

CQC People Pulse Survey, October 2020

Response rate: 80%

2466 responses out of 3068

CQC Overall

About This Survey

With work continuing on our next strategy and how our organisation may look in future, this survey focused on how change is managed and experienced in CQC. Feedback was also sought on colleagues' experience of performance and recognition, to support forthcoming work in these areas. Finally, with the impact of the Covid-19 pandemic continuing to affect us all, some specific questions on how colleagues are feeling and why were also included.

The survey was open to the whole organisation for two weeks, between 6 and 20 October 2020.

This report provides a line-by-line breakdown of the results, how they compare to the previous annual survey in November 2019, and a summary of key themes from comments provided. Spend some time discussing these results in your teams and consider whether the outcomes resonate with you and/or if there are any surprises. It is also important to have regular 1:1 conversations to understand how your team members are feeling and how you work together to support their positive wellbeing.



Anonymity

This survey was completely confidential. Reports are not generated if there are less than 10 responses, and any individual questions with less than 10 responses are also masked, to further protect anonymity.



Rounding

Percentages on graphs are shown rounded to the nearest significant whole percentage point. Due to this rounding, figures may not always add up to 100% and the agree/strongly agree figures may not always total the 'Positive' figure. The positive scores are rounded to the nearest whole percentage point.



Comparisons

Where questions also appeared in the November 2019 annual survey, they are shown alongside, with an indication of the change in sentiment. Significant changes are marked with a bold up or down arrow.



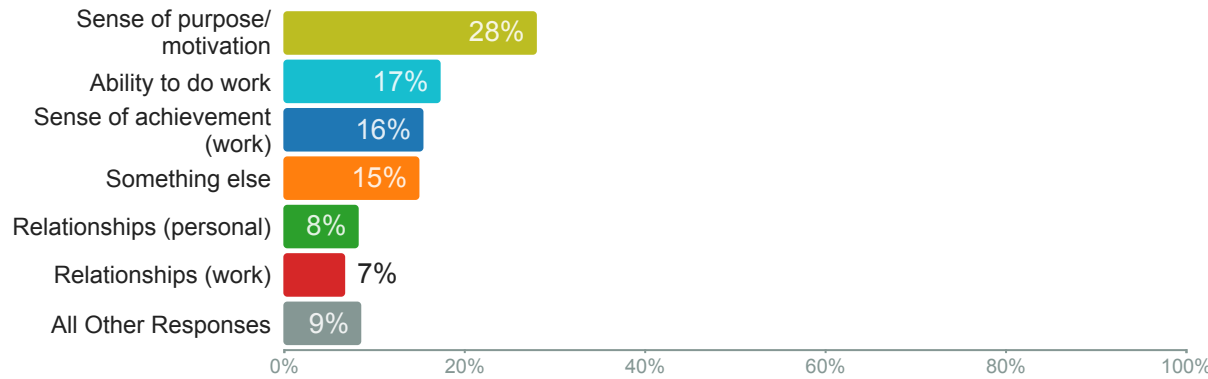
Open Comments

Responses to open questions have been grouped into themes. Where a number of comments are grouped under a theme, these are shown, ordered by their frequency.

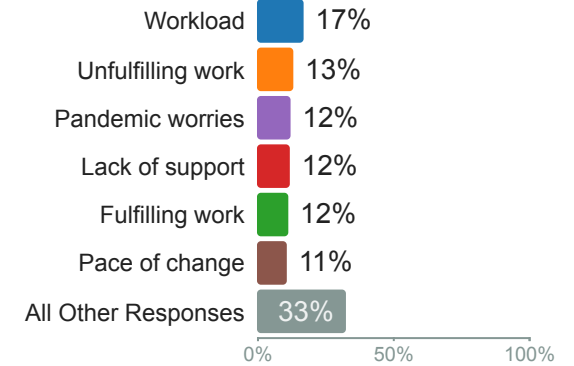
1. How have you been feeling over the last week?



2. What has been the greatest influence on how you feel?

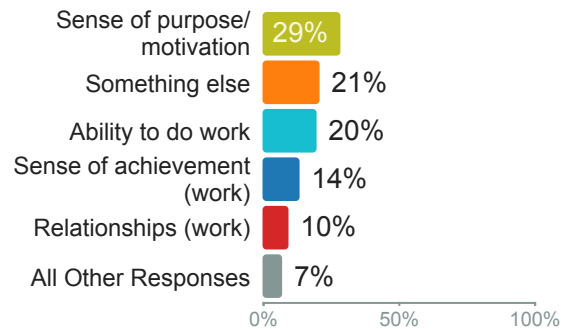


2a. Themes for "Please feel free to expand upon your response"

