

**Highlights report for
DfES with no comparisons**

Results Overview	
Number of responses:	2,793
Response Rate	84%

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1 Introduction

This report is designed to provide DfES with no comparisons with actionable data in a clear and comprehensive form.

Favourable percentages

For the majority of questions in the survey respondents were given the choice of five possible answers:

- * Strongly agree
- * Agree
- * Neither agree nor disagree
- * Disagree
- * Strongly disagree

The favourable percentage is a measure of all positive answers given to a question. If the question is phrased positively the favourable percentage is the sum of the 'Strongly agree' and 'Agree' responses divided by the number of respondents that answered the question.

In a few cases the questions are negatively worded (i.e. to agree with them would reflect unfavourably on the organisation). For example, "Have you been subject to harassment or bullying during the last year?". In this case the favourable score is the 'No' response divided by the number of respondents that answered the question.

Small groups

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. In this survey, groups where less than 10 people responded will not receive an individual report. However, their data will contribute to the scores for any other departments that they belong to and to the scores for DCA overall.

Rounding

For clarity of presentation, figures in this report are shown as whole numbers. To give maximum accuracy numbers are rounded at the last stage of calculation. If calculations are made using the rounded numbers, in a few cases this may result in an apparent discrepancy of a few percent, for example, percentages not totalling exactly 100%.

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Your Job		Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
1	My job makes good use of my skills and abilities	75	12	13	18	57	12	10	3	75
2	My work gives me a sense of personal accomplishment	67	16	17	17	51	16	13	4	67
3	I have a clear understanding of the aim and objectives of the Department	83	13	4	19	64	13	3	1	83
4	I have a clear understanding of my Directorate's goals and objectives	77	16	7	18	59	16	6	1	77
5	I understand how my work contributes to the objectives of the Department	83	11	5	24	59	11	5	1	83
6	I understand how my objectives fit into the work of my Division/Unit/Project	83	11	6	27	56	11	5	1	83
7	I have the authority I need to make the decisions necessary in my work	65	18	17	14	51	18	14	4	65
8	Differing opinions are openly discussed in reaching decisions in my team/strand	75	14	11	21	54	14	8	3	75

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Your Job (continued)			Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
9	I am treated with fairness and respect	77	12	11	21	56	12	8	3	77	
10	I feel the level of pressure placed upon me in my job is acceptable	56	20	24	6	50	20	19	5	56	
11	I believe I can succeed in my career without having to work long(er) hours	34	20	46	5	29	20	33	12	34	
12	The number of hours I work are generally reasonable	66	15	19	8	58	15	15	4	66	
13	My work schedule allows sufficient flexibility to strike the right balance between my work and home life	64	17	20	11	53	17	15	4	64	
14	I believe the Department actively supports staff with caring responsibilities	62	28	10	13	50	28	8	2	62	
15	I am encouraged to think creatively when dealing with work-related matters	71	19	10	14	57	19	8	2	71	
16	I am satisfied with my job	58	22	21	10	47	22	15	6	58	

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Your Job (continued)		Positive	Neutral	Negative	% Yes	% No	DfES 2007 % Favourable
17	In the past 12 months, whilst working in the Department, have you personally been treated in a way you would describe as any of the following by a member of staff? Bullying				13	87	87
18	In the past 12 months, whilst working in the Department, have you personally been treated in a way you would describe as any of the following by a member of staff? Harassment				8	92	92
19	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Age?				8	92	92
20	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Appearance?				4	96	96
21	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Disability?				3	97	97
22	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Domestic, childcare or other caring responsibilities?				6	94	94
23	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Educational background?				5	95	95

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Your Job (continued)		Positive	Neutral	Negative	% Yes	% No	DfES 2007 % Favourable
24	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Gender?	96		4	4	96	96
25	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Grade?	83		17	17	83	83
26	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Race?	97		3	3	97	97
27	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Religion?	99		1	1	99	99
28	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Sexual orientation?	99		1	1	99	99
29	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Trade Union activities and membership?	98		2	2	98	98
30	In the past 12 months, whilst working in the Department, do you feel you have been treated unfairly by your manager, colleagues or the organisation as a result of Working patterns (e.g. home working, job sharing, part-time working)?	91		9	9	91	91

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Learning and Development			Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
31	The people I manage have the skills they need to deliver their objectives		68	22	10	8	60	22	9	1	68
33	My performance has improved as a result of the skills I have developed over the past year		63	26	11	12	51	26	8	3	63
34	I think the Department supports me in reaching my potential by ensuring I have access to development opportunities		56	24	20	8	48	24	15	5	56
35	I receive regular and constructive feedback on my performance		61	19	20	9	52	19	15	5	61

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Learning and Development (continued)			Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
36	During my last performance review my manager helped me to focus on improving my performance	60	22	18	10	50	22	15	4	60	
37	I have a clear understanding of what I need to do to continually improve my performance	62	22	16	9	53	22	13	3	62	
38	I am satisfied with how job vacancies are filled in the Department	23	30	47	2	21	30	31	16	23	
39	We have people with the right skills, in the right posts, for the work we do	22	37	41	1	21	37	32	9	22	
40	The system for career progression is fair to everyone	20	30	50	1	18	30	34	16	20	
41	Poor performance is dealt with effectively where I work	28	37	35	2	26	37	24	11	28	

