

February 2015

Results of the Ofwat people survey 2014



About our people survey

This report outlines the results for Ofwat Heartbeat 2014 – our annual Ofwat people survey.

Heartbeat is an important tool in measuring our progress with the implementation of our people strategy and for obtaining feedback on recent changes at Ofwat. It is also a tool to measure how our people are feeling and to gather specific feedback on different areas of our work.

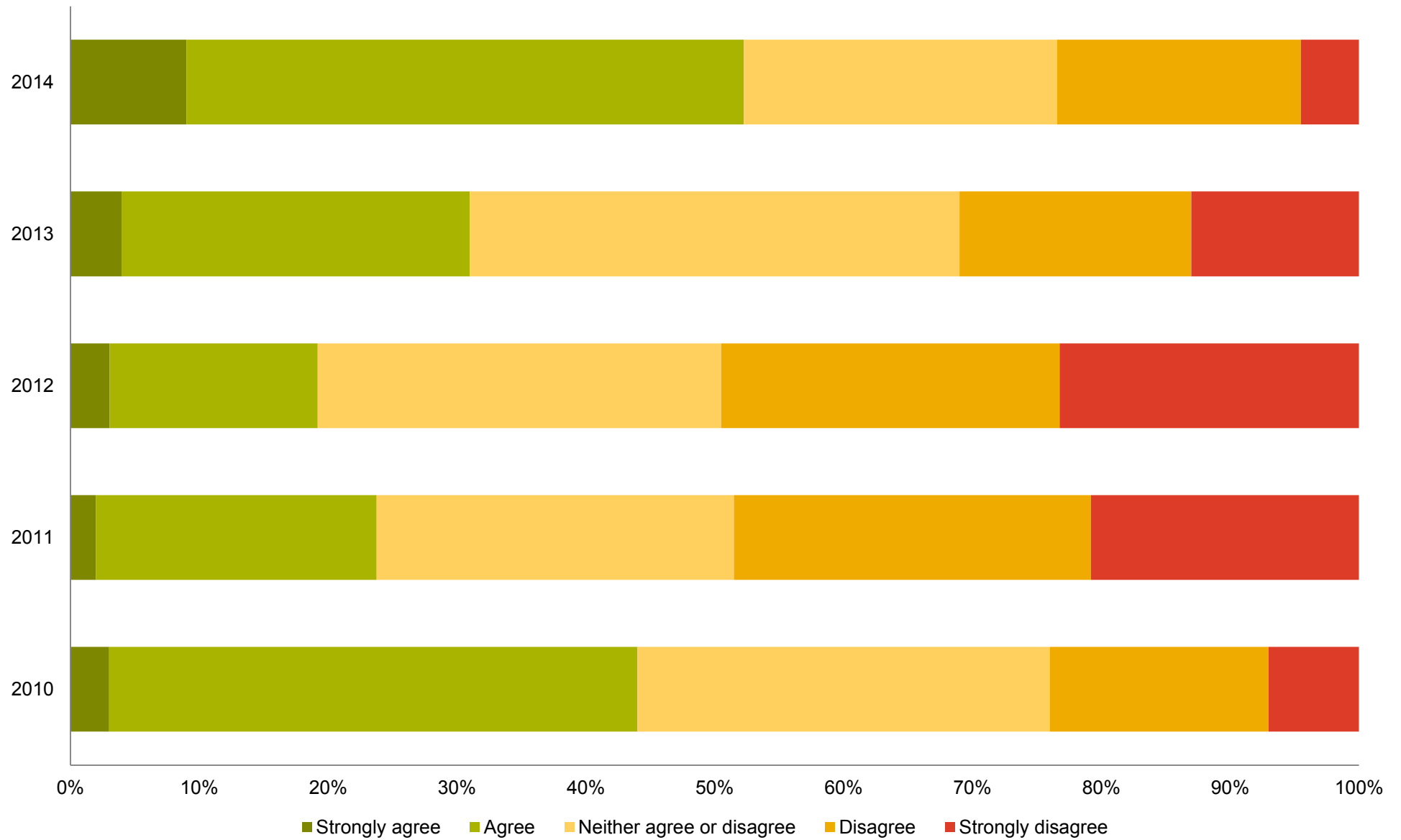
Between 3 November 2014 and 9 January 2015, 111 people completed the survey during a time of significant change at Ofwat, a response rate of approximately 69%. (The number of people employed in Ofwat changed during the course of the survey which is why it is not possible to provide an accurate response rate).

The results show positive trends in a number of areas compared with previous surveys. In particular, the responses show that our people are feeling more positive about leadership and management at Ofwat than in previous years and also that their work is more likely to be valued and recognised. The scores relating to Ofwat's management of change and keeping our staff informed also show welcome improvements.

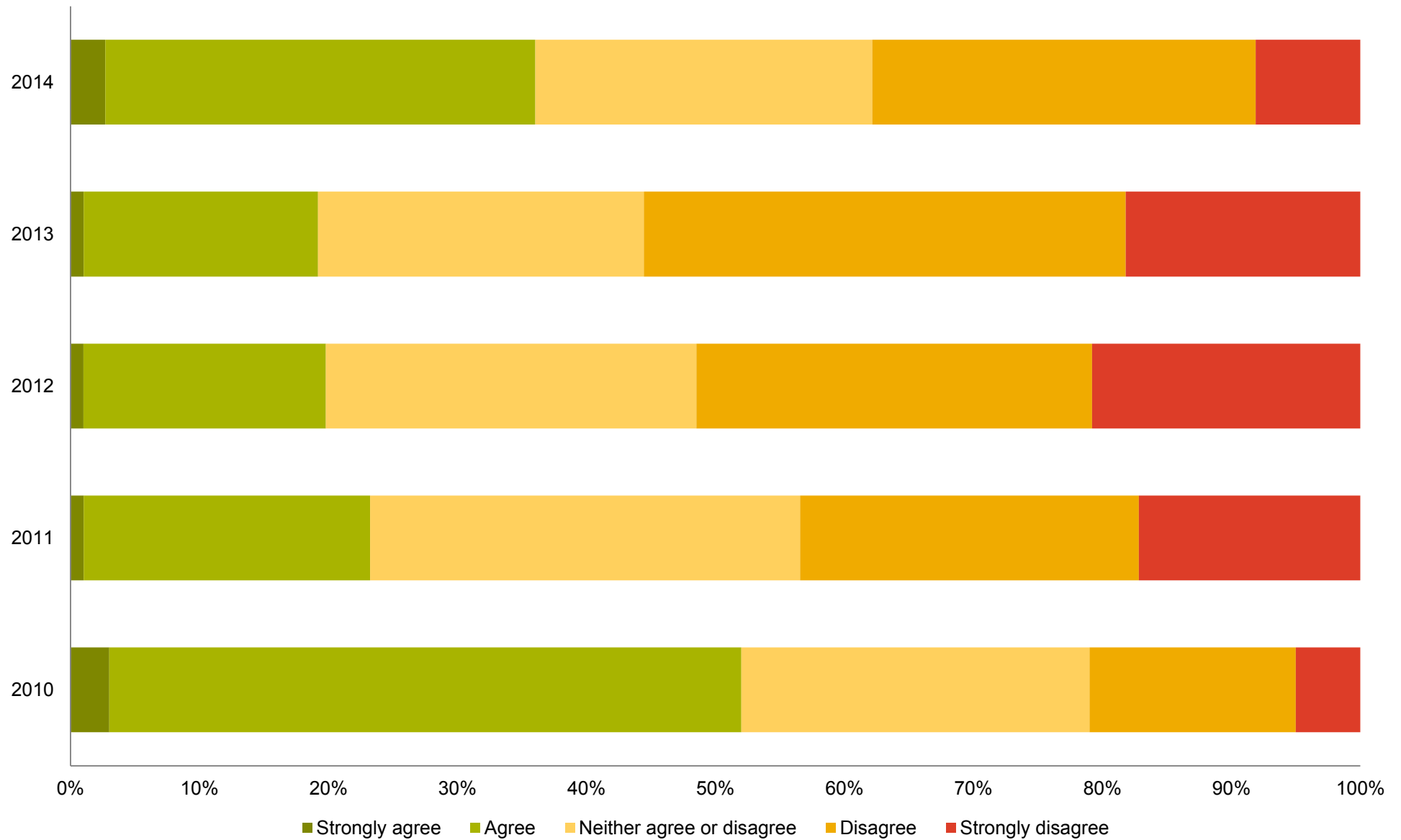
Five of the questions asked in the survey contribute to the 'Civil Service Engagement Index', which enables us to benchmark ourselves against Civil Service departments and agencies. All of these questions showed significant improvements in comparison with previous years and our score reveals we moved up 6 percentage points to a CSEI of 55%. This compares with the average for the Civil Service (58%).

