Theme	CSPS QNo.	CSPS Question Text	ACAS 2009 Benchmark Score (% positive)
My Work	B01	I am interested in my work	**92%**
	B02	I am sufficiently challenged by my work	**76%**
	B03	My work gives me a sense of personal accomplishment	**79%**
	B04	I feel involved in decisions that affect my work	**43%**
	B05	I have a choice in deciding how I do my work	**67%**
Organisational Objectives & Purpose	B07	I have a clear understanding of the department's purpose	**89%**
	B08	I have a clear understanding of the department's objectives	**81%**
	B09	I understand how my work contributes to Acas objectives	**88%**
Resources & Workload	B06	In my job, I am clear what is expected of me	**82%**
	B10	I get the information I need to do my job well	**66%**
	B11	I have clear work objectives	**69%**
	B25	I have the skills I need to do my job effectively	**87%**
	B34	I have the tools I need to do my job effectively	**74%**
	B35	I have an acceptable workload	**51%**
	B36	I achieve a good balance between my work life and my private life	**61%**
Line Management	B12	My manager motivates me to be more effective in my job	**57%**
	B13	My manager is considerate of my life outside work	**74%**
	B14	My manager is open to my ideas	**71%**
	B15	My manager helps me to understand how I contribute to Acas objectives	**58%**
	B16	Overall, I have confidence in the decisions made by my manager	**63%**
	B17	My manager recognises when I have done my job well	**74%**
	B18	I receive regular feedback on my performance	**61%**
	B19	The feedback I receive helps me to improve my performance	**52%**
	B20	I think that my performance is evaluated fairly	**56%**
	B21	Poor performance is dealt with effectively in my team	**26%**
My Team	B22	The people in my team can be relied upon to help when things get difficult in my job	**81%**
	B23	The people in my team work together to find ways to improve the service we provide	**70%**
	B24	The people in my team are encouraged to come up with new and better ways of doing things	**57%**
Learning & Career Development	B26	I am able to access the right learning and development opportunities when I need to	**53%**
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	**51%**
	B28	There are opportunities for me to develop my career in Acas	**34%**
	B29	Learning and development activities I have completed while working for Acas are helping me to develop my career	**42%**
Inclusion & Fair Treatment	B30	I am treated fairly at work	**76%**
	B31	I am treated with respect by the people I work with	**86%**
	B32	I feel valued for the work I do	**59%**
	B33	I think that Acas respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	**73%**
Pay & Benefits	B37	I feel that my pay adequately reflects my performance	**37%**
	B38	I am satisfied with the total benefits package	**41%**
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	**36%**
Leadership & Change Management	B40	I feel Acas as a whole is managed well	**37%**
	B41	Senior Management Team in Acas are sufficiently visible	**39%**
	B42	I believe the actions of the Senior Management Team are consistent with Acas's values	**31%**
	B43	I believe the board has a clear vision for the future of Acas	**34%**
	B44	Overall, I have confidence in the decisions made by Acas's Senior Management Team	**30%**
	B45	I feel that change is managed well in Acas	**21%**
	B46	When changes are made in Acas they are usually for the better	**20%**
	B47	Acas keeps me informed about matters that affect me	**56%**
	B48	I have the opportunity to contribute my views before decisions are made that affect me	**29%**
	B49	I think it is safe to challenge the way things are done in Acas	**44%**
Engagement	B50	I am proud when I tell others I am part of Acas	**72%**
	B51	I would recommend Acas as a great place to work	**54%**
	B52	I feel a strong personal attachment to Acas	**57%**
	B53	Acas inspires me to do the best in my job	**46%**
	B54	Acas motivates me to help it achieve its objectives	**42%**
Taking Action	B55	I believe that Senior Managers in Acas will take action on the results from this survey	**33%**
	B56	I believe that managers where I work will take action on the results from this survey	**48%**
Data Security	C01	I know where to go to find out about how to handle personal and sensitive information	**78%**
	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	**80%**
ACAS Questions	P01	Our information technology helps me to do my job	**69%**
	P02	I feel the physical environment of my place of work enable me to perform effectively	**62%**
	P03	People are able to get on here irrespective of their background	**77%**
	P04	Acas needs to change to better serve its customers*	**22%**
	P05	Acas needs to change to better meet the needs of its government funders*	**26%**
	P06	Acas makes decisions at the right speed	**15%**
	P07	The way we consult means we make more effective decisions	**20%**
	P08	Once we have made decisions we implement them effectively	**20%**
	P09	I am encouraged to share learning and knowledge with others	**71%**
	P10	I feel that Acas National and the Regions work towards the same goal	**23%**
Civil Service Code	C04	Are you aware of the Civil Service Code?	**50%**
	C05	Are you aware of how to raise a concern under the Civil Service Code?	**32%**
	C06	Are you confident that if you raised a concern under the Civil Service Code in Acas it would be investigated properly?	**50%**
Discrimination, Harassment & Bullying	C07	During the past 12 months, have you personally experienced discrimination at work? [1]	**8%**
		IF YES AT C07 THEN:	
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months? (multiple selection)	
	"	*Age*	*17%*
	"	*Disability*	*15%*
	"	*Ethnic Background*	*11%*
	"	*Gender*	*15%*
	"	*Gender Reassignment or perceived gender*	-
	"	*Religion or belief*	-
	"	*Sexual Orientation*	-
	"	*Any other grounds*	*42%*
	C09	During the past 12 months, have you personally experienced bullying or harassment at work? [1]	
		IF YES AT C09 THEN:	**11%**
	C10	Who were you bullied or harassed by at work in the past 12 months? (multiple selection)	
	"	*A colleague*	*17%*
	"	*Your manager*	*27%*
	"	*Another manager in your part of Acas*	*27%*
	"	*Someone you manage*	*5%*
	"	*Someone who works for another part of Acas*	*17%*
	"	*A member of the public*	
	"	*Someone else*	
	"	*Prefer not to say*	*6%*

[1] The percentage scores for questions C08 and C10 do not sum to the figures in C07 and C09 due to the multiple response option.