

UK STATISTICS AUTHORITY

Minutes

**Friday 30 January 2015
Boardroom, London**

Present

UK Statistics Authority

Sir Andrew Dilnot (Chair)
Professor David Rhind
Professor Sir Adrian Smith
Dame Colette Bowe
Dame Moira Gibb
Professor David Hand
Mr Ed Humpherson
Dr David Levy
Mr John Pullinger
Mr Glen Watson

Secretariat

Mr Robert Bumpstead
Mr Joe Cuddeford

Apologies

Ms Carolyn Fairbairn

Other Attendees

Mr Paul Layland (for item 9)
Mr Sandy Stewart (for item 8)
Mr Ross Young (for item 11)

1. Apologies

- 1.1 Apologies were received from Ms Fairbairn.

2. Declarations of Interest

- 2.1 There were no new declarations of interest.

3. Minutes and matters arising from previous meetings

- 3.1 The minutes of the previous meeting held on 16 December 2014 were agreed.
- 3.2 The Chair reported on the topics discussed at the meeting of the non-executive directors that had taken place prior to the start of the Board meeting. The non-executives had discussed progress with the recruitment of a new Non-Executive Director and two new Directors General.
- 3.3 The Chair reported that Ms Fairbairn had agreed to join the Authority's Remuneration Committee, which would meet next on 27 February.
- 3.4 The meeting reviewed progress with actions. Mr Pullinger reported on progress with a series of 'UK perspectives' articles which provided a visual and accessible overview of key themes.
- 3.5 Professor Sir Adrian and Dame Colette had met with the Director of Finance to consider the presentation of new financial reporting indicators. The meeting had been constructive and the financial information was developing in an appropriate direction. The secretariat would convene a follow-up meeting in due course.

4. Report from the Authority Chair

- 4.1 The Chair reported on his recent activities, which included meeting with the team conducting the European Statistical System Peer Review, conducting short-listing for the Directors General posts, and, together with the National Statistician, addressing staff at the Titchfield site.

5. Reports from Committee Chairs

Administrative Data Research Network Board

- 5.1 Professor Hand reported on the meeting of the Administrative Data Research Network (ADRN) Board held on 19 January. The ADRN had gone live on 25 November and had been receiving applications for projects. A public engagement and communication strategy had been developed by a working group, which included tools to help communicate the key messages of the ADRN.

Regulation Committee

- 5.2 Professor Rhind reported on the meeting of the Regulation Committee held on 20 January. The meeting had considered draft Monitoring Reviews on income and earnings statistics, the quality assurance of administrative data, and the application of deflators in official statistics. It had approved an Assessment Report on the National Accounts, which recommended designation as National Statistics subject to the implementation of recommendations, and an assessment report on the Supply and Use Tables, which recommended that the statistics, which were not currently National Statistics, should not be awarded National Statistics designation until more up-to-date purchases data had been collected.

- 5.3 The Regulation Committee had also reviewed its Terms of Reference and had proposed some amendments which included making more explicit reference to the Committee's role in relation to Monitoring work. The Authority Board approved the amendments.

Audit and Risk Assurance Committee

- 5.3 Dame Colette reported on the meeting of the Audit and Risk Assurance Committee held on 22 January. The Committee had discussed:
 - i. the draft business plan for the UK Statistics Authority and the statistical system, and associated strategic risks;
 - ii. the current position regarding key Information Technology risks; and
 - iii. improvements made to the organisation's cash management and the impact on year end expenditure.

6. Report from the Chief Executive [SA(15)01]

- 6.1 Mr Pullinger introduced a report which provided the Authority Board with an overview of activity and issues for the months of December and January.
- 6.2 The meeting noted that public debate in the past month had featured substantial focus on health statistics. The Board considered the role of the Statistics Authority in taking a view in the round of health statistics produced by various public bodies. It was suggested that this topic be returned to at a future meeting.

7. Report from the Director General for Regulation [SA(15)02]

- 7.1 Mr Humpherson provided an update on regulation activity since the last meeting.
- 7.2 The Board discussed recent correspondence from the Secretary of State for Business to the Authority Chair regarding commentary in an ONS statistical release on migration, which mentioned a stated migration 'target'. The Chair had sought advice from the Director General for Regulation and the National Statistician, and the Chair would respond to the Secretary of State in due course.

8. Monitoring Review: Income and Earnings [SA(15)03]

- 8.1 Mr Humpherson introduced a draft report setting out the findings of the regulation team's work into the coherence and accessibility of official statistics on income and earnings.
- 8.2 The Board welcomed the draft review. The meeting noted that measuring income and earnings was not straightforward and there was a range of different statistical releases produced by different departments. It was suggested that the range of statistics published in the UK was perhaps a response to a rapidly changing and complex world; but it was acknowledged that the coherence and accessibility of the range of statistics could be improved.
- 8.3 The meeting agreed that a system-wide response should be taken forward, led by the National Statistician. This should be set within the context of resources and other recommendations including those from the Johnson Review of prices statistics and the Barker Review of the National Accounts.
- 8.4 The Board discussed the relationship, and respective roles, of Monitoring Reviews and National Statistics Quality Reviews.