While these results show some welcome trends there is still more work for us to do. One of our priorities for the year ahead is to ensure that we have the skills, experience, systems, processes and culture to support our new strategy. Everyone at Ofwat has a role to play to help us achieve this. We look forward to seeing the results of this work in next year's Heartbeat results.

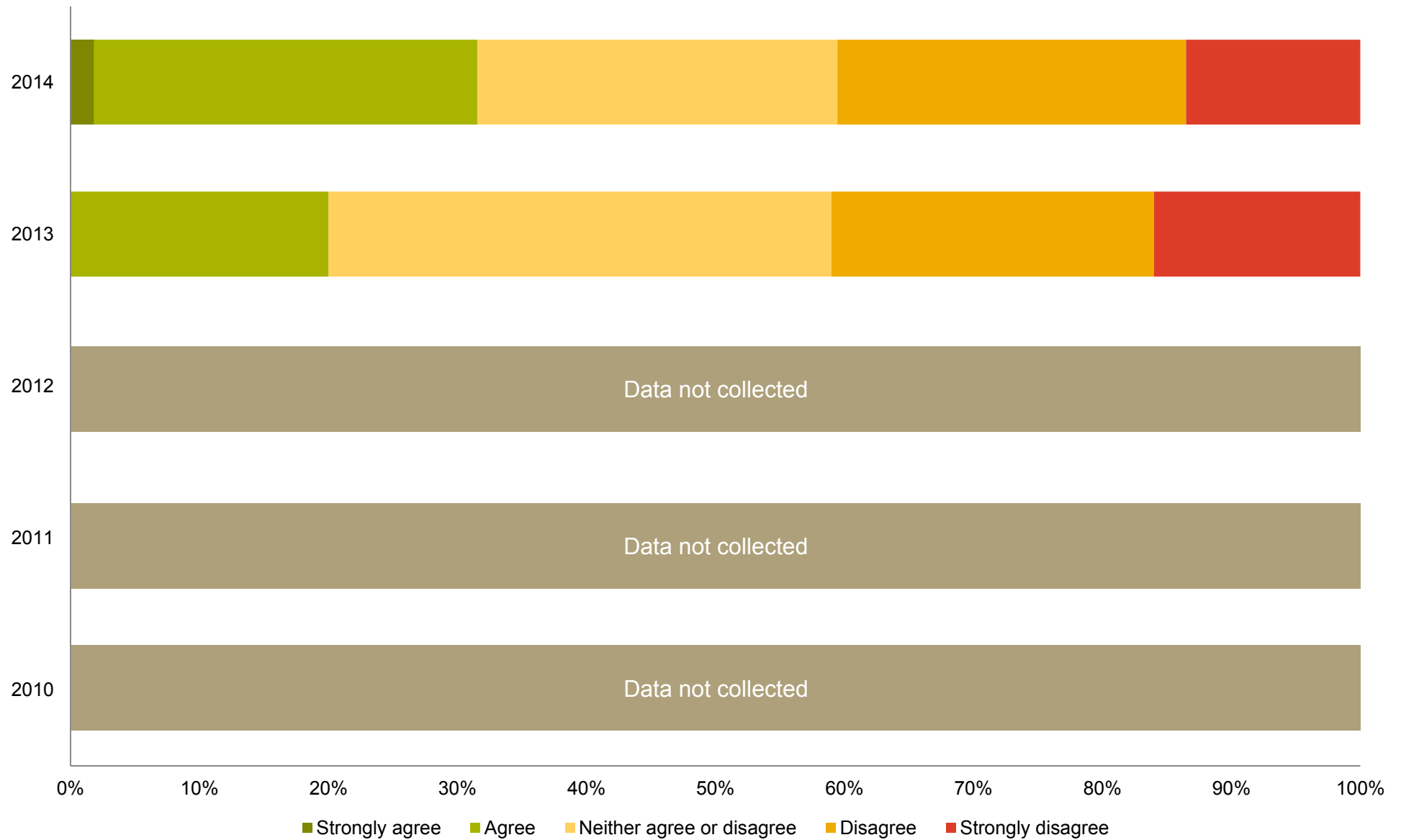
1. I have confidence in the leadership of Ofwat



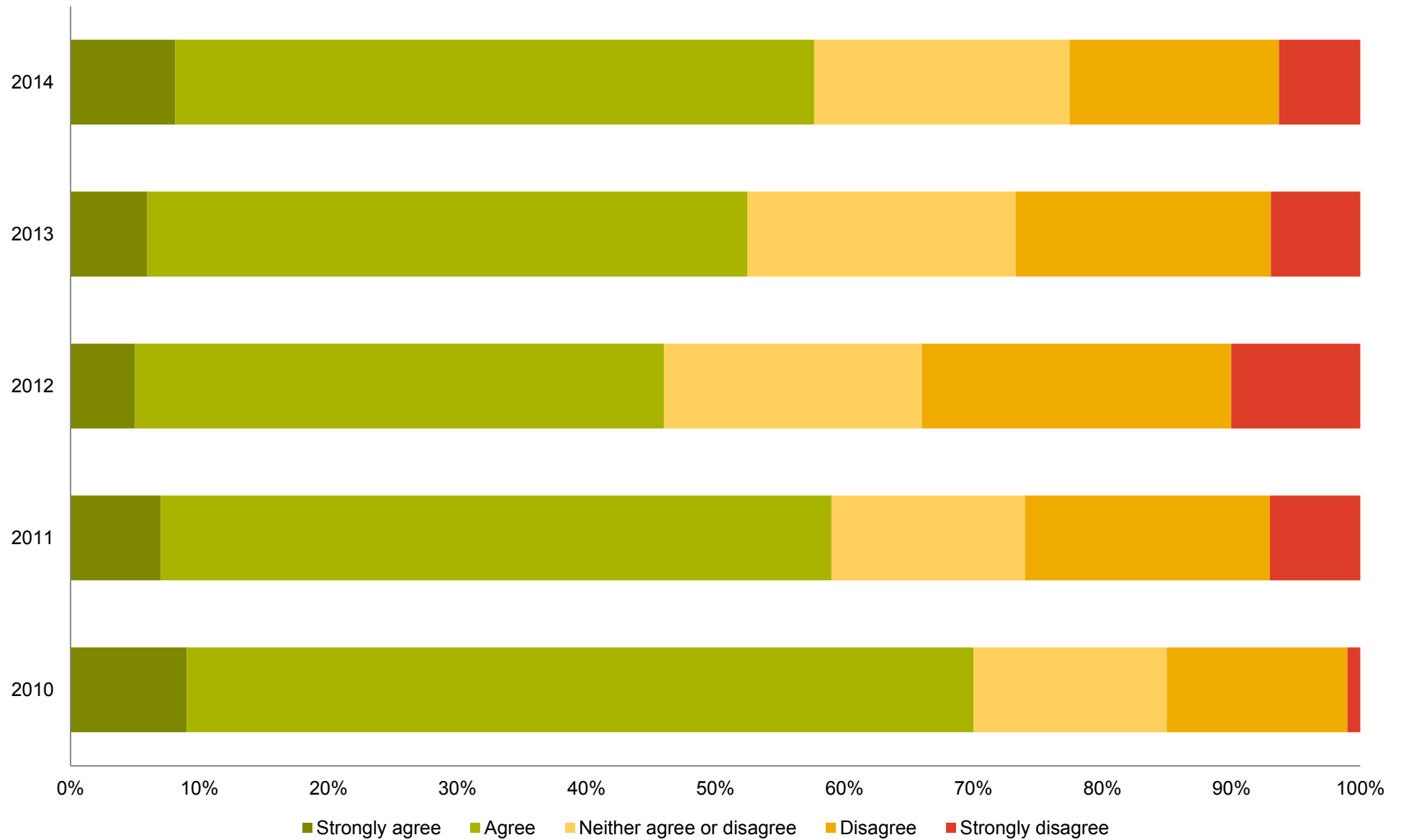
2. I feel Ofwat as a whole is well managed



