



Cabinet Office

# Civil Service People Survey 2013

Civil Service benchmark scores

November 2013

# CSPS 2013: Civil Service benchmark results

This report shows the benchmark scores from the Civil Service People Survey (CSPS) from 2009 to 2013.

The benchmark for a survey measure is the median (mid-point) score of all participating organisations.

The questions are used to generate 10 headline indicators, one to measure the levels of employee engagement and nine to measure the factors which influence engagement.

The table below shows the benchmark score for each of these 10 headline indicators.

Pages 3-8 show the benchmark score for each of the individual core questions.

Page 9 provides a brief technical overview of the survey and endnotes.

Page 10 lists the organisations that participated in the 2013 survey.

	Civil Service benchmark score <sup>1</sup>					Change in benchmark between <sup>2</sup>				Direction of travel <sup>3</sup>			
	2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
Employee engagement index <sup>4</sup>	58%	56%	56%	58%	<b>58%</b>	-2	0	+2	<b>0</b>	↘	—	↗	—
My work	75%	71%	71%	73%	<b>74%</b>	-4	0	+2	<b>+1</b>	↘	—	↗	—
Organisational objectives and purpose	81%	81%	81%	82%	<b>82%</b>	0	0	+1	<b>0</b>	—	—	—	—
My manager	64%	64%	64%	66%	<b>67%</b>	0	0	+2	<b>+1</b>	—	—	↗	—
My team	76%	77%	77%	78%	<b>79%</b>	+1	0	+1	<b>+1</b>	↗	—	—	—
Learning and development	50%	43%	43%	44%	<b>47%</b>	-7	0	+1	<b>+3</b>	↘	—	—	↗
Inclusion and fair treatment	74%	73%	73%	75%	<b>74%</b>	-1	0	+2	<b>-1</b>	—	—	↗	—
Resources and workload	72%	73%	73%	74%	<b>74%</b>	+1	0	+1	<b>0</b>	—	—	—	—
Pay and benefits	37%	37%	31%	30%	<b>29%</b>	0	-6	-1	<b>-1</b>	—	↘	—	—
Leadership and managing change	38%	37%	38%	41%	<b>42%</b>	-1	+1	+3	<b>+1</b>	—	—	↗	—

## Civil Service People Survey 2013: results by question

	Civil Service benchmark score <sup>5</sup>					Change in score				Direction of travel			
	2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
<b>My work</b>													
B01. I am interested in my work	90%	89%	89%	89%	<b>89%</b>	-1	0	0	<b>0</b>	—	—	—	—
B02. I am sufficiently challenged by my work	76%	73%	75%	76%	<b>78%</b>	-3	+2	+1	<b>+2</b>	↘	↗	—	↗
B03. My work gives me a sense of personal accomplishment	74%	72%	72%	73%	<b>75%</b>	-2	0	+1	<b>+2</b>	↘	—	—	↗
B04. I feel involved in the decisions that affect my work	56%	49%	49%	53%	<b>54%</b>	-7	0	+4	<b>+1</b>	↘	—	↗	—
B05. I have a choice in deciding how I do my work	72%	70%	71%	72%	<b>72%</b>	-2	+1	+1	<b>0</b>	↘	—	—	—
<b>Organisational objectives and purpose</b>													
B06. I have a clear understanding of [my organisation's] purpose <sup>6</sup>	84%	84%	84%	84%	<b>85%</b>	0	0	0	<b>+1</b>	—	—	—	—
B07. I have a clear understanding of [my organisation's] objectives	78%	78%	79%	79%	<b>80%</b>	0	+1	0	<b>+1</b>	—	—	—	—
B08. I understand how my work contributes to [my organisation's] objectives	82%	80%	81%	82%	<b>83%</b>	-2	+1	+1	<b>+1</b>	↘	—	—	—
<b>My manager</b>													
B09. My manager motivates me to be more effective in my job	61%	62%	63%	66%	<b>65%</b>	+1	+1	+3	<b>-1</b>	—	—	↗	—
B10. My manager is considerate of my life outside work	77%	78%	79%	81%	<b>80%</b>	+1	+1	+2	<b>-1</b>	—	—	↗	—
B11. My manager is open to my ideas	78%	77%	79%	79%	<b>79%</b>	-1	+2	0	<b>0</b>	—	↗	—	—
B12. My manager helps me to understand how I contribute to [my organisation's] objectives	59%	58%	58%	61%	<b>62%</b>	-1	0	+3	<b>+1</b>	—	—	↗	—
B13. Overall, I have confidence in the decisions made by my manager	70%	69%	71%	71%	<b>71%</b>	-1	+2	0	<b>0</b>	—	↗	—	—
B14. My manager recognises when I have done my job well	76%	77%	76%	77%	<b>77%</b>	+1	-1	+1	<b>0</b>	—	—	—	—
B15. I receive regular feedback on my performance	60%	60%	60%	63%	<b>64%</b>	0	0	+3	<b>+1</b>	—	—	↗	—
B16. The feedback I receive helps me to improve my performance	57%	57%	58%	60%	<b>60%</b>	0	+1	+2	<b>0</b>	—	—	↗	—
B17. I think that my performance is evaluated fairly	63%	62%	62%	62%	<b>63%</b>	-1	0	0	<b>+1</b>	—	—	—	—
B18. Poor performance is dealt with effectively in my team	38%	37%	37%	37%	<b>38%</b>	-1	0	0	<b>+1</b>	—	—	—	—