9. Business Plan and Budget [SA(15)04]

- 9.1 Mr Pullinger and Mr Layland presented a draft of the Business Plan for 2015/16 to 2017/18, and budget for 2015/16. The draft Business Plan had been discussed at the National Statistics Executive Group and was based on detailed work across ONS and the wider Government Statistical Service (GSS). The statistical aspects related to the entire GSS, while the aspects related to budgets related to the UK Statistics Authority. The draft plan followed the structure of the Better Statistics, Better Decisions strategy.
- 9.2 The Board endorsed the current direction of travel and pace of change set out in the draft Business Plan. It was noted that the plan had been developed in a period of uncertainty, with the General Election in May 2015. The Board requested to be kept informed of progress and of any developments which might require the business plan to be reviewed.

10. Monitoring and Assessment Business Plan [SA(15)05]

- 10.1 Mr Humpherson introduced a paper which covered a draft of the Monitoring and Assessment Business Plan for 2015/16.
- 10.2 The Board endorsed the Business Plan.

11. Authority stakeholder engagement and event planning in 2015

- 11.1 Mr Young outlined proposals for further stakeholder engagement building on the Better Statistics, Better Decisions event held in November 2014. Options for activity included further large-scale events, seminars or roundtable events, lunchtime sessions with the Authority Board, smaller roundtable discussions, and stakeholder briefing events.
- 11.2 The Board welcomed the proposals and agreed that an integrated timetable of events and engagement activity should be developed.

12. Survey of Public Confidence in Official Statistics

- 12.1 Mr Cuddeford provided an update on progress with the survey of public confidence in official statistics. Fieldwork had been conducted by the independent research organisation NatCen, using an internationally harmonised questionnaire which had been developed by the Organisation for Economic Cooperation and Development (OECD). Results were expected to be ready for publication in February. The Board welcomed the update.

13. People Survey [SA(15)06]

- 13.1 Mr Bumpstead introduced a paper which provided a high level review of the Authority's People Survey results for 2014. The People Survey provided the Authority with its main 'People' performance measurement - the Employee Engagement Index - a measure of the level of staff engagement within an organisation. The Authority and ONS combined had achieved a 60 per cent Employee Engagement Index in 2014 (58 per cent achieved in 2013), meeting the Key Performance Indicator (60 per cent) set for 2014.
- 13.2 The Board noted areas for improvement, which included leadership and visibility; managing poor performance; staff having the right tools for the job, with particular reference to IT; and learning and development. It was agreed that Mr Pullinger would set out to staff a clear action plan to address areas for improvement.

14. Any Other business

- 14.1 Professor Sir Adrian provided an update on progress with the establishment of the Alan Turing Institute, which would support research on methods of collecting, organising and analysing 'Big Data' and also more general algorithm research.
- 14.2 There was no other business. The Authority Board would meet next on 27 February 2015 at 11:00 in London.

UK STATISTICS AUTHORITY

Agenda

Friday 30 January 2015
Board Room, London, 10:30 – 16:00

Chair: Sir Andrew Dilnot
Apologies: Ms Carolyn Fairbairn

1	Minutes and matters arising from previous meetings <ul style="list-style-type: none"> • Declarations of interest 	Meeting of 161214
2	Report from the Authority Chair	Sir Andrew Dilnot
3	Reports from Committee Chairs: <ul style="list-style-type: none"> • Administrative Data Research Network Board • Regulation Committee • Audit and Risk Assurance Committee 	Professor David Hand Professor David Rhind Dame Colette Bowe
4	Report from the Chief Executive	SA(15)01 Mr John Pullinger
5	Report from the Director General for Regulation	SA(15)02 Mr Ed Humpherson
6	Monitoring Review: Income and Earnings	SA(15)03 Mr Ed Humpherson

12:30 to 13:00 – Lunch

7	Business Plan and Budget <ul style="list-style-type: none"> • Integrated Business Plan 2015-18 • Budget 2015-16 	SA(15)04 Mr John Pullinger Mr Paul Layland
8	Monitoring and Assessment Business Plan	SA(15)05 Mr Ed Humpherson
9	Authority stakeholder engagement and event planning in 2015	Oral update Mr Ross Young
10	Survey of Public Confidence in Official Statistics	Oral update Mr Joe Cuddeford
11	People Survey	SA(15)06 Mr Robert Bumpstead
12	Any other business	

UK STATISTICS AUTHORITY

SA(15)01

Chief Executive's Report, January 2015

Purpose

1. This report provides the Board with an overview of activity and issues for the months of December and January.

Summary

2. Several building blocks for the future are falling into place and this is encouraging.
3. On economic statistics we now have a clear roadmap to follow up on Kate Barker's review covering the gamut of recommendations from flow of funds to the reintroduction of the Purchases Inquiry and a 'London presence'. The release of Paul Johnson's review starts a similar process for inflation measures.
4. On population and public policy we have launched the Census Transformation Programme with early elements costed for delivery within the budget that has been secured. The front-loading of finance should allow us to make rapid progress on the administrative data elements as well as making sure other important developments are taken forward.
5. On data capability we have delivered a new alpha website with a helpful endorsement from the Government Digital Service and created a new Digital, Technology and Methods Directorate, filling several critical posts with other recruitment exercises underway.