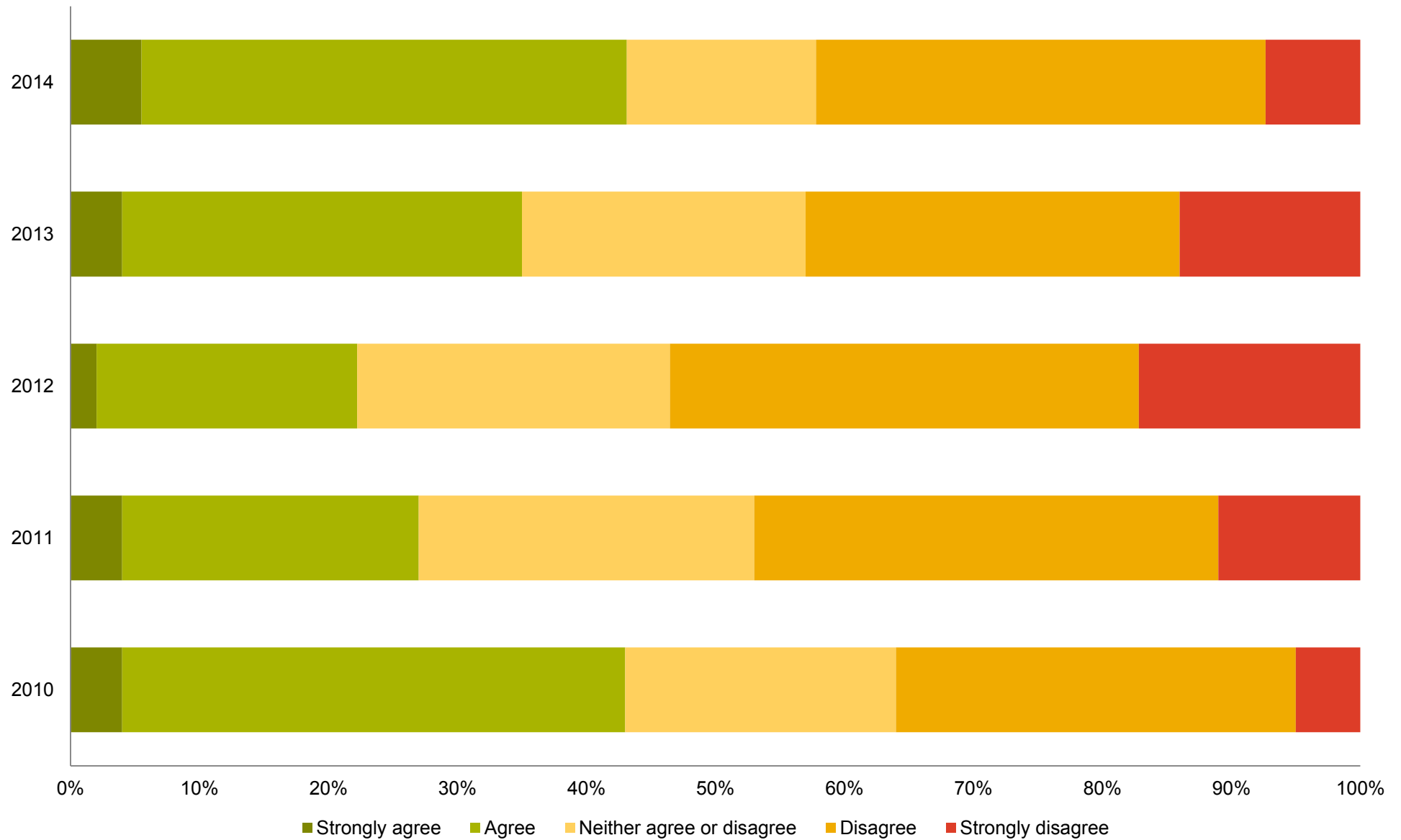
3. I believe we put our values at the forefront of our work



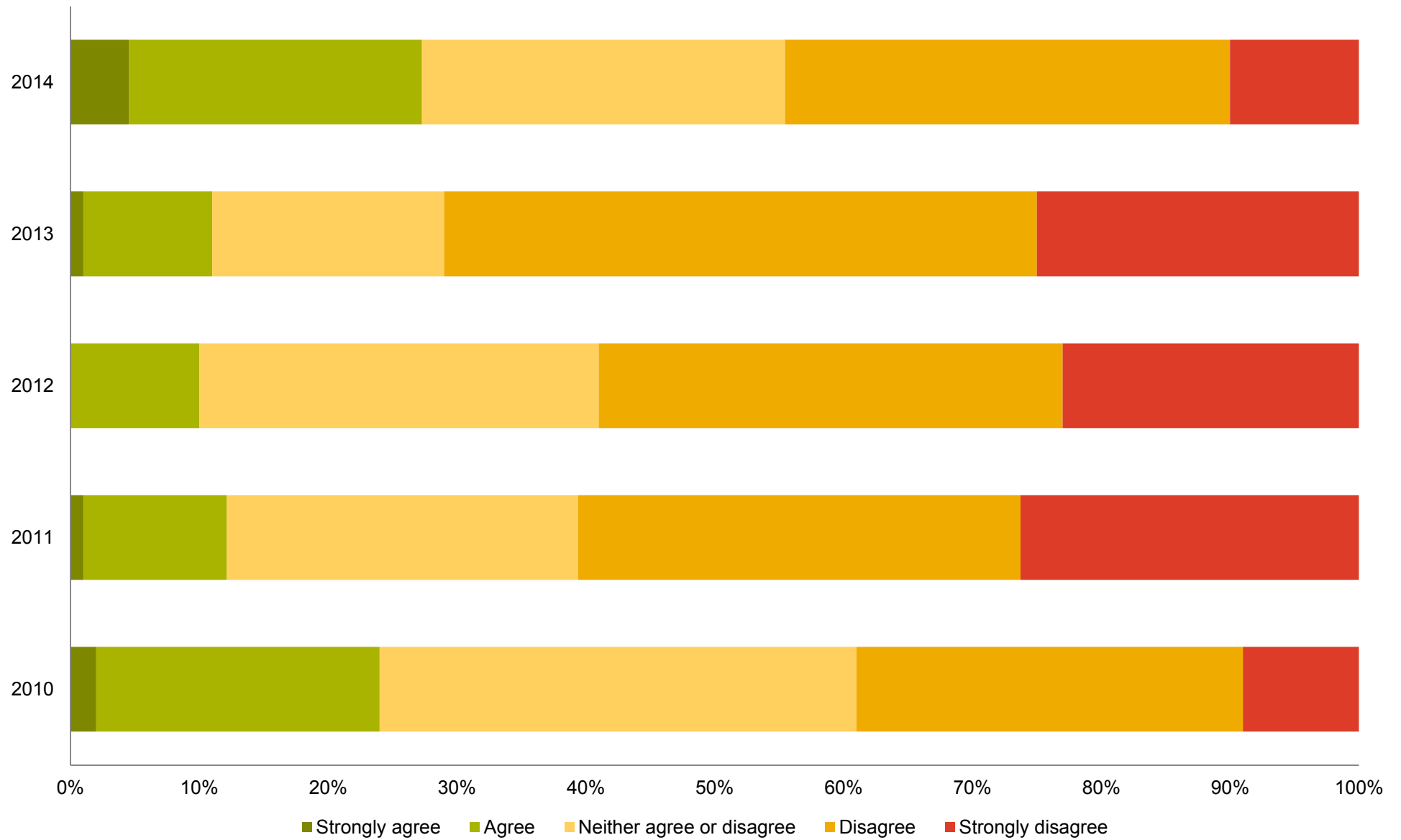
4. I am able to express my views openly even when others disagree



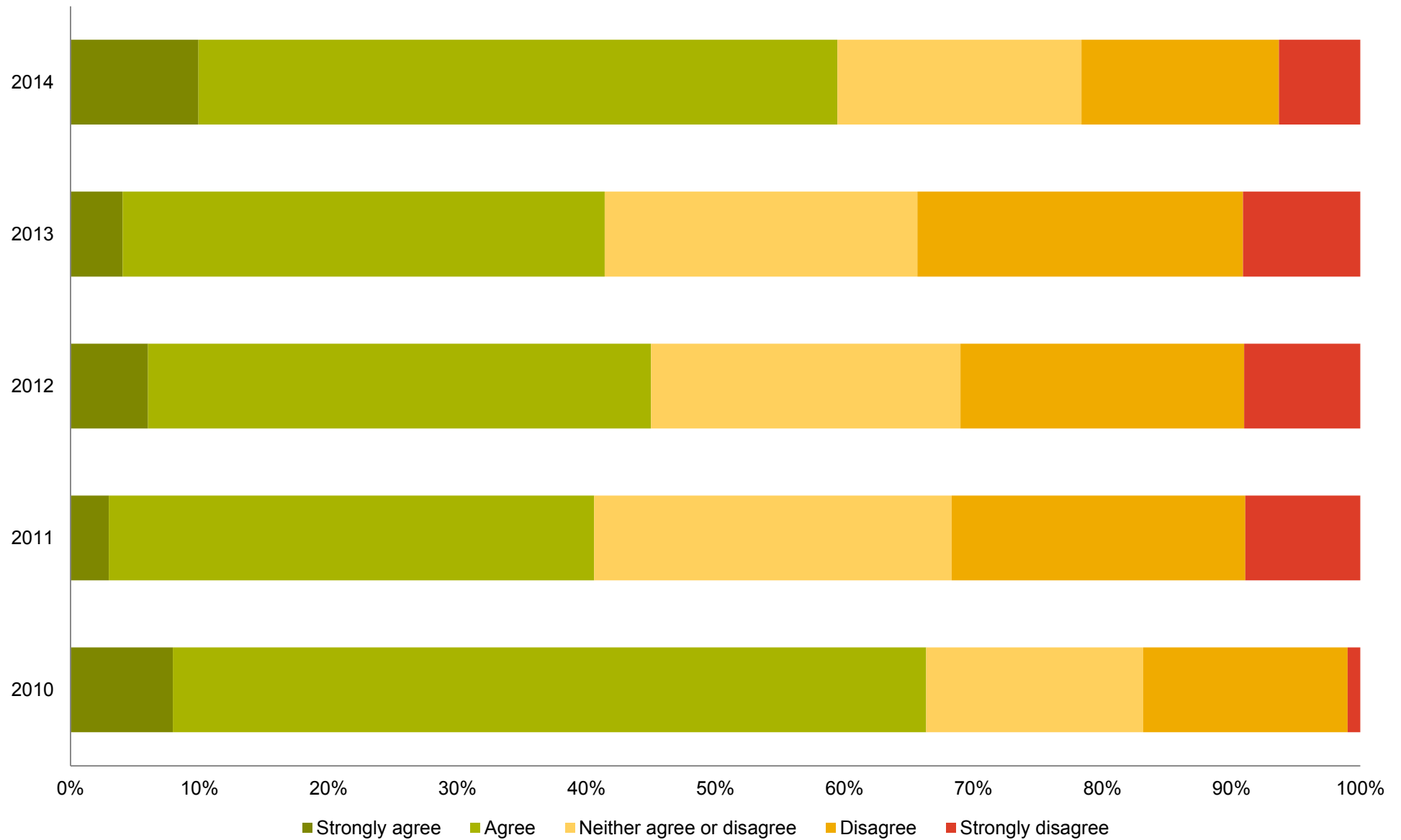
5. I feel safe to challenge the way things are done at Ofwat