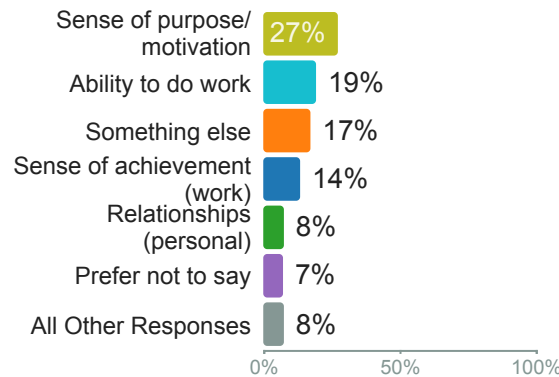


The following graphs show the answers to the question 'What has been the greatest influence on how you feel?' for negative, neutral and positive responses to 'How have you been feeling over the last week?'

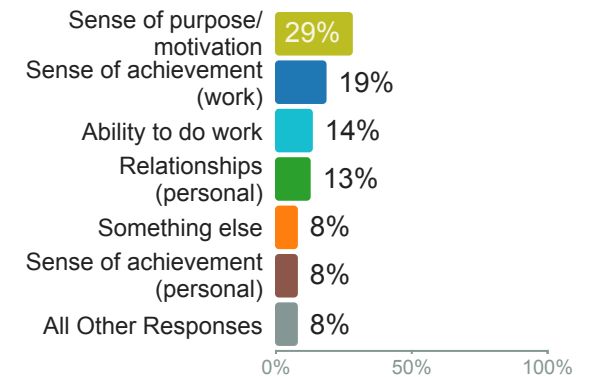
Negative



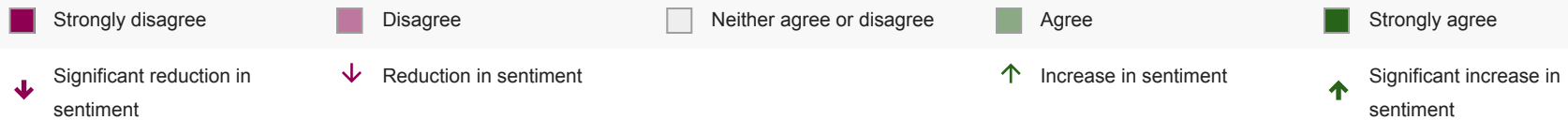
Neutral



Positive



	People Survey 2019	People Pulse Survey, October 2020	Positive	Change
3. I understand why CQC is changing for the future	4% 54% 13%	1% 59% 24%	83%	↑ +16%
4. I feel informed about the changes that are happening as part of our transformation programme	11% 36% 5%	3% 57% 14%	72%	↑ +30%
5. We have regular conversations with my manager and team about the major changes happening in CQC	4% 52% 11%	3% 53% 22%	75%	↑ +12%
6. I have the opportunity to contribute my views before decisions are made that affect me	19% 5%	8% 39% 8%	47%	↑ +16%
7. I believe that my feedback is important to CQC		9% 37% 9%	46%	
8. I feel positive about our shared direction		3% 43% 10%	53%	
9. I believe that changes are effectively implemented in CQC	20% 33% 3%	11% 4%	32%	↑ +11%



🏆 Performance and Recognition

	People Survey 2019	People Pulse Survey, October 2020	Positive	Change
11. I have regular 1:1 performance and development discussions with my line manager	3% 46% 37%	3% 49% 31%	80%	-2%
12. The feedback I receive helps me to improve my performance		3% 45% 21%	66%	
13. In my team, we actively recognise great work		3% 45% 30%	75%	
14. I feel recognised for my contribution at CQC	11% 35% 6%	7% 39% 12%	51%	↑ +10%

👥 Colleague Engagement

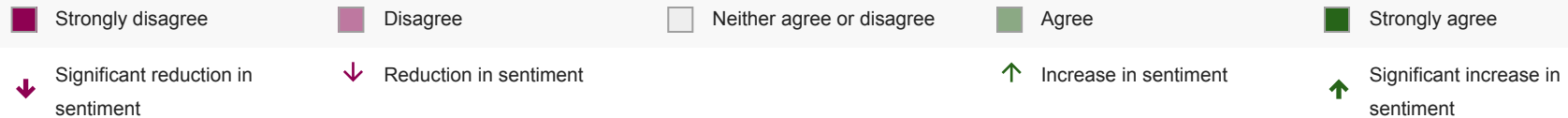
15. I would recommend CQC as a good place to work	5% 41% 15%	4% 44% 18%	62%	↑ +6%
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People Pulse Survey, May 2020

"I would recommend CQC as a good place to work" - May 2020



For comparison, the above chart shows how members of your team answered "I would recommend CQC as a good place to work" in the May 2020 pulse survey



Thinking about the engagement on the future of CQC, what have you found most useful?