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Communication			% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable		
	Positive	Neutral	Negative							
42	I am satisfied with the extent to which I am involved in decisions that affect my work	59	19	22	8	51	19	17	4	59
43	I think it is safe to speak up and challenge the way things are done in the Department	51	23	27	7	44	23	20	7	51
44	The following do a good job of keeping me informed about matters affecting me: the Board	58	29	13	6	52	29	9	4	58
45	The following do a good job of keeping me informed about matters affecting me: my Director/Head of Group	57	27	16	7	50	27	12	4	57
46	The following do a good job of keeping me informed about matters affecting me: my Head of Unit/Divisional Manager/Deputy Director/Grade 5	62	23	15	12	50	23	11	4	62
47	The following do a good job of keeping me informed about matters affecting me: my Team Leader/Strand Manager	73	17	10	18	55	17	7	3	73

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Management and Leadership			Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
48	The Department as a whole is well managed	45	34	21	2	43	34	16	5	45	
49	I feel that change is well managed in this Department	30	33	37	1	28	33	29	8	30	
50	My team/strand is well managed	67	20	13	11	56	20	10	3	67	
51	The Board provides effective leadership	39	44	17	2	37	44	12	5	39	
52	I think the Board are sufficiently visible in the Department	45	28	27	4	41	28	21	6	45	
53	I think the Board model a culture of effective teamwork	21	55	24	2	19	55	17	7	21	
54	In my opinion, the Department values and supports the diversity of people's backgrounds and lifestyles	58	27	14	8	51	27	10	4	58	
55	Overall, I have confidence in the senior managers/senior management team within my Department	48	31	21	4	44	31	15	6	48	

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Management and Leadership (continued)				% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable	
	Positive	Neutral	Negative							
56	My Deputy Director helps me to understand how the Reform Programme affects my job	35	38	28	5	30	38	22	6	35
57	My Team Leader/Strand Manager helps me to understand how the Reform Programme affects my job	43	35	22	6	37	35	18	4	43
58	My manager ...demonstrates an understanding of diversity in the way he/she manages people	73	19	9	16	56	19	6	2	73
59	My manager ...is open to ideas and suggestions for change	82	11	6	22	60	11	5	2	82
60	My manager ...gives me the constructive help and coaching I need	66	20	14	17	49	20	11	3	66
61	My manager is an effective leader	65	21	14	18	47	21	10	4	65

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Reward and Recognition				% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable	
	Positive	Neutral	Negative							
62	I am satisfied with the recognition I receive for doing a good job	59	17	24	12	47	17	18	7	59
63	In comparison with people in similar jobs in other organisations, I feel my pay is reasonable	39	20	41	4	35	20	27	14	39
64	I am satisfied with my non-pay benefits (e.g. pension, leave entitlement and flexible working arrangements)	78	12	10	16	62	12	7	3	78
65	I have the accommodation, facilities and services I need to do my job	78	10	12	12	67	10	9	3	78

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Our Partners			Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
66	I am clear about our respective roles when working with partners		81	14	5	11	70	14	4	1	81
67	My team/strand works with our partners to ensure they are involved in: the evaluation of our policies and services		69	26	5	11	58	26	4	1	69
68	My team/strand works with our partners to ensure they are involved in: the delivery of our policies and services		77	20	3	15	62	20	3	1	77
69	My team/strand works with our partners to ensure they are involved in: the development of our policies and services		73	23	4	13	60	23	3	1	73
70	My team/strand works with our partners to ensure they are involved in: The data that DfES collects from our delivery partners is sufficient		45	40	15	4	40	40	13	2	45

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Service to Customers			Positive	Neutral	Negative	% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable
71	I believe the Department is committed to providing a high quality service		85	11	4	17	68	11	3	1	85
72	My team/strand gets feedback on how satisfied our customers are with the quality of work we deliver		62	25	13	8	54	25	12	1	62
73	We act on feedback we receive from customers		74	20	6	12	62	20	5	1	74
74	My team/strand regularly looks for ways to serve our customers better		78	17	5	16	62	17	4	1	78
75	The Department's policies and services meet the diverse needs of children and learners		55	37	8	5	50	37	7	1	55
76	Compared with last year, the services to children, young people and learners have improved		38	56	6	4	34	56	5	1	38
77	My team/strand works with our customers to ensure they are involved in: the development of our policies and services		67	26	6	11	57	26	5	1	67
78	My team/strand works with our customers to ensure they are involved in: the delivery of our policies and services		69	26	6	11	58	26	4	1	69
79	My team/strand works with our customers to ensure they are involved in: the evaluation of our policies and services		64	29	7	10	54	29	6	1	64

2 Results by Question

This section shows the breakdown of results for each question in questionnaire order.

Perceptions of DfES				% Strongly agree	% Agree	% Neither agree nor disagree	% Disagree	% Strongly disagree	DfES 2007 % Favourable	
	Positive	Neutral	Negative							
80	I believe the Department is a place where unacceptable behaviour is no longer tolerated	48	24	28	7	41	24	22	6	48
81	I believe that action will be taken on issues identified in this survey	44	29	27	3	41	29	19	8	44
82	I am proud to work for this Department	57	34	9	10	47	34	7	2	57
83	I would recommend the Department as a good place to work	56	29	15	9	47	29	12	4	56
84	I feel a strong sense of belonging to this Department	46	33	21	9	37	33	16	5	46