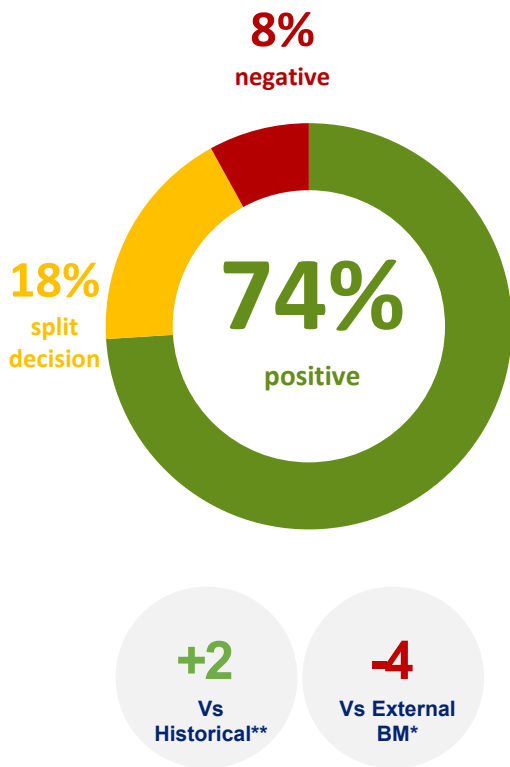


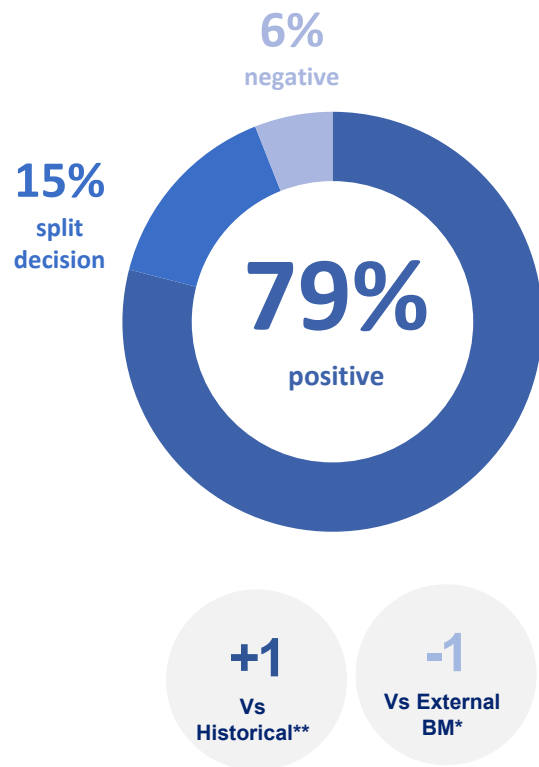
Your Overall Trust and Engagement Scores

The Trust Index® is the average of the core survey statements asked by Great Place to Work® in 57 countries around the world. Benchmark comparisons illustrate you how you fare vs. the overall organisation, last year (where available) and the External Benchmark. Employee engagement is a key outcome measure including questions on positive outcomes for the organisation and its employees; pride, loyalty, importance of work, advocacy of the organisation and willingness to go the extra mile. Driving these outcomes matters to the employee experience and to how the organisation works. It has repeatedly been show to link to stronger organisation outcomes. Other questions in our survey measure topics that drive these outcomes.

Your Trust Index® score is:



Your Engagement score is:



Key Drivers of Engagement

Using statistical analysis (linear regression), the three Categories likely to have the biggest impact upon driving Engagement within your organisation/team are listed below. This should be considered in addition to Benchmark analysis on following pages when you come to producing your action plan.



*External Benchmark = 2019 UK Super Large Best Workplaces, 1001+ empl (28909) **Historical = Dimensions (2427)
 Please note: all differences are calculated using unrounded scores

Category Detail

For each Category this page shows scores (favourable, split decision and unfavourable) plus comparison to last year (if available), to the external benchmark and the overall organisation. It also shows you which Categories are key drivers if this analysis has been chosen. The icons point you to best and worst performing categories in comparison with last year (if available) and the External Benchmark.