Review of recent activities

6. We are continuing to develop and release new information designed to support better informed debate on critical issues. The figures on economic wellbeing and the inflation experience of different types of households both broke new ground and have been well received.
7. January started with a week-long visit from a 'peer review' team commissioned by Eurostat to assess UK compliance with the European Statistical System Code of Practice. We are still awaiting their report. I am hopeful that their report will recognise the strengths of UK statistics and also contain some valuable insights to help us develop in the future.
8. Paul Johnson's review was released and provides an excellent basis for improvements to inflation statistics. We are now in a period of reflection before I set out proposals and launch a formal consultation on the way ahead later in the year.
9. The new alpha website was completed and its success reviewed both internally and by the Government Digital Service. I have now approved the launch of the beta site phase of the project which is starting with phased delivery over the months ahead. We have also launched a beta website (Visual.ONS) aimed at the enquiring citizen.
10. A draft business plan for the period 2015-16 to 2017-18 has been developed for discussion by the Board.
11. Other recent noteworthy activities were as follows.
 - i. Substantial focus on NHS statistics.
 - ii. Providing written evidence for the Public Affairs Select Committee inquiry on 'Statistics for the Economy and Public Finances'.

- iii. Letter from the Leader of the Opposition to the Authority Chair about statistics on living standards.
- iv. Several appointments have been made and I have been pleased to welcome:
 - a. Shaun Garvey as the new Deputy Director of the 2021 Census Operations Division. Shaun joins us from the Department for Education;
 - b. Chris Davies as the new Deputy Director in the Office of the Chief Economic Advisor who joins us from UK Intellectual Property Office; and
 - c. Darren Morgan has been appointed as a Deputy Director in the National Accounts team.
- v. Duncan Millard will be stepping down as the Head of Profession at the Department of Energy and Climate Change to take up the post of Chief Statistician for the International Energy Agency which is part of Organisation for Economic and Co-operation Development (OECD).
- vi. ONS has been ranked 15th in the Stonewall Workplace Equality index, moving up 20 places since the last submission.

Current Performance

- 12. The main issues currently under review by the National Statistics Executive Group (NSEG) include:
 - i. the improvements due to be introduced shortly to Consumer Price Index, including Owner occupiers' housing costs (CPIH) with a view to regaining National Statistics status;
 - ii. follow up on the review into the recent error in Overseas Travel and Tourism and Trade statistics, as well as a broader piece of work to address errors and quality assurance across Office for National Statistics (ONS);
 - iii. possible funding threats to the Wealth and Assets Survey and the English Housing Survey;
 - iv. ongoing issues around Universal Credit and Construction Statistics; and
 - v. positive news that the number of published ONS 'open' datasets has increased significantly from 2 to 24 and will meet or exceed the target of 30 by the end of the year.

Finance

- 13. ONS spending for the current financial year remains tight but on track. The full reserve claim of £15 million for 2014-15 has been approved by HM Treasury which removes one of the top level risks we have been monitoring in recent months. Progress on the annual accounts is also good.

Programmes

- 14. At our December National Statistics Executive Group (NSEG) meeting we discussed ONS's approach to developing online data collection through our Electronic Data Collection Programme (EDC). We agreed to focus work over the next 18 months on our business surveys, in particular piloting of the Monthly Wages and Salaries Survey and a new online only Purchases Inquiry. A fuller paper on EDC will be provided to the February Board meeting.

Future Look

- 15. In the month ahead we will be finalising the business plan and completing the process of making senior appointments including those of the Director General (Data Capability) and Director General (Economic Statistics). This should put us where we need to be to

take up the opportunities and challenges that will arise following the General Election in May.