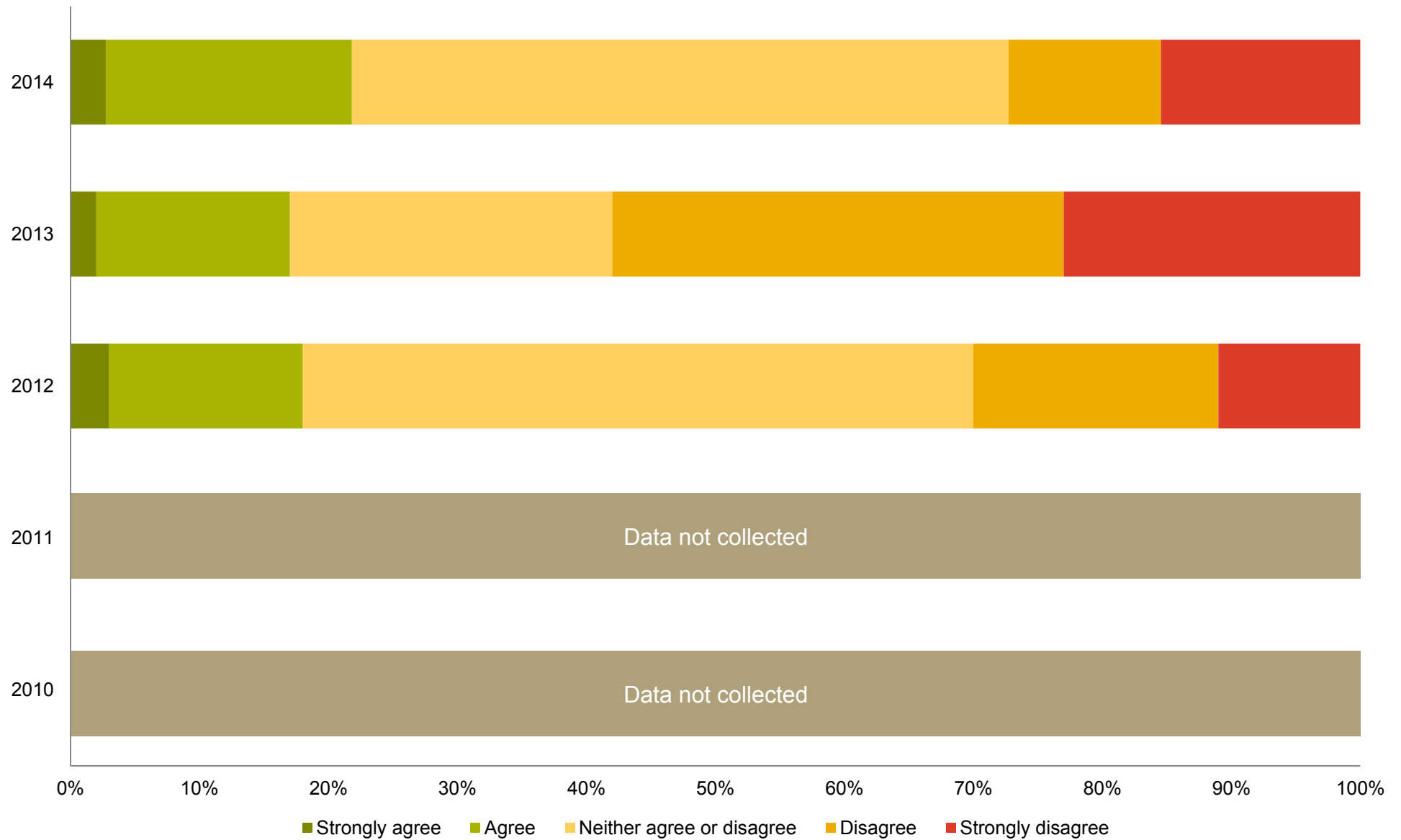
6. I feel that change is managed well in Ofwat



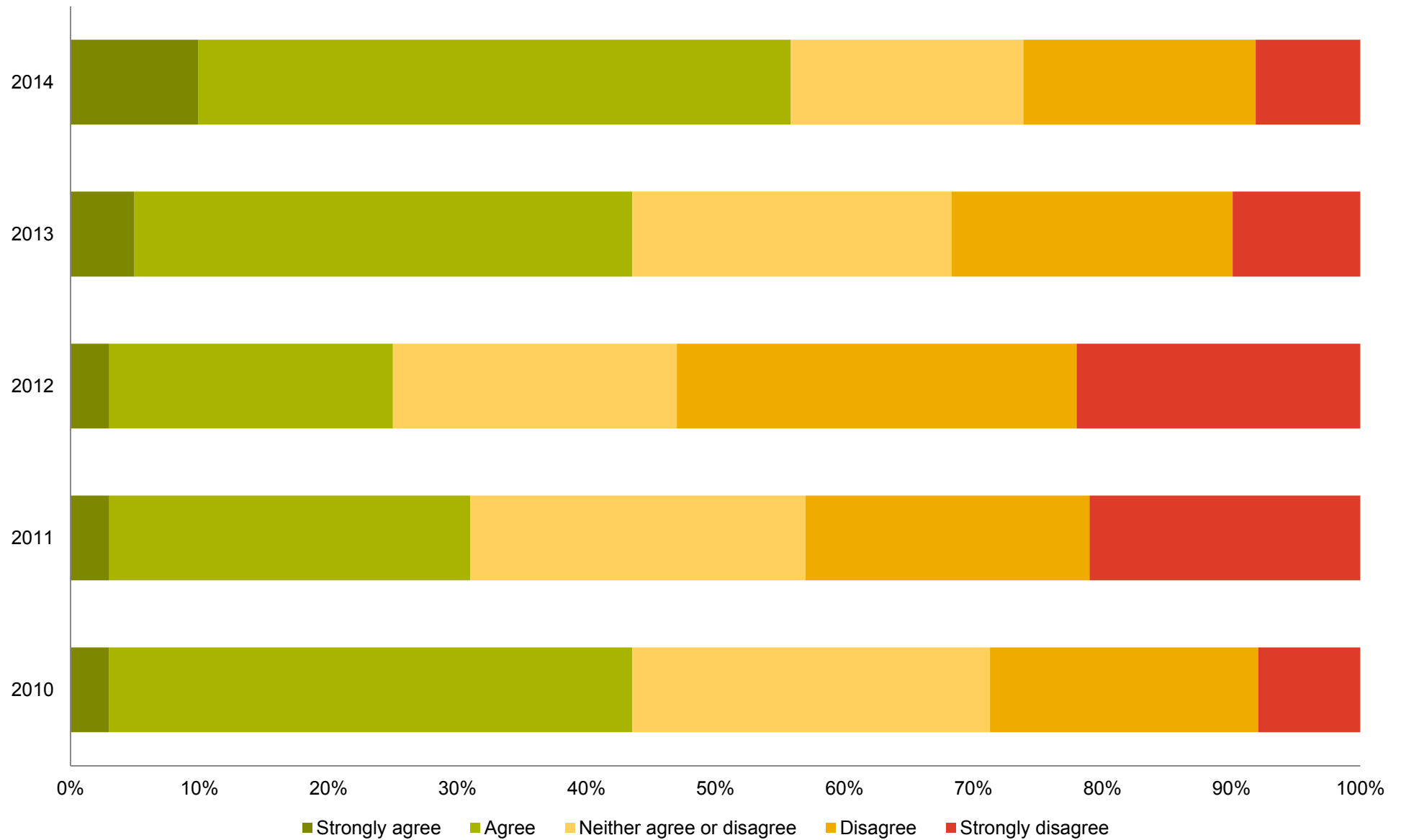
7. I feel I am kept informed about changes affecting Ofwat