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	2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
<b>My team</b>													
B19. The people in my team can be relied upon to help when things get difficult in my job	83%	83%	82%	83%	<b>84%</b>	0	-1	+1	<b>+1</b>	—	—	—	—
B20. The people in my team work together to find ways to improve the service we provide	79%	78%	78%	79%	<b>80%</b>	-1	0	+1	<b>+1</b>	—	—	—	—
B21. The people in my team are encouraged to come up with new and better ways of doing things	68%	70%	69%	71%	<b>73%</b>	+2	-1	+2	<b>+2</b>	↗	—	↗	↗
<b>Learning and development</b>													
B22. I am able to access the right learning and development opportunities when I need to	63%	55%	54%	58%	<b>61%</b>	-8	-1	+4	<b>+3</b>	↘	—	↗	↗
B23. Learning and development activities I have completed in the past 12 months have helped to improve my performance	51%	48%	45%	46%	<b>48%</b>	-3	-3	+1	<b>+2</b>	↘	↘	—	↗
B24. There are opportunities for me to develop my career in [my organisation]	39%	28%	31%	35%	<b>38%</b>	-11	+3	+4	<b>+3</b>	↘	↗	↗	↗
B25. Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	44%	41%	40%	40%	<b>42%</b>	-3	-1	0	<b>+2</b>	↘	—	—	↗
<b>Inclusion and fair treatment</b>													
B26. I am treated fairly at work	79%	78%	78%	78%	<b>78%</b>	-1	0	0	<b>0</b>	—	—	—	—
B27. I am treated with respect by the people I work with	85%	84%	84%	84%	<b>84%</b>	-1	0	0	<b>0</b>	—	—	—	—
B28. I feel valued for the work I do	62%	60%	59%	62%	<b>63%</b>	-2	-1	+3	<b>+1</b>	↘	—	↗	—
B29. I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	71%	71%	70%	71%	<b>72%</b>	0	-1	+1	<b>+1</b>	—	—	—	—
<b>Resources and workload</b>													
B30. In my job, I am clear what is expected of me	81%	82%	82%	84%	<b>83%</b>	+1	0	+2	<b>-1</b>	—	—	↗	—
B31. I get the information I need to do my job well	63%	67%	67%	68%	<b>69%</b>	+4	0	+1	<b>+1</b>	↗	—	—	—
B32. I have clear work objectives	72%	74%	74%	75%	<b>75%</b>	+2	0	+1	<b>0</b>	↗	—	—	—
B33. I have the skills I need to do my job effectively	87%	88%	88%	88%	<b>88%</b>	+1	0	0	<b>0</b>	—	—	—	—
B34. I have the tools I need to do my job effectively	72%	72%	70%	72%	<b>71%</b>	0	-2	+2	<b>-1</b>	—	↘	↗	—
B35. I have an acceptable workload	60%	62%	61%	60%	<b>60%</b>	+2	-1	-1	<b>0</b>	↗	—	—	—
B36. I achieve a good balance between my work life and my private life	68%	70%	67%	68%	<b>68%</b>	+2	-3	+1	<b>0</b>	↗	↘	—	—