John Pullinger, 23 January 2014

UK STATISTICS AUTHORITY

SA(15)02

*Report from the Director General for Regulation***Purpose**

1. This paper provides an update on regulation activity since the last meeting.

Recommendation

2. Members of the Authority Board are invited to note progress and planned actions.

Discussion

3. Key developments since the last meeting have been dominated by a series of monitoring reviews.
 - i. **Income and earnings:** this review assesses the coherence and accessibility of income and earnings statistics. While it finds value in the wide range of income and earnings statistics produced by statistical producers, it concludes more can be done to improve the coherence and accessibility across multiple statistical series. The key recommendation, which encourages the development of an annual publication to synthesise and draw together the findings from the range of statistics produced, chimes well with one of the recommendations from the Johnson Review. The review also relates closely to the issues raised with the Authority by Ed Miliband in his recent letter. For this reason we have considered carefully how to manage the risk that our findings – important in their own right – become politicised. The Regulation Committee proposed a soft launch of the report in February, followed by a larger event after the General Election, as the best way of navigating these risks.
 - ii. **Quality Assurance of Administrative Data:** after a comprehensive engagement exercise over the autumn, we have finalised our thinking on what to expect statisticians to do to assure themselves of the quality of administrative data. We have produced a succinct summary of the Authority's thinking, which is less critical than our initial draft published in July; sets a clear regulatory standard; and has a proportionate, risk-based approach at its heart. It seeks to encourage clear judgements on the part of statisticians about the integrity of the data they are using, and a greater willingness to challenge the data suppliers where they have concerns. The Regulation Committee agreed the final outputs subject to incorporating some key comments, and we will publish our final regulatory standard by the end of January. I am proud of what I see as a strong and insightful piece of work that positions us as thought leaders.
 - iii. **Statistical analysis and real prices:** we have also been considering the guidance available to analysts who wish to compare things over different time periods. This review of deflators is more low-key, and with a smaller audience, than the other reviews, but it could lead to significant improvements in the guidance available to analysts, and also dovetails with the Johnson Review. We are likely to publish on our website in February.
 - iv. On assessment, this has been a relatively quiet time as we made the choice to lighten up our work programme in the run-up to the Election. We do however have a tranche of assessments of patient-related statistics in England for finalisation in March, and will keep the Board informed if any salient issues emerge.

- v. **Casework:** volumes continue to be significant, with a number of cases received in the last couple of weeks relating to statements by both Government and opposition spokespeople, especially on health and the economy. Our responses have not yet been published. The most significant published intervention since the last Board was the letter to the Secretary of State for Education on 18 December, relating to the repeated statement that one in three primary school children left school unable to read write or add up.
- vi. More generally, our strategic focus on advocating the value and significance of National Statistics status continues. In the last week, for example, I have spoken to the National Statistics Executive Group and senior statisticians in the Scottish Government about this; and was pleased by the recognition given to our ambition for National Statistics by Dame Kate Barker at the recent Economic Forum.
- vii. Two main challenges: first, ensuring that the excellent suite of monitoring work described above secures sufficient but appropriate feedback – which requires a shift in mode in the team from report production to communications planning and execution; and second, making sound, evidence-based judgements on the high profile public calls for Authority intervention that we continue to receive.

Ed Humpherson, Director General for Regulation, 22 January 2014

List of Annexes

Annex A Key outputs since the last meeting

Annex A Key outputs since the last meetingAssessment

Assessment reports published:	nil
Confirmation of National Statistics status:	nil
National Statistics status removed:	nil

Monitoring

We are currently working on the following 'live' monitoring topics:

- i. *The Adequacy of Statistical Audit of Administrative Data from which Official Statistics are Produced. Likely publication of final toolkit expected end January 2015.*
- ii. *The Influence of Targets on Official Statistics. To be added to the website alongside the Administrative Data report in due course.*
- iii. *The Use of Deflators in Official Statistics Publications. Final report in early February 2015.*
- iv. *The Coherence and Accessibility of Official Statistics on Income and Earnings. Final report and launch event in mid February 2015.*
- v. *Management and Presentation of Health Statistics for Users. Event in Wales in March/April 2015.*

Casework

Ed Humpherson	Philip Turnbull	BIS review of Construction Price Indices	18 December 2014
Sir Andrew Dilnot	Rt. Hon. Nicky Morgan MP	Statistics on literacy and numeracy	18 December 2014
Sir Andrew Dilnot	Jonathan Portes	Statistics on housing benefit and the benefit cap	17 December 2014
Sir Andrew Dilnot	Frances O'Grady	Statistics on women in employment	15 December 2014

Monitoring Review: Income and Earnings

This will be published in due course

Business Plan and Budget

This will be published in due course

Monitoring and Assessment Business Plan

This will be published in due course

UK STATISTICS AUTHORITY
Authority People Survey Results 2014

SA(15)06

Purpose

1. This paper provides a high level review of the Authority's People Survey for 2014.

Recommendations

2. Members of the Authority Board are invited to note and discuss the initial analysis of the Authority's People Survey results.

Background

3. The Authority recently participated in the sixth annual Civil Service People Survey. The People Survey is managed by the Cabinet Office on behalf of the Civil Service. Overall, 274,080 Civil Servants responded to the 2014 survey, which resulted in a 60 per cent response rate. Overall, the Authority (including Office for National Statistics (ONS)) achieved a 62 per cent response rate.
4. The People Survey provides the Authority with its main 'People' performance measurement - the Employee Engagement Index. This index measures the level of staff engagement within an organisation.
5. As well as using the Engagement Index to show the average level of staff engagement, the People Survey also seeks responses to themed questions to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which responses to the themed question has an association with engagement.