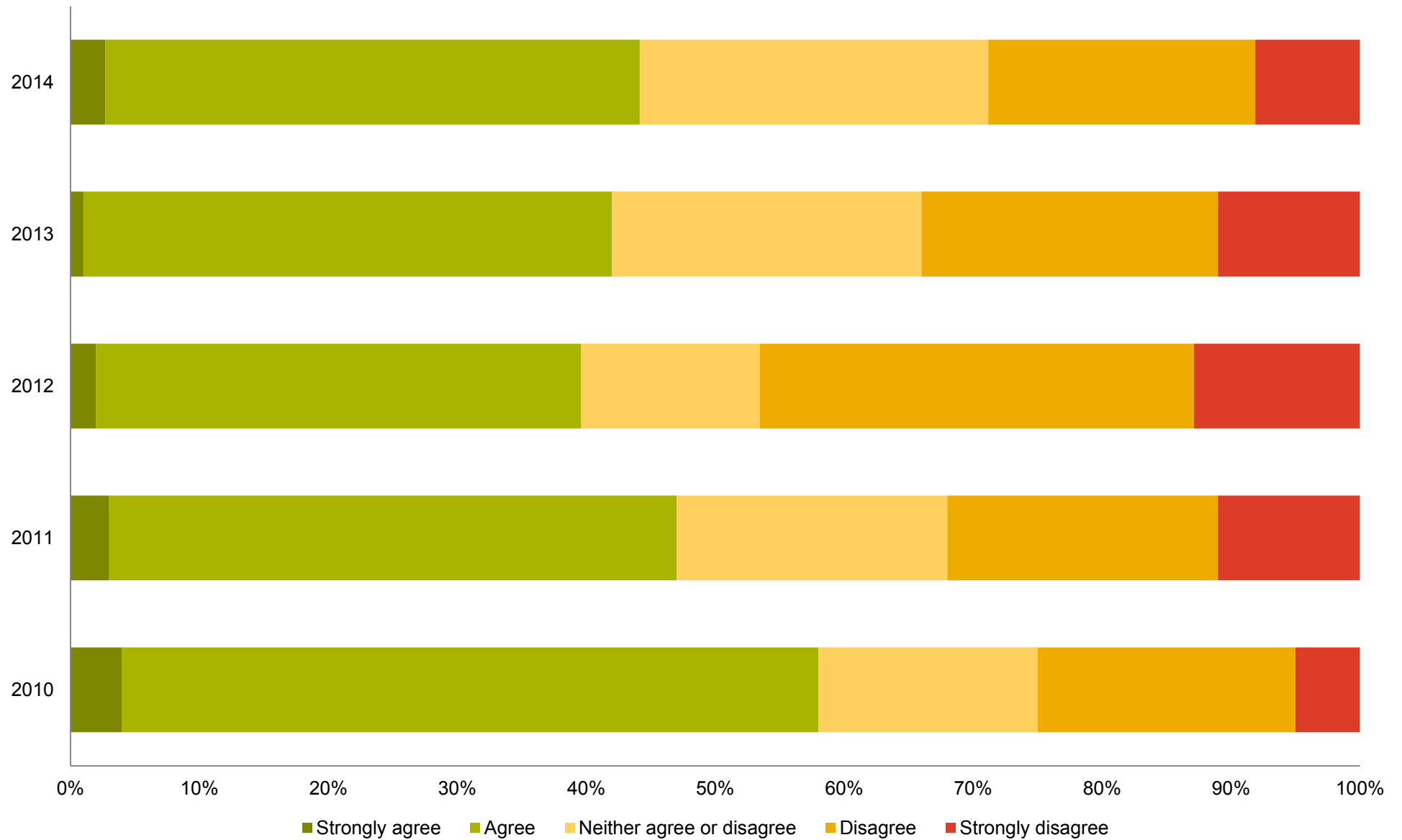
8. I think effective action has been taken on the results of the last survey



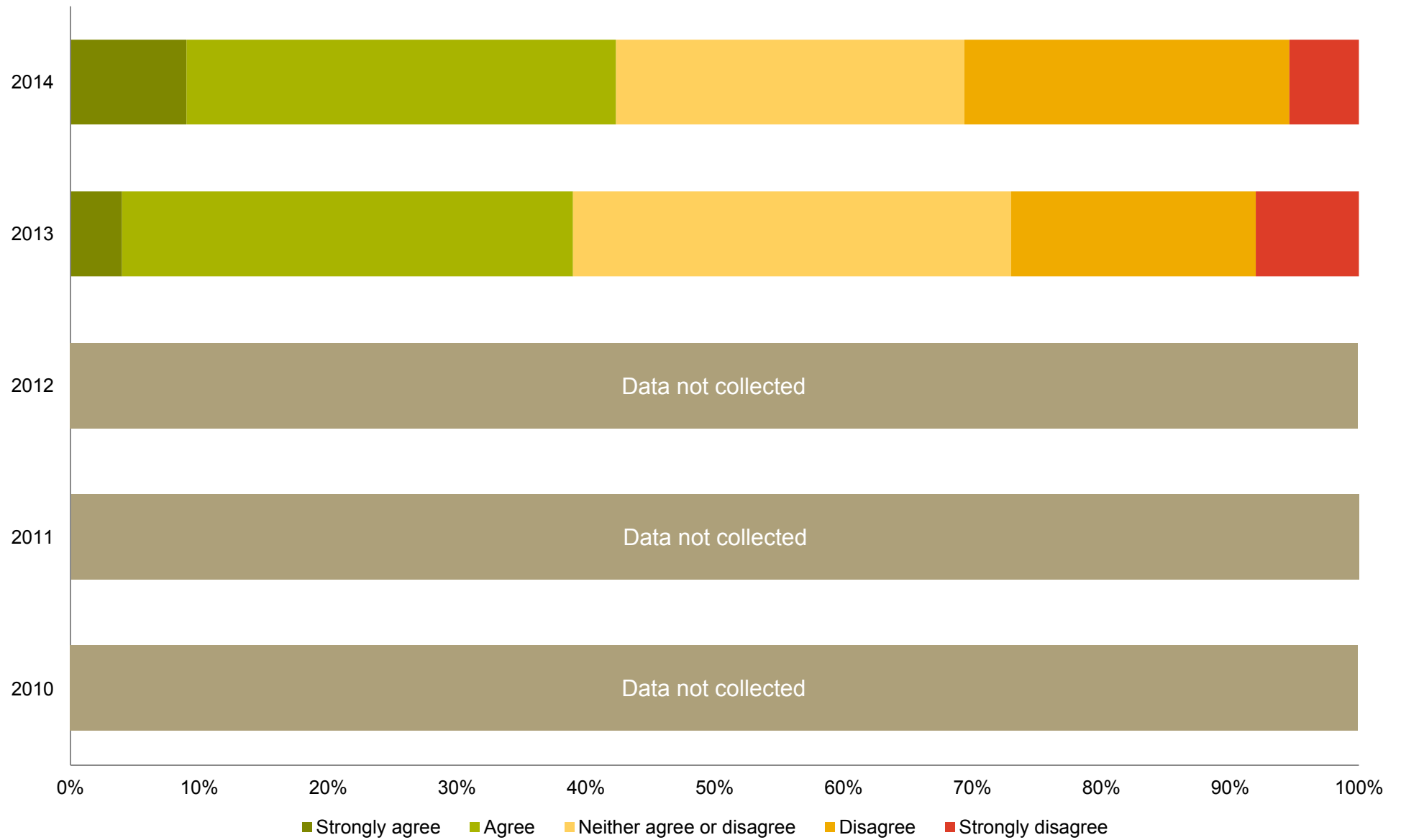
9. The work I do is recognised and valued by the organisation