Differences adjusted for like-for-like statements

Key Driver	Most/least favourable against		Category	Responses	% Favourable Scores	% Neutral	% Unfavourable Scores	Vs Historical**	Vs External Benchmark*
	Historical*	External B.Mark*							
			Activate Support	2340	62%	27%	11%	-	-
			Career & Development	2383	80%	13%	8%	+2	+3
			Communication & Involvement	2386	73%	18%	9%	+2	-1
			Corporate Social Responsibility	2379	84%	14%	8%	+1	+3
			Culture	2381	75%	20%	5%	+2	-6
			Empowerment & Accountability	2383	81%	14%	5%	+1	+0
			Engagement	2381	79%	15%	6%	+1	-1
			Fair Treatment	2379	89%	8%	3%	+1	-2
			Innovation	2381	74%	18%	8%	+3	-1
			Job Security	2364	77%	16%	7%	+4	+1
			Leadership	2380	77%	17%	6%	+4	-3
			Recognition	2381	67%	21%	12%	+3	-6
			Reward	2370	48%	25%	27%	+4	-18
			Talent Management	2368	62%	26%	12%	+2	-9
			Teamwork	2380	72%	21%	7%	+1	-7
			Values & Ethics	2371	68%	21%	10%	+3	-4
			Wellbeing	2381	66%	23%	11%	+2	-9
			Work Environment & Processes	2381	78%	16%	6%	+1	-5



Key Driver of Engagement for your organisation



Most favourable 3 Categories when compared to External Benchmark*

Most favourable 3 Categories when compared to Historical**



Least favourable 3 Categories when compared to External Benchmark*

Least favourable 3 Categories when compared to Historical**

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Question View

This section shows the questions that make up each Category. Look first at the top three/bottom three Categories you selected to make sure that they feel right for you. To create a good action plan these bottom three Categories need to be topics you can usefully act on. Do not pick the engagement Category as these questions are big picture questions which cannot be acted on directly. If you pick a Category you cannot directly act on but you feel matters, discuss this internally (usually with your manager) to make sure that someone picks it up.

Key Driver	Most/least favourable against		Category	Responses	% Favourable Scores	% Neutral	% Unfavourable Scores	Vs Historical**	Vs External Benchmark*
	Historical*	External B.Mark*							
			Activate Support						
			Activate makes a positive difference to the lives of the people we support	2339	66%	25%	8%	-	-
			Activate makes you more likely to recommend working here to others	2341	57%	29%	14%	-	-
			Career & Development						
			I am offered training or development to further myself professionally.	2383	80%	13%	8%	+2	+3
			Communication & Involvement						
			I can ask management any reasonable question and get a straight answer.	2387	72%	18%	9%	+0	-2
			Management is approachable, easy to talk with.	2387	78%	15%	7%	+3	-3
			Management involves people in decisions that affect their jobs or work environment.	2380	68%	22%	10%	+2	+1
			Management keeps me informed about important issues and changes.	2389	75%	17%	8%	+2	+0
			Corporate Social Responsibility						
			I feel good about the ways we contribute to the community.	2379	84%	14%	3%	+1	+3
			Culture						
			I can be myself around here.	2385	81%	14%	5%	+2	-3
			People look forward to coming to work here.	2386	64%	28%	8%	+1	-8
			When you join the organisation, you are made to feel welcome.	2380	86%	12%	3%	+2	-4
			This is a friendly place to work.	2388	81%	16%	3%	+3	-8
			This is a fun place to work.	2383	67%	25%	8%	+1	-7
			When people change jobs or work units, they are made to feel right at home.	2365	73%	22%	5%	+4	-7