Discussion

6. The People Survey report at **Annex A** provides detail of the Authority's performance in 2014. All figures cover the entirety of the Authority, including ONS.
7. The Authority achieved a 60 per cent Employee Engagement Index in 2014 (58 per cent achieved in 2013), meeting the Key Performance Indicator (60 per cent) set for 2014. The overall Civil Service median Employee Engagement Index in 2014 was 59 per cent, while the score for 'Civil Service High Performers' (the upper quartile score) was 64 per cent.
8. Detailed results are also provided at Directorate and Division level so that action can be taken relevant to the issues identified within specific areas. A table showing Employee Engagement Index scores by all Directorates and Divisions in the Authority is attached at **Annex B**.
9. The People Survey results were considered at the December meeting of the National Statistics Executive Group. The following areas were highlighted.
 - i. 'Leadership and managing change' was the relative worst performing theme, with a score of 38 per cent – 12 percentage points lower than High Performers.
 - ii. Under 'Resources and Workload', the number of staff answering positively to the statement 'I have the tools I need to do my job effectively' was down three percentage points from last year, to 73 per cent.
 - iii. Low scores were received for 'Pay and Benefits (25 per cent positive) a decrease since last year (29 per cent positive).
 - iv. In two themes, the Authority's scores were in line with High Performers. These were 'Inclusion and fair treatment' and 'Resources and workload'.
 - v. 11 per cent of employees reported having experienced discrimination (up from ten per cent last year). The proportion of staff reporting they had experienced bullying or harassment remained at 10 per cent.

10. In discussion, members of National Statistics Executive Group (NSEG) noted that:
- i. it was important that staff believed that senior management would actually respond to the key messages from the survey and would take positive action;
 - ii. there was a need to improve the overall response rate for the whole organisation and that responsibility for this lay with individual Directors and Deputy Directors to improve response rates in their areas; and
 - iii. it was encouraging that there were some specific cases where improvements in response rates and scores had been made in particular business areas, and that consideration should be given to learning lessons from these areas.
11. More detailed analysis of the 2014 results is currently being prepared, particularly exploring the results across the wider statistical system for all statisticians in the Government Statistical Service. This will be provided to the February NSEG meeting, who will consider a strategic response. In the meantime, it will be communicated to staff that the following areas will be the key focus of senior management:
- i. leadership and visibility;
 - ii. managing poor performance;
 - iii. staff having the right tools for the job, with particular reference to IT; and
 - iv. learning and development.

Robert Bumpstead, Board Secretary, 22 January 2015

List of Annexes

Annex A People Survey Results 2014

Annex B Employee Engagement by Directorate and Division

UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014

 Strength of association with engagement

◇ Statistically significant difference from comparison

Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.



UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014



Strength of association with engagement



Statistically significant difference from comparison

The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

Drivers of Engagement

	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
Leadership and Managing Change		38%	+2 ◇	-5 ◇	-12 ◇
My work		74%	+2 ◇	-1	-4 ◇
My manager		68%	+3 ◇	0	-3 ◇
Resources and workload		77%	+1	+3 ◇	0
Pay and benefits		25%	-4 ◇	-2 ◇	-10 ◇
Learning and development		52%	+2 ◇	+3 ◇	-3 ◇
Organisational objectives and purpose		83%	+2 ◇	0	-5 ◇
My team		80%	+2 ◇	0	-3 ◇
Inclusion and fair treatment		79%	+1	+3 ◇	0

Wellbeing



Overall, how satisfied are you with your life nowadays?



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



Overall, how happy did you feel yesterday?



No or low anxiety yesterday

Discrimination, bullying and harassment

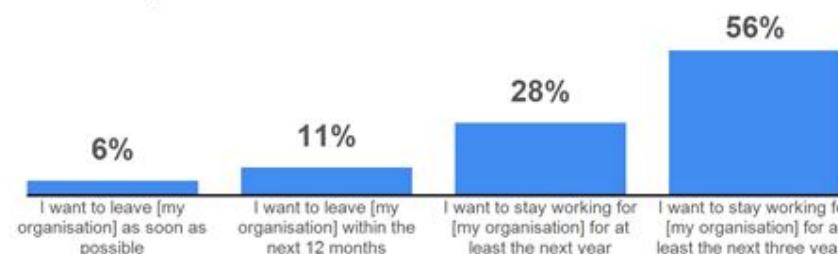


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014

All questions by theme

✧ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

My work

74% +2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

B01	I am interested in my work	40	50	7	90%	+1 ✧	+1	-2 ✧
B02	I am sufficiently challenged by my work	30	47	12	76%	+4 ✧	-3 ✧	-6 ✧
B03	My work gives me a sense of personal accomplishment	27	51	14	77%	+2 ✧	+2 ✧	-1 ✧
B04	I feel involved in the decisions that affect my work	15	39	21	54%	+2 ✧	-3 ✧	-8 ✧
B05	I have a choice in deciding how I do my work	28	47	12	75%	+1	0	-5 ✧

Organisational objectives and purpose

83% +2

Difference from previous survey



Strength of association with engagement



B06	I have a clear understanding of [my organisation's] purpose	26	60	10	86%	+1	0	-5 ✧
B07	I have a clear understanding of [my organisation's] objectives	21	57	16	79%	+2 ✧	-2 ✧	-7 ✧
B08	I understand how my work contributes to [my organisation's] objectives	26	57	12	83%	+2 ✧	0	-5 ✧