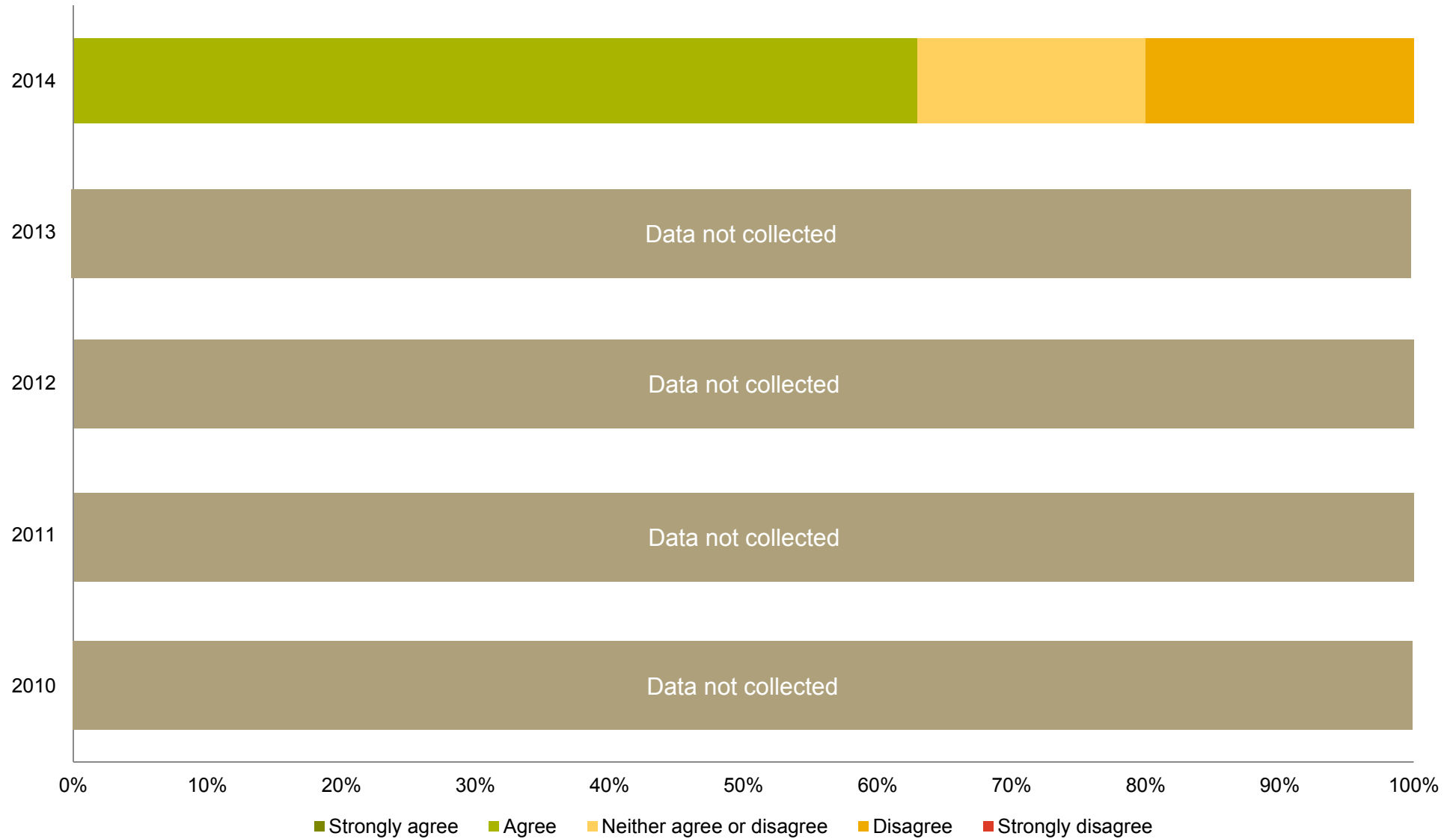
10. My work does not cause me too much stress