## Civil Service People Survey 2013: results by question

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	2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
<b>Pay and benefits</b>													
B37. I feel that my pay adequately reflects my performance	36%	38%	32%	31%	<b>29%</b>	+2	-6	-1	<b>-2</b>	↗	↘	—	↘
B38. I am satisfied with the total benefits package	44%	39%	34%	33%	<b>32%</b>	-5	-5	-1	<b>-1</b>	↘	↘	—	—
B39. Compared to people doing a similar job in other organisations I feel my pay is reasonable	33%	31%	27%	26%	<b>25%</b>	-2	-4	-1	<b>-1</b>	↘	↘	—	—
<b>Leadership and managing change</b>													
B40. I feel that [my organisation] as a whole is managed well	40%	41%	40%	43%	<b>43%</b>	+1	-1	+3	<b>0</b>	—	—	↗	—
B41. [Senior managers] in [my organisation] are sufficiently visible	45%	45%	46%	48%	<b>51%</b>	0	+1	+2	<b>+3</b>	—	—	↗	↗
B42. I believe the actions of [senior managers] are consistent with [my organisation's] values	39%	39%	39%	42%	<b>43%</b>	0	0	+3	<b>+1</b>	—	—	↗	—
B43. I believe that [the board has] a clear vision for the future of [my organisation]	36%	35%	39%	40%	<b>42%</b>	-1	+4	+1	<b>+2</b>	—	↗	—	↗
B44. Overall, I have confidence in the decisions made by [my organisation's senior managers]	36%	36%	36%	39%	<b>41%</b>	0	0	+3	<b>+2</b>	—	—	↗	↗
B45. I feel that change is managed well in [my organisation]	27%	27%	27%	29%	<b>29%</b>	0	0	+2	<b>0</b>	—	—	↗	—
B46. When changes are made in [my organisation] they are usually for the better	25%	23%	23%	25%	<b>27%</b>	-2	0	+2	<b>+2</b>	↘	—	↗	↗
B47. [My organisation] keeps me informed about matters that affect me	56%	54%	55%	56%	<b>58%</b>	-2	+1	+1	<b>+2</b>	↘	—	—	↗
B48. I have the opportunity to contribute my views before decisions are made that affect me	34%	32%	36%	36%	<b>36%</b>	-2	+4	0	<b>0</b>	↘	↗	—	—
B49. I think it is safe to challenge the way things are done in [my organisation]	39%	39%	38%	40%	<b>38%</b>	0	-1	+2	<b>-2</b>	—	—	↗	↘

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	2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
<b>Employee engagement</b>													
B50. I am proud when I tell others I am part of [my organisation]	56%	55%	52%	53%	<b>56%</b>	-1	-3	+1	<b>+3</b>	—	↘	—	↗
B51. I would recommend [my organisation] as a great place to work	48%	42%	43%	46%	<b>45%</b>	-6	+1	+3	<b>-1</b>	↘	—	↗	—
B52. I feel a strong personal attachment to [my organisation]	45%	46%	46%	44%	<b>46%</b>	+1	0	-2	<b>+2</b>	—	—	↘	↗
B53. [My organisation] inspires me to do the best in my job	40%	39%	38%	41%	<b>43%</b>	-1	-1	+3	<b>+2</b>	—	—	↗	↗
B54. [My organisation] motivates me to help it achieve its objectives	38%	36%	36%	38%	<b>40%</b>	-2	0	+2	<b>+2</b>	↘	—	↗	↗
<b>Taking action</b>													
B55. I believe that [senior managers] in [my organisation] will take action on the results from this survey	37%	38%	39%	43%	<b>43%</b>	+1	+1	+4	<b>0</b>	—	—	↗	—
B56. I believe that managers where I work will take action on the results from this survey	45%	46%	49%	52%	<b>54%</b>	+1	+3	+3	<b>+2</b>	—	↗	↗	↗
B57. Where I work, I think effective action has been taken on the results of the last survey <sup>7</sup>	<i>n/a</i>	<i>n/a</i>	29%	32%	<b>33%</b>	<i>n/a</i>	<i>n/a</i>	+3	<b>+1</b>	<i>n/a</i>	<i>n/a</i>	↗	—
<b>Organisational culture <sup>8</sup></b>													
B58. I am trusted to carry out my job effectively	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	86%	<b>88%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+2</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	↗
B59. I believe I would be supported if I try a new idea, even if it may not work	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	63%	<b>67%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+4</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	↗
B60. My performance is evaluated based on whether I get things done, rather than solely follow process	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	63%	<b>65%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+2</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	↗
B61. When I talk about [my organisation] I say "we" rather than "they"	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	69%	<b>67%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>-2</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	↘
B62. I have some really good friendships at work	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	73%	<b>76%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+3</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	↗

## Civil Service People Survey 2013: results by question

### Civil Service benchmark score

### Change in index score

### Direction of travel

## Future intentions

C01. Which of the following statements most reflects your current thoughts about working for [your organisation]? <sup>9</sup>