Tab 6.1 People Survey / SA(15)06 - Annex A

UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014

All questions by theme

♦ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

My manager

68% +3

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

B09	My manager motivates me to be more effective in my job	24	45	17	9	5	69%	+4 ♦	+1	-3 ♦
B10	My manager is considerate of my life outside work	42	40	11	1	1	82%	+1	+1 ♦	-3 ♦
B11	My manager is open to my ideas	36	43	13	5	1	79%	+2 ♦	-1 ♦	-6 ♦
B12	My manager helps me to understand how I contribute to [my organisation's] objectives	19	43	26	8	1	62%	+3 ♦	-2 ♦	-7 ♦
B13	Overall, I have confidence in the decisions made by my manager	31	42	15	7	1	73%	+3 ♦	0	-4 ♦
B14	My manager recognises when I have done my job well	32	47	12	5	1	79%	+1	+2 ♦	-2 ♦
B15	I receive regular feedback on my performance	23	45	18	11	5	67%	+2 ♦	+2 ♦	-1 ♦
B16	The feedback I receive helps me to improve my performance	21	41	25	9	1	62%	+3 ♦	+1	-4 ♦
B17	I think that my performance is evaluated fairly	20	45	21	8	5	66%	+2 ♦	+3 ♦	-1
B18	Poor performance is dealt with effectively in my team	9	30	40	13	8	39%	+3 ♦	0	-4 ♦

My team

80% +2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

B19	The people in my team can be relied upon to help when things get difficult in my job	38	46	12	1	1	84%	+1	0	-2 ♦
B20	The people in my team work together to find ways to improve the service we provide	33	46	15	1	1	79%	+2	-1	-4 ♦
B21	The people in my team are encouraged to come up with new and better ways of doing things	31	45	15	7	1	75%	+3 ♦	+1 ♦	-3 ♦

UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014

All questions by theme

✧ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

Learning and development

52% +2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

B22	I am able to access the right learning and development opportunities when I need to	17	51	20	9	67%	+2 ✧	+5 ✧	0
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	39	34	11	52%	+3 ✧	+1	-5 ✧
B24	There are opportunities for me to develop my career in [my organisation]	12	34	26	15	46%	+2 ✧	+4 ✧	-3 ✧
B25	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	10	33	34	15	43%	0	0	-6 ✧

Inclusion and fair treatment

79% +1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

B26	I am treated fairly at work	29	53	11	5	81%	+1	+2 ✧	-1 ✧
B27	I am treated with respect by the people I work with	33	54	8		87%	+1	+3 ✧	0
B28	I feel valued for the work I do	21	45	18	11	66%	+2 ✧	+2 ✧	-3 ✧
B29	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	29	52	13		81%	+1	+7 ✧	+3 ✧

Tab 6.1 People Survey / SA(15)06 - Annex A

UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014

All questions by theme

✧ indicates statistically significant difference from comparison

^ indicates a variation in question wording from your previous survey

Resources and workload

77% +1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B30 In my job, I am clear what is expected of me	27	59	8	5		86%	0	+2 ✧	-1
B31 I get the information I need to do my job well	18	56	16	8		74%	+3 ✧	+4 ✧	0
B32 I have clear work objectives	22	57	13	6		79%	+2 ✧	+3 ✧	0
B33 I have the skills I need to do my job effectively	29	59	9			89%	0	0	-3 ✧
B34 I have the tools I need to do my job effectively	18	53	15	10		72%	-3 ✧	0	-4 ✧
B35 I have an acceptable workload	14	55	16	11		69%	+2	+10 ✧	+3 ✧
B36 I achieve a good balance between my work life and my private life	22	51	14	9		73%	+1	+7 ✧	-1

Pay and benefits

25% -4

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B37 I feel that my pay adequately reflects my performance	21	20	32	24		24%	-4 ✧	-5 ✧	-12 ✧
B38 I am satisfied with the total benefits package	28	26	26	16		32%	-3 ✧	0	-8 ✧
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	16	23	32	25		20%	-5 ✧	-5 ✧	-12 ✧

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Civil Service People Survey 2014

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Leadership and Managing Change