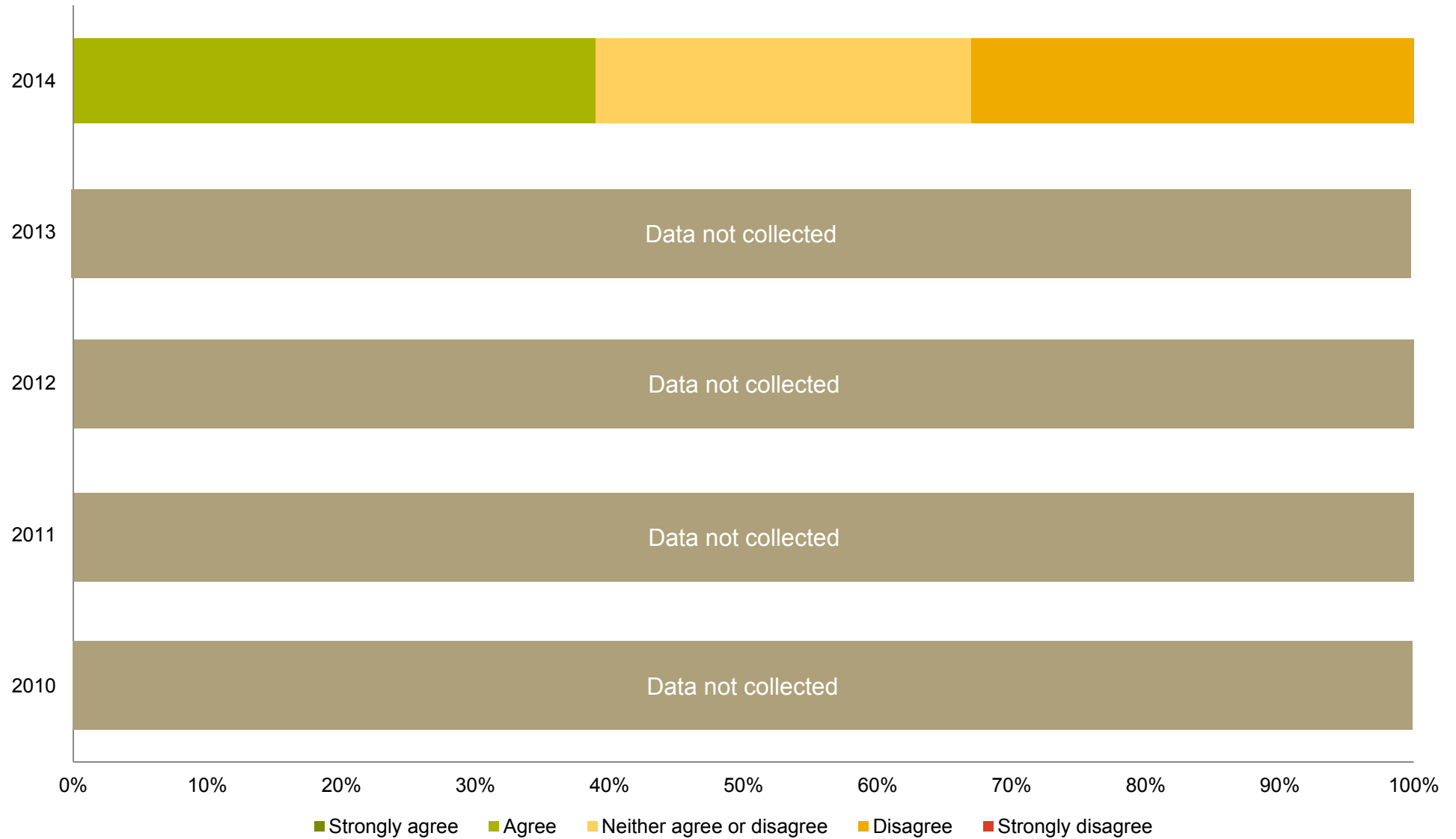
11. Ofwat cares about my wellbeing



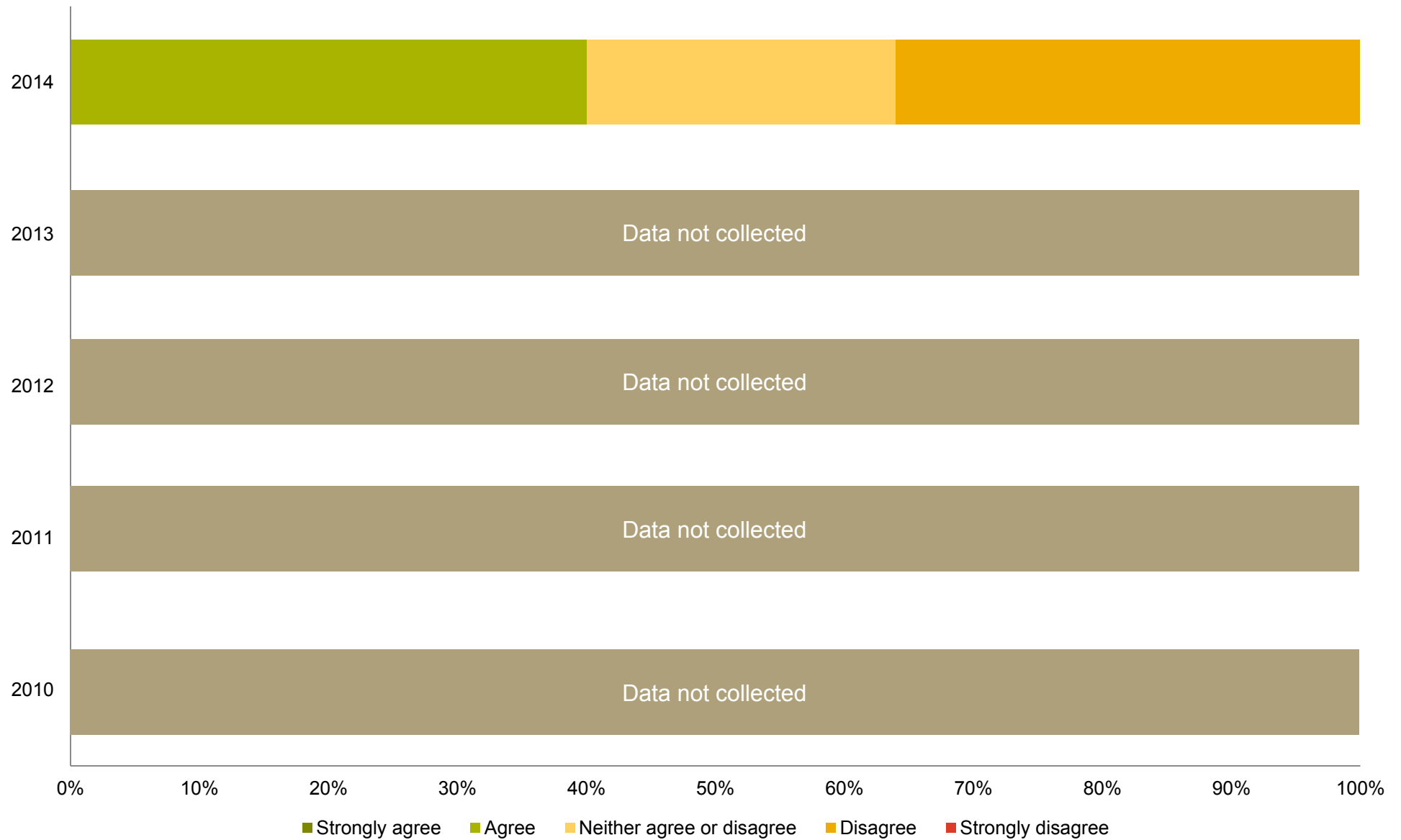
13. I feel I am empowered to do the best job I can, whilst at the same time being held accountable



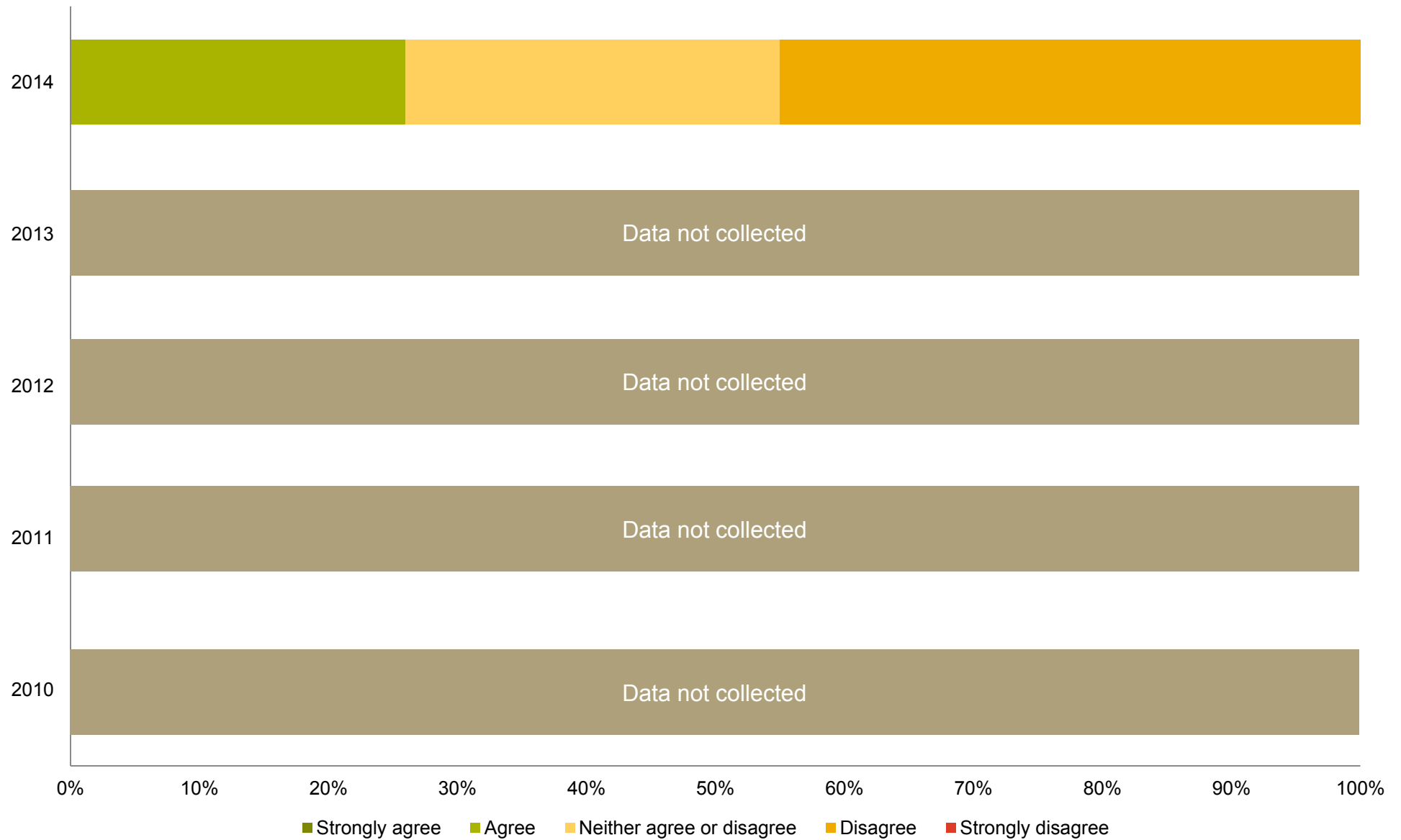
14. I have access to training and development opportunities relevant to the delivery of my work objectives and professional skills development



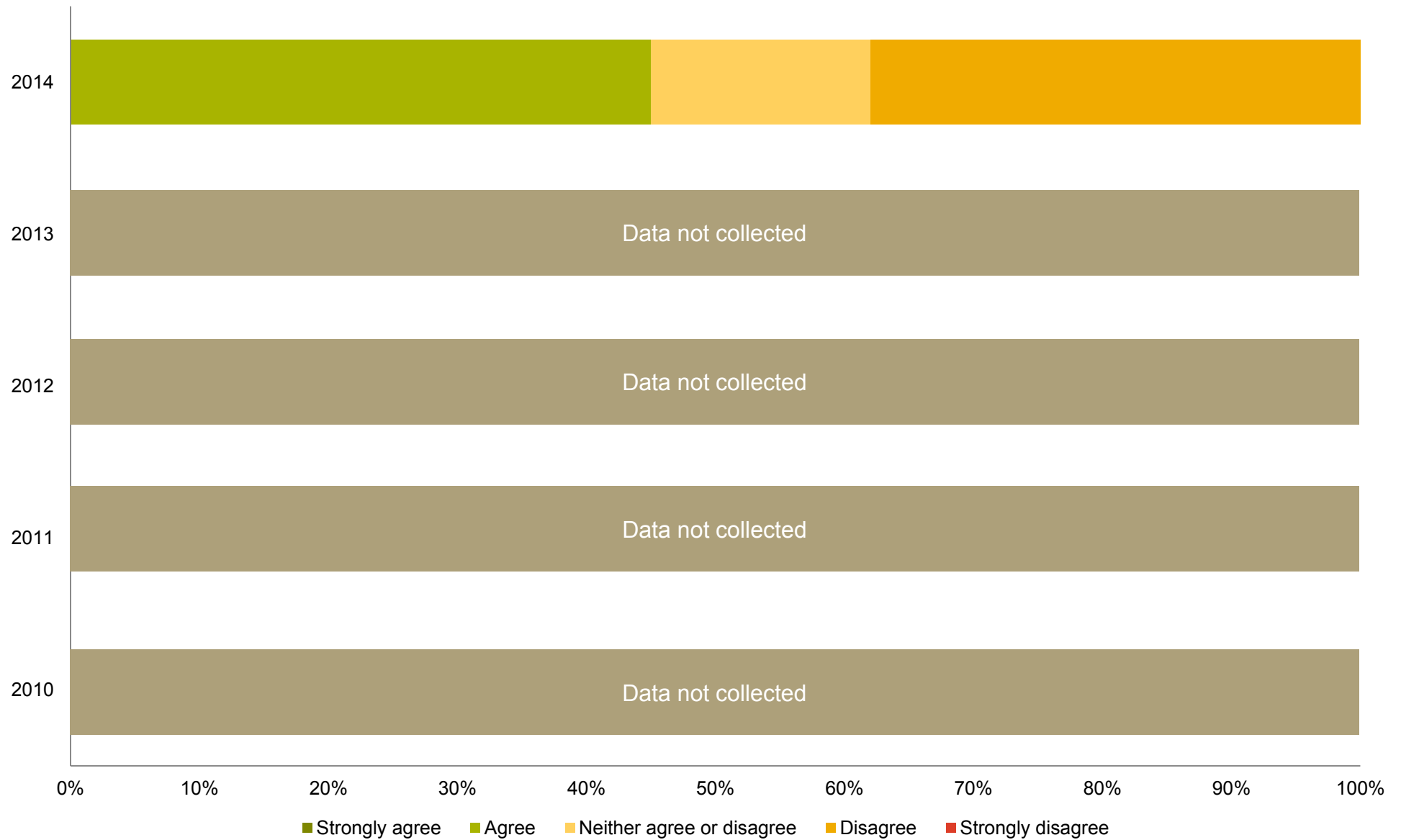
15. I think the recent restructure has been managed effectively