	2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
<i>I want to leave [my organisation] as soon as possible</i>	6%	8%	7%	8%	<b>8%</b>	+2	-1	+1	<b>0</b>	↗	—	—	—
<i>I want to leave [my organisation] within the next 12 months</i>	11%	11%	11%	12%	<b>13%</b>	0	0	+1	<b>+1</b>	—	—	—	—
<i>I want to stay working for [my organisation] for at least the next year</i>	28%	26%	27%	29%	<b>30%</b>	-2	+1	+2	<b>+1</b>	↘	—	↗	—
<i>I want to stay working for [my organisation] for at least the next three years</i>	55%	55%	54%	52%	<b>48%</b>	0	-1	-2	<b>-4</b>	—	—	↘	↘

## Civil Service Code

D01. Are you aware of the Civil Service Code?	75%	81%	86%	88%	<b>89%</b>	+6	+5	+2	<b>+1</b>	↗	↗	↗	—
D02. Are you aware of how to raise a concern under the Civil Service Code?	44%	53%	59%	63%	<b>64%</b>	+9	+6	+4	<b>+1</b>	↗	↗	↗	—
D03. Are you confident that if you raise a concern under the Civil Service Code in [your organisation] it would be investigated properly?	58%	62%	64%	67%	<b>67%</b>	+4	+2	+3	<b>0</b>	↗	↗	↗	—

## Wellbeing <sup>10</sup>

W01. Overall, how satisfied are you with your life nowadays? (% 7-10) (0=not at all satisfied, 10=completely satisfied)	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	62%	<b>63%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+1</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	—
W02. Overall, to what extent do you think the things you do in your life are worthwhile? (% 7-10) (0=not at all worthwhile, 10=completely worthwhile)	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	68%	<b>69%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+1</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	—
W03. Overall, how happy did you feel yesterday? (% 7-10) (0=not at all happy, 10=completely happy)	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	59%	<b>60%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>+1</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	—
W04. Overall, how anxious did you feel yesterday? (% 0-3) (0=not at all anxious, 10=completely anxious)	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	51%	<b>50%</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<b>-1</b>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	—

## Civil Service People Survey 2013: results by question

### Civil Service benchmark score

### Change in index score

### Direction of travel

## Discrimination

E01. During the past 12 months have you personally experienced discrimination at work?

2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
10%	10%	10%	10%	<b>10%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>

E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? *(Asked only of those that said "yes" to question E01, multiple selection was allowed therefore the result is shown as a proportion of those who said yes to E01 and may sum to more than 100%)*<sup>11,12</sup>

Age	15%	12%	12%	12%	<b>13%</b>	-3	0	0	<b>+1</b>	↓	—	—	<b>↓</b>
Caring responsibilities	n/a	8%	8%	8%	<b>11%</b>	n/a	0	0	<b>+3</b>	n/a	—	—	<b>↑</b>
Disability	8%	7%	8%	8%	<b>10%</b>	-1	+1	0	<b>+2</b>	—	—	—	<b>↑</b>
Ethnic background	7%	5%	5%	5%	<b>6%</b>	-2	0	0	<b>+1</b>	↓	—	—	<b>↓</b>
Gender	13%	11%	9%	9%	<b>11%</b>	-2	-2	0	<b>+2</b>	↓	↓	—	<b>↑</b>
Gender reassignment or perceived gender	0%	0%	0%	0%	<b>0%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>
Grade, pay band or responsibility level	n/a	32%	35%	36%	<b>32%</b>	n/a	+3	+1	<b>-4</b>	n/a	↑	—	<b>↓</b>
Main spoken/written language or language ability	n/a	4%	3%	4%	<b>3%</b>	n/a	-1	+1	<b>-1</b>	n/a	—	—	<b>↓</b>
Religion or belief	2%	2%	2%	2%	<b>2%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>
Sexual orientation	2%	2%	2%	2%	<b>2%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>
Social or educational background	n/a	5%	5%	5%	<b>6%</b>	n/a	0	0	<b>+1</b>	n/a	—	—	<b>↓</b>
Working location	n/a	11%	12%	13%	<b>14%</b>	n/a	+1	+1	<b>+1</b>	n/a	—	—	<b>↓</b>
Working pattern	n/a	23%	22%	22%	<b>23%</b>	n/a	-1	0	<b>+1</b>	n/a	—	—	<b>↓</b>
Any other grounds	73%	30%	28%	27%	<b>28%</b>	n/a	-2	-1	<b>+1</b>	n/a	↓	—	<b>↓</b>
Prefer not to say	n/a	11%	11%	12%	<b>10%</b>	n/a	0	+1	<b>-2</b>	n/a	—	—	<b>↓</b>

## Bullying and harassment

E03. During the past 12 months have you personally experienced bullying or harassment at work?