Key Driver of Engagement for your organisation



Most favourable 3 Categories when compared to External Benchmark*



Most favourable 3 Categories when compared to Historical**



Least favourable 3 Categories when compared to External Benchmark*





Least favourable 3 Categories when compared to Historical**

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Key Driver	Most/least favourable against		Category	Responses	% Favourable Scores	% Neutral	% Unfavourable Scores	Vs Historical**	Vs External Benchmark*
	Historical*	External B.Mark*							
			Empowerment & Accountability						
			Management trusts people to do a good job without watching over their shoulders.	2388	84%	12%	4%	+1	+1
			People here are given a lot of responsibility.	2377	86%	12%	2%	+0	+0
			Management makes its expectations clear.	2385	74%	18%	8%	+2	-1
			Engagement						
			Taking everything into account, I would say this is a great place to work.	2381	74%	19%	7%	+3	-6
			I would recommend working here to others.	2379	75%	16%	9%	+3	-8
			I feel I make a difference here.	2383	85%	11%	3%	+0	+6
			People here are willing to give extra to get the job done.	2388	72%	21%	7%	+0	-8
			I want to work here for a long time.	2369	73%	20%	8%	+2	-3
			I'm proud to tell others I work here.	2382	82%	13%	5%	+2	-4
			When I look at what we accomplish, I feel a sense of pride.	2386	86%	11%	3%	+1	+3
			My work has special meaning: this is not "just a job".	2379	86%	10%	2%	+1	+14
			Fair Treatment						
			People here are treated fairly regardless of their age.	2383	85%	10%	4%	+1	-2
			People here are treated fairly regardless of their race or ethnic origin.	2379	91%	7%	2%	+1	-3
			People here are treated fairly regardless of their sex.	2378	92%	6%	2%	+1	+1
			People here are treated fairly regardless of their sexual orientation.	2378	93%	6%	1%	+1	-2
			People here are treated fairly regardless of their disability.	2379	91%	7%	2%	+0	-3
			I am treated as a full member here regardless of my position.	2374	82%	12%	6%	+2	-2



Key Driver of Engagement for your organisation



Most favourable 3 Categories when compared to External Benchmark*



Most favourable 3 Categories when compared to Historical**



Least favourable 3 Categories when compared to External Benchmark*



Least favourable 3 Categories when compared to Historical**

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Key Driver	Most/least favourable against		Category	Responses	% Favourable Scores	% Neutral	% Unfavourable Scores	Vs Historical**	Vs External Benchmark*
	Historical*	External B.Mark*							
			Innovation						
			Management genuinely seeks and responds to suggestions and ideas.	2382	73%	18%	9%	+3	-1
			Management recognises honest mistakes as part of doing business.	2380	76%	17%	7%	+2	-2
			Job Security						
			I believe management would lay people off only as a last resort.	2364	77%	16%	7%	+4	+1
			Leadership						
			Management is competent at running the business.	2380	77%	16%	7%	+4	-5
			Management has a clear view of where the organisation is going and how to get there.	2380	77%	17%	6%	+4	-1
			Recognition						
			Management shows a sincere interest in me as a person, not just an employee.	2377	68%	20%	12%	+3	-5
			Management shows appreciation for good work and extra effort.	2389	69%	20%	11%	+3	-6
			Everyone has an opportunity to get special recognition.	2376	63%	23%	14%	+1	-7
			Reward						
			People here are paid fairly for the work they do.	2378	38%	25%	37%	+3	-22
			We have special and unique benefits here.	2361	57%	26%	17%	+5	-14
			Talent Management						
			Management hires people who fit in well here.	2380	63%	26%	11%	+2	-14
			Promotions go to those who best deserve them.	2356	62%	25%	13%	+3	-3



