

News story: Charity Commission staff engagement scores reach highest level in ten years



We have published our results from the [2018 Civil Service people survey](#). This is the tenth annual cross Civil Service survey of employees' attitudes and experiences of working in the Civil Service, with 102 government departments and agencies participating.

Our 2018 engagement index reached 65%, an increase of 11% compared with 2017, reaching the highest level in ten years and in the top one third across the Civil Service. Other highlights include:

- almost 8 in 10 staff said that their work gave them a sense of personal accomplishment
- almost 7 in 10 said they were proud to tell others they worked at the Charity Commission
- 94% of staff said they were interested in their work at the Charity Commission

However despite these positive and improved results we are not complacent and will continue to look at ensuring staff are satisfied, motivated and happy in what they do.

Helen Stephenson, Chief Executive at the Charity Commission said:

I am delighted to see such positive results about our staff engagement – this year they are at the highest level in ten years and take us into the top third across the Civil Service. Our staff play such an integral part in our ability to regulate effectively and in pursuit of our purpose to ensure that charities can thrive and inspire trust to improve lives and strengthen society.

It is absolutely vital that we value their contribution and treat them with respect. These results show that our staff feel proud to work at the Commission, are driven by our purpose, and feel inspired and motivated in what they do – in turn, they motivate me

and my senior team. I am truly grateful to have a team that is such a credit to the Commission, and the Civil Service more broadly.

These are positive results but we will continue to listen and learn in order to improve the experience of our staff. Our workforce are at the heart of what we do and the ambitious [new purpose and strategy that we have set](#) – ensuring that they are able to develop, grow and take pride in what they do will remain a key focus of mine.

Published 28 January 2019