2009	2010	2011	2012	2013	'09 to '10	'10 to '11	'11 to '12	'12 to '13	'09 to '10	'10 to '11	'11 to '12	'12 to '13
10%	10%	10%	10%	<b>10%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>

E04. Who were you bullied or harassed by at work in the past 12 months? *(Asked only of those that said "yes" to question E03, multiple selection was allowed therefore the result is shown as a proportion of those who said yes to E03 and may sum to more than 100%)*<sup>11</sup>

A colleague	26%	28%	29%	29%	<b>30%</b>	+2	+1	0	<b>1</b>	↑	—	—	<b>↓</b>
Your manager	31%	28%	28%	27%	<b>29%</b>	-3	0	-1	<b>+2</b>	↓	—	—	<b>↑</b>
Another manager in your part of [your organisation]	24%	23%	23%	24%	<b>25%</b>	-1	0	+1	<b>+1</b>	—	—	—	<b>↓</b>
Someone you manage	4%	4%	4%	4%	<b>4%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>
Someone who works for another part of [your organisation]	11%	12%	11%	11%	<b>11%</b>	+1	-1	0	<b>0</b>	—	—	—	<b>↓</b>
A member of the public	2%	2%	2%	2%	<b>2%</b>	0	0	0	<b>0</b>	—	—	—	<b>↓</b>
Someone else	3%	3%	3%	3%	<b>4%</b>	0	0	0	<b>1</b>	—	—	—	<b>↓</b>
Prefer not to say	14%	16%	17%	16%	<b>14%</b>	+2	+1	-1	<b>-2</b>	↑	—	—	<b>↓</b>



# Technical notes

The 2013 Civil Service People Survey was conducted across 98 Civil Service organisations (Government Departments, Executive Agencies and Crown NDPBs). A list of participating organisations is provided on the following page.

The fieldwork for the survey ran from 1st-31st October, with 96% participating online and 4% completing paper questionnaires.

270,793 participated in the survey, an overall response rate of 59%. Across the 98 participating organisations the median response rate was 78%.

## End notes

1. Except for the engagement index (see note 4) the result for each of the headline themes is calculated as the percentage of “strongly agree” or “agree” responses to all questions in that theme.
2. The change in the benchmark score is calculated simply as the later year’s benchmark score minus the preceding year’s benchmark score. This calculation is based on the rounded figures published in this report.
3. It is not possible to test whether changes in the benchmark are statistically significant because the calculations are based on median scores. The ‘direction of travel’ is therefore a qualitative assessment of the changes in score. An increase of 2 or more percentage points is presented as an arrow pointing to the top-right, a decrease of 2 or more percentage points is presented as an arrow pointing to the bottom-right.
4. The employee engagement index is calculated as a weighted average of the responses to the five employee engagement questions (B50-B54) and ranges from 0% to 100%. A score of 0% represents all respondents giving a rating of “strongly disagree” to all five questions. A score of 100% represents all respondents giving a rating of “strongly agree” to all five questions.
5. The scores for questions B01-B62 are based on the proportion responding “strongly agree” or “agree”. For questions D01-D02, E01 and E03 the score is based on the proportion responding “yes”.
6. Phrases in square brackets (e.g. [my organisation]) are used in the core questionnaire to indicate where participating organisations use the relevant local terms (e.g. 'the Cabinet Office' in place of [my/your organisation] or 'Senior Civil Servants' in place of [senior managers]).
7. Question B57 was added to the core questionnaire in 2011 and therefore no benchmark score for 2009 or 2010 is available.
8. In 2012 five new questions were added to the Civil Service People Survey to measure further aspects of the culture of our organisations that were not already covered by the questionnaire.
9. Question C01 has four response options and respondents can only select one of the four options. The benchmark score is the median proportion of responses to each option.
10. Following a pilot in 2011, the 2012 Civil Service People Survey questionnaire also included the four subjective wellbeing questions asked by the ONS in the Annual Population Survey as part of their Measuring National Wellbeing programme.
11. Question E02 was only asked to those who had responded “yes” to question E01, similarly question E04 was only asked to those who had responded “yes” to question E03. The scores for questions E02 and E04 are the number of responses to that category as a percentage of those who had said “yes” to the previous question. As respondents were able to select more than one category the scores may sum to more than 100% and the proportions for individual categories cannot be combined.
12. In CSPS 2010 an additional seven response options were added to question E02, therefore there is no data for these categories for 2009. The addition of these categories also means that the results for “Any other grounds” cannot be compared between 2009 and 2010.