38% +2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

B40	I feel that [my organisation] as a whole is managed well	<div><div>39</div><div>32</div><div>18</div><div>7</div></div>	43%	+5	-2	-13
B41	[Senior managers] in [my organisation] are sufficiently visible	<div><div>5</div><div>35</div><div>30</div><div>21</div><div>9</div></div>	41%	+5	-12	-22
B42	I believe the actions of [senior managers] are consistent with [my organisation's] values	<div><div>31</div><div>49</div><div>10</div><div>6</div></div>	35%	+4	-12	-21
B43	I believe that [the executive team has] a clear vision for the future of [my organisation]	<div><div>5</div><div>32</div><div>46</div><div>11</div><div>6</div></div>	37%	0	-8	-16
B44	Overall, I have confidence in the decisions made by [my organisation's senior managers]	<div><div>31</div><div>43</div><div>15</div><div>8</div></div>	34%	+3	-9	-17
B45	I feel that change is managed well in [my organisation]	<div><div>24</div><div>36</div><div>28</div><div>10</div></div>	26%	+2	-5	-12
B46	When changes are made in [my organisation] they are usually for the better	<div><div>22</div><div>44</div><div>24</div><div>8</div></div>	24%	+3	-6	-13
B47	[My organisation] keeps me informed about matters that affect me	<div><div>7</div><div>54</div><div>26</div><div>10</div></div>	61%	+1	+3	-3
B48	I have the opportunity to contribute my views before decisions are made that affect me	<div><div>31</div><div>33</div><div>22</div><div>10</div></div>	35%	0	-1	-8
B49	I think it is safe to challenge the way things are done in [my organisation]	<div><div>6</div><div>39</div><div>32</div><div>17</div><div>7</div></div>	45%	+1	+4	-3

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Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B50 I am proud when I tell others I am part of [my organisation]	16	45	30	7		61%	+3 ✧	+2 ✧	-5 ✧
B51 I would recommend [my organisation] as a great place to work	15	42	29	10		57%	+4 ✧	+8 ✧	-3 ✧
B52 I feel a strong personal attachment to [my organisation]	12	34	34	15	5	46%	+2 ✧	-2 ✧	-8 ✧
B53 [My organisation] inspires me to do the best in my job	9	35	37	14	5	43%	+2 ✧	-2 ✧	-8 ✧
B54 [My organisation] motivates me to help it achieve its objectives	8	32	39	14	6	40%	+2 ✧	-3 ✧	-9 ✧

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B55 I believe that [senior managers] in [my organisation] will take action on the results from this survey		32	33	19	12	36%	-1	-9 ✧	-17 ✧
B56 I believe that managers where I work will take action on the results from this survey	11	40	27	13	9	51%	-1	-4 ✧	-10 ✧
B57 Where I work, I think effective action has been taken on the results of the last survey	6	25	45	15	10	30%	-3 ✧	-4 ✧	-10 ✧

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Civil Service People Survey 2014

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Organisational Culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	32	57	6			89%	0	+1	-2 ✧
B59 I believe I would be supported if I try a new idea, even if it may not work	19	49	20	8		68%	+1	0	-4 ✧
B60 My performance is evaluated based on whether I get things done, rather than solely follow processes	14	46	26	9		60%	-1	-5 ✧	-10 ✧
B61 When I talk about [my organisation] I say "we" rather than "they"	19	47	23	9		66%	+1	-3 ✧	-13 ✧
B62 I have some really good friendships at work	29	47	17	5		76%	0	0	-4 ✧

Tab 6.1 People Survey / SA(15)06 - Annex A

UK Statistics Authority/ Office for National Statistics (Corporate Report)

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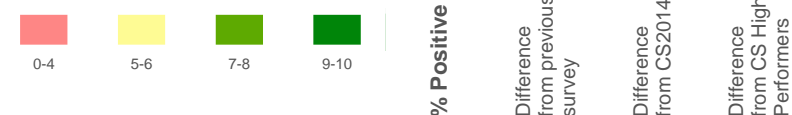
Response rate : 62%

Civil Service People Survey 2014

All questions by theme

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^ indicates a variation in question wording from your previous survey

Wellbeing



Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, 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 positive is the proportion answering 0, 1, 2 or 3 to the question.

W01 Overall, how satisfied are you with your life nowadays?	13	24	50	13	63%	-3 ◆	-1	-3 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	23	50	19	69%	-3 ◆	-1	-4 ◆
W03 Overall, how happy did you feel yesterday?	17	25	42	16	58%	-4 ◆	-2 ◆	-5 ◆
	0-1	2-3	4-5	6-10				
W04 Overall, how anxious did you feel yesterday?	26	29	19	26	55%	-2	+5 ◆	+2 ◆

UK Statistics Authority/ Office for National Statistics (Corporate Report)

Returns : 2,284

Response rate : 62%

Civil Service People Survey 2014

All questions by theme

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^ 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 [your organisation]?

			Difference from previous survey	Difference from CS2014	Difference from CS High Performers
I want to leave [my organisation] as soon as possible		6%	0	-2 ◇	-4 ◇
I want to leave [my organisation] within the next 12 months		11%	0	-3 ◇	-7 ◇
I want to stay working for [my organisation] for at least the next year		28%	-2	-3 ◇	-10 ◇
I want to stay working for [my organisation] for at least the next three years		56%	+2	+9 ◇	+2 ◇

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		81%	81%	-3 ◇	-8 ◇	-12 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		51%	51%	-2 ◇	-13 ◇	-20 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?		62%	62%	-2	-7 ◇	-12 ◇

UK Statistics Authority/ Office for National Statistics (Corporate Report)

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Civil Service People Survey 2014

