relied upon to help when things get difficult in my job    | 85%        |
| W01 | Overall, how satisfied are you with your life nowadays?                                 | 68%        |
| W02 | Overall, to what extent do you feel that the things you do in your life are worthwhile? | 74%        |

## 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>)