# Participating organisations

## Attorney General's Departments

Attorney General's Office  
Crown Prosecution Service  
HM CPS Inspectorate  
Serious Fraud Office  
TSol

## Business, Innovation and Skills

Department for Business, Innovation and Skills (excluding agencies)  
Acas  
Companies House  
The Insolvency Service  
UK Intellectual Property Office  
Land Registry  
Met Office  
National Measurement Office  
Office of Fair Trading  
Ordnance Survey  
Skills Funding Agency  
UK Trade and Investment

## Cabinet Office

Cabinet Office (excluding agencies)  
Government Procurement Service

## Charity Commission

## Communities and Local Government

Department for Communities and Local Government (excluding agencies)  
Planning Inspectorate

## Culture, Media and Sport

Department for Culture, Media and Sport (excluding agencies)  
The Royal Parks

## Defence

Ministry of Defence (excluding agencies)  
Defence Support Group  
Dstl  
UK Hydrographic Office

## Department for Education<sup>1</sup>

## Department of Energy and Climate Change

### Environment, Food and Rural Affairs

Department for the Environment, Food and Rural Affairs (excluding agencies)  
Animal Health and Veterinary Laboratories Agency  
Centre for Environment, Food and Aquaculture Science  
Food and Environment Research Agency  
Rural Payments Agency  
Veterinary Medicines Directorate

## Estyn

## UK Export Finance

## Food Standards Agency

## Foreign and Commonwealth Office

Foreign and Commonwealth Office  
FCO Services  
Wilton Park Executive Agency

## Health

Department of Health (excluding agencies)  
Medicines and Healthcare Products Regulatory Agency  
Public Health England

## HM Revenue & Customs

HM Revenue & Customs  
Valuation Office Agency

## HM Treasury

## Chancellor's other departments

UK Debt Management Office  
Government Actuary's Department  
National Savings and Investments

## Home Office<sup>2</sup>

Home Office (headquarters)  
Border Force  
HM Passport Office  
Immigration Enforcement  
UK Visas and Immigration

## Department for International Development

## Justice

Ministry of Justice (headquarters)  
MoJ Arms Length Bodies  
Criminal Injuries Compensation Authority  
HM Courts and Tribunals Service  
Legal Aid Agency  
National Offender Management Service  
Office of the Public Guardian  
The National Archives

## National Crime Agency

## Ofgem

## Office of Rail Regulation

## Ofsted

## Scotland, Wales and Northern Ireland Offices<sup>1</sup>

## Scottish Government

Scottish Government (excluding agencies)  
Accountant in Bankruptcy  
Crown Office and Procurator Fiscal Service  
Disclosure Scotland  
Education Scotland  
Historic Scotland  
National Records of Scotland  
Office of the Scottish Charity Regulator  
Registers of Scotland  
Scottish Courts Service  
Scottish Housing Regulator  
Scottish Prisons Service  
Scottish Public Pensions Agency  
Scottish Tribunals Service  
Student Awards Agency for Scotland  
Transport Scotland

## Statistics

UK Statistics Authority  
Office for National Statistics

## Transport

Department for Transport (excluding agencies)  
Driver and Vehicle Licensing Agency  
Driving Standards Agency  
Highways Agency  
Maritime and Coastguard Agency  
Vehicle and Operator Services Agency  
Vehicle Certification Agency

## Welsh Government

## Work and Pensions

Department for Work and Pensions  
Health and Safety Executive

## Notes

1. The following sets of organisations participate in a 'joint-survey', that is where all the organisations take part in the same version of the Civil Service People Survey and therefore are treated as one organisation for analysis and reporting of the survey results.

- The Department for Education and its executive agencies
- The Scotland Office and Office of the Advocate General, the Wales Office, and the Northern Ireland Office

2. The Home Office's operational directorates (Border Force, Immigration Enforcement, and UK Visas and Immigration) undertake their own versions of the Civil Service People Survey and therefore are treated as separate organisations for analysis and reporting of the survey results.



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This document can also be viewed on our website:

<http://www.civilservice.gov.uk/about/improving/employee-engagement-in-the-civil-service/people-survey-2013>