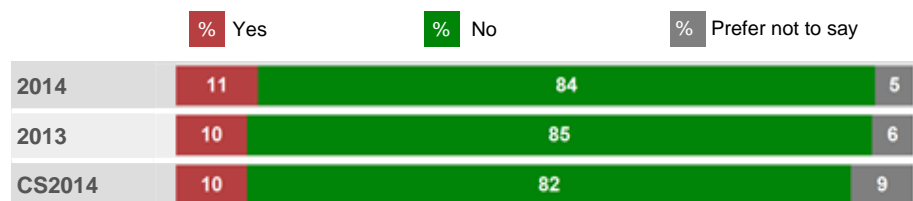
All questions by theme

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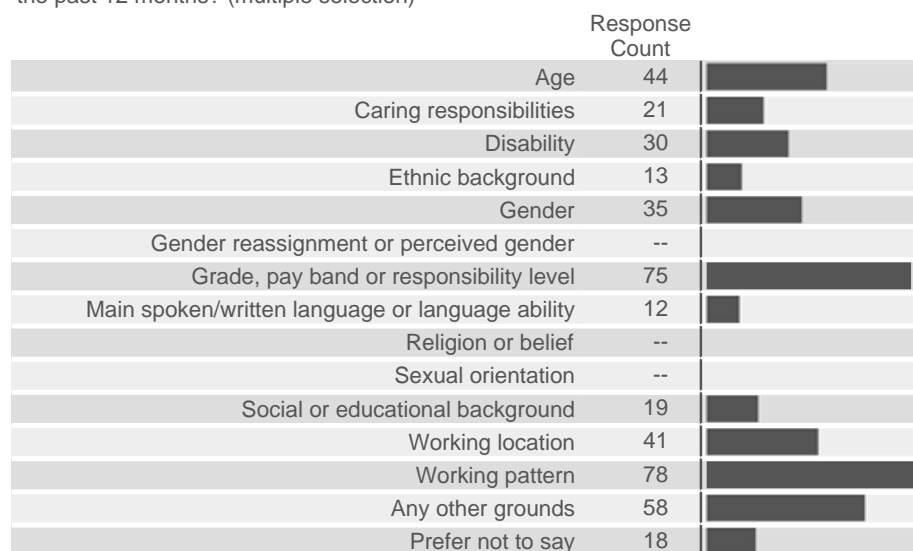
Discrimination, harassment and bullying

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



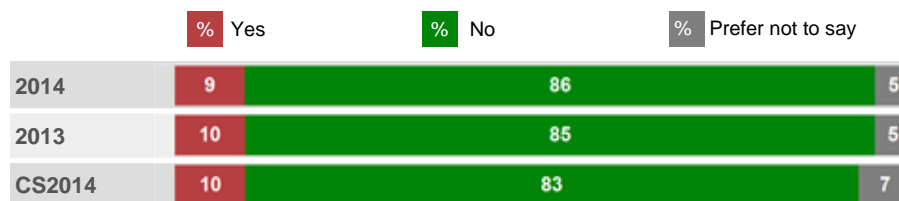
For respondents who selected 'Yes' to question E01.

E02. On which of the following grounds have you personally experienced discrimination in the past 12 months? (multiple selection)



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

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



For respondents who selected 'Yes' to question E03.

E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)



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

UK Statistics Authority/ Office for National Statistics (Corporate Report)

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Civil Service People Survey 2014

All questions by theme

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UK Statistics Authority/ Office for National Statistics (Corporate Report) questions

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01	I receive the support I need from my line manager	33	46	11	6		79%	--
F02	I am motivated to come up with new ideas at work	20	46	21	10		66%	--
F03	I have clear objectives for my job	21	60	12	5		81%	--
F04	I have agreed my objectives with my line manager	24	59	10	5		83%	--
F05	I work in a flexible way to help me deliver my work	35	55	6			90%	--
F06	I have the physical resources (eg materials, equipment) I need to do my work to a high standard	20	54	12	10		74%	--
F07	I take my 5 days learning a year	13	32	24	21	10	45%	--
F08	My organisation's policies and strategies promote diversity in the workplace	18	54	23			72%	--
F09	I am familiar with the ONS Principles/UK Statistics Authority Statement of Strategy	14	59	19	6		73%	--
F10	I believe managers in my organisation are held accountable for the value for money resulting from their decisions	7	31	34	18	10	38%	--

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Civil Service People Survey 2014

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).
Previous survey	Comparisons to the previous survey relate to the results from the 2013 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.
CS2014	The CS2014 benchmark is the median percent positive across all organisations that participated in the 2014 Civil Service People Survey.
CS High Performers	For each question, this is the upper quartile score across all organisations that have taken part in the 2014 Civil Service People Survey.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

Statistical significance: ✧

Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2014 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

The employee engagement index

The survey includes five questions that make up the engagement index (B50-B54). 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.

The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as shown below. Themes with a full 4-bar icon have the strongest association with engagement.

strength of association
with engagement



the analysis has not identified a
significant association with engagement

Confidentiality

The survey was carried out as part of the 2014 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International 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 less 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.

EEI by Directorate and Division (UKSA & ONS)