Key Driver of Engagement for your organisation



Most favourable 3 Categories when compared to External Benchmark*



Most favourable 3 Categories when compared to Historical**



Least favourable 3 Categories when compared to External Benchmark*



Least favourable 3 Categories when compared to Historical**

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Key Driver	Most/least favourable against		Category	Responses	% Favourable Scores	% Neutral	% Unfavourable Scores	Vs Historical**	Vs External Benchmark*
	Historical*	External B.Mark*							
			Teamwork						
			People care about each other here.	2384	<div style="width: 77%;">77%</div>	<div style="width: 18%;">18%</div>	<div style="width: 5%;">5%</div>	+2	-6
			There is a "family" or "team" feeling here.	2384	<div style="width: 73%;">73%</div>	<div style="width: 19%;">19%</div>	<div style="width: 8%;">8%</div>	+2	-6
			We're all in this together.	2369	<div style="width: 68%;">68%</div>	<div style="width: 22%;">22%</div>	<div style="width: 10%;">10%</div>	+1	-7
			You can count on people to cooperate.	2382	<div style="width: 66%;">66%</div>	<div style="width: 27%;">27%</div>	<div style="width: 7%;">7%</div>	+1	-9
			People celebrate special events around here.	2381	<div style="width: 75%;">75%</div>	<div style="width: 18%;">18%</div>	<div style="width: 6%;">6%</div>	+0	-6
			Values & Ethics						
			Management delivers on its promises.	2369	<div style="width: 64%;">64%</div>	<div style="width: 26%;">26%</div>	<div style="width: 10%;">10%</div>	+4	-5
			Management's actions match its words.	2374	<div style="width: 67%;">67%</div>	<div style="width: 23%;">23%</div>	<div style="width: 9%;">9%</div>	+2	-3
			Management is honest and ethical in its business practices.	2369	<div style="width: 77%;">77%</div>	<div style="width: 16%;">16%</div>	<div style="width: 7%;">7%</div>	+3	-6
			People avoid politics and backstabbing as ways to get things done.	2368	<div style="width: 59%;">59%</div>	<div style="width: 28%;">28%</div>	<div style="width: 14%;">14%</div>	+2	-7
			Managers avoid favouritism.	2375	<div style="width: 68%;">68%</div>	<div style="width: 20%;">20%</div>	<div style="width: 12%;">12%</div>	+1	+3
			If I am unfairly treated, I believe I'll be given a fair hearing if I appeal.	2373	<div style="width: 75%;">75%</div>	<div style="width: 17%;">17%</div>	<div style="width: 9%;">9%</div>	+3	-3
			Wellbeing						
			This is a psychologically and emotionally healthy place to work.	2385	<div style="width: 60%;">60%</div>	<div style="width: 27%;">27%</div>	<div style="width: 12%;">12%</div>	+2	-8
			I am able to take time off from work when I think it's necessary.	2381	<div style="width: 76%;">76%</div>	<div style="width: 16%;">16%</div>	<div style="width: 8%;">8%</div>	+3	-8
			People are encouraged to balance their work life and their personal life.	2377	<div style="width: 62%;">62%</div>	<div style="width: 24%;">24%</div>	<div style="width: 14%;">14%</div>	+2	-9



Key Driver of Engagement for your organisation



Most favourable 3 Categories when compared to External Benchmark*



Most favourable 3 Categories when compared to Historical**



Least favourable 3 Categories when compared to External Benchmark*




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	Historical*	External B.Mark*							
			Work Environment & Processes						
			Our facilities contribute to a good working environment.	2379	75%	18%	6%	+1	-5
			I am given the resources and equipment to do my job.	2382	77%	18%	6%	+2	-3
			This is a physically safe place to work.	2375	83%	13%	4%	+0	-10
			Management does a good job of assigning and coordinating people.	2381	68%	22%	10%	+2	-2
			I feel appropriate strategies and policies are in place to make the workplace as physically safe as possible.	2389	87%	9%	4%	-	-



Key Driver of Engagement for your organisation



Most favourable 3 Categories when compared to External Benchmark*



Most favourable 3 Categories when compared to Historical**



Least favourable 3 Categories when compared to External Benchmark*



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