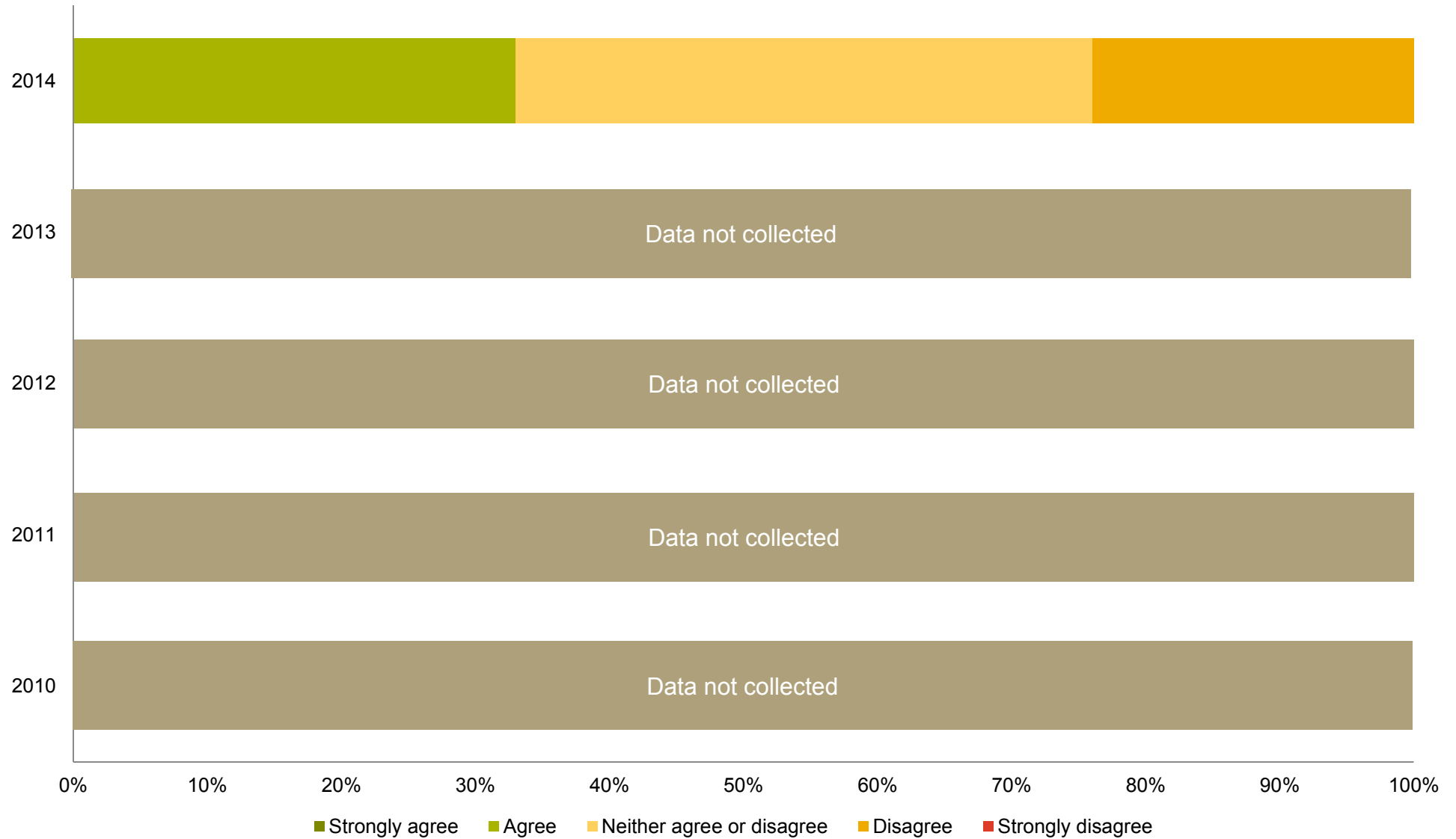
16. I think the PR14 programme has been managed effectively



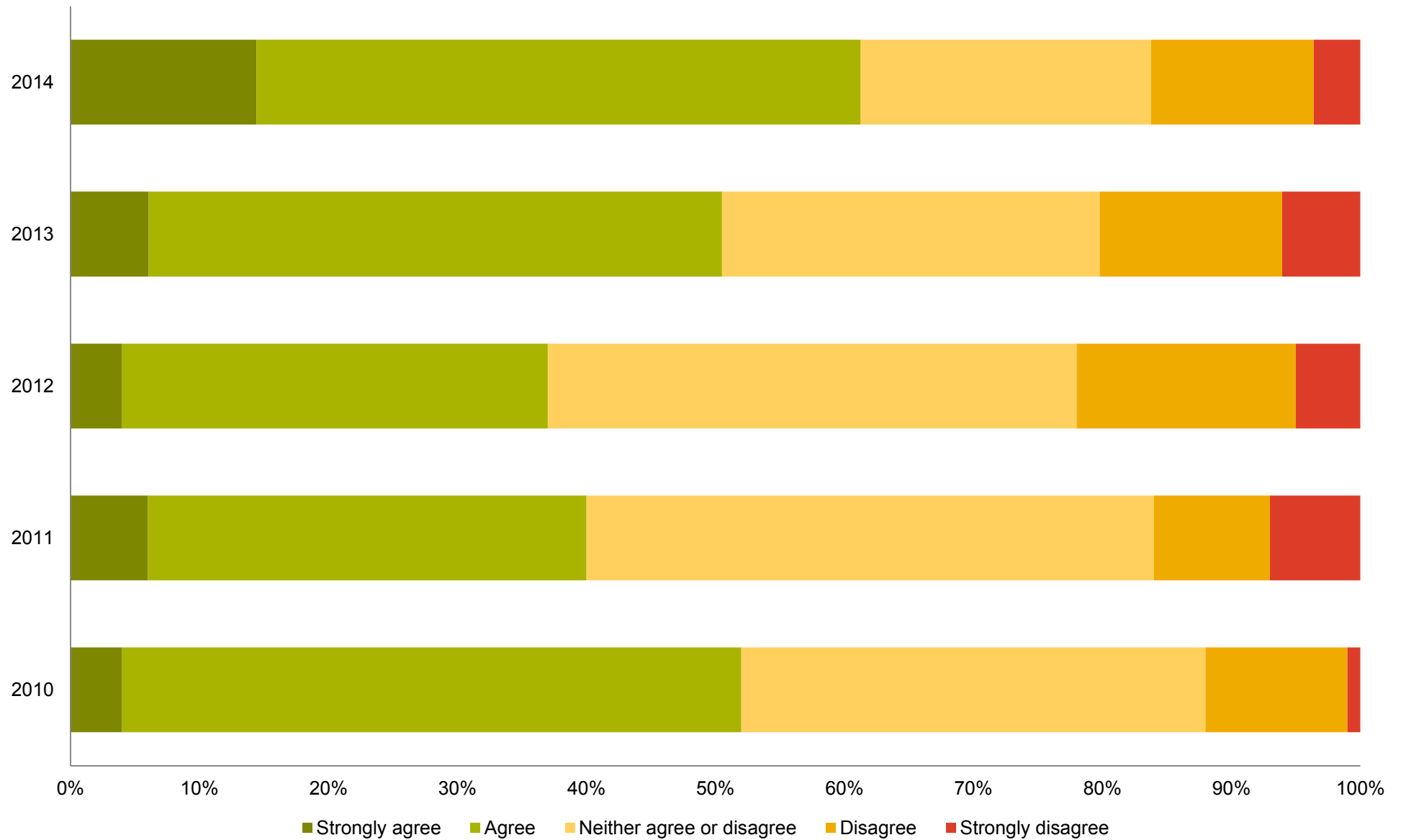
17. I understand how all my work will be allocated to our programmes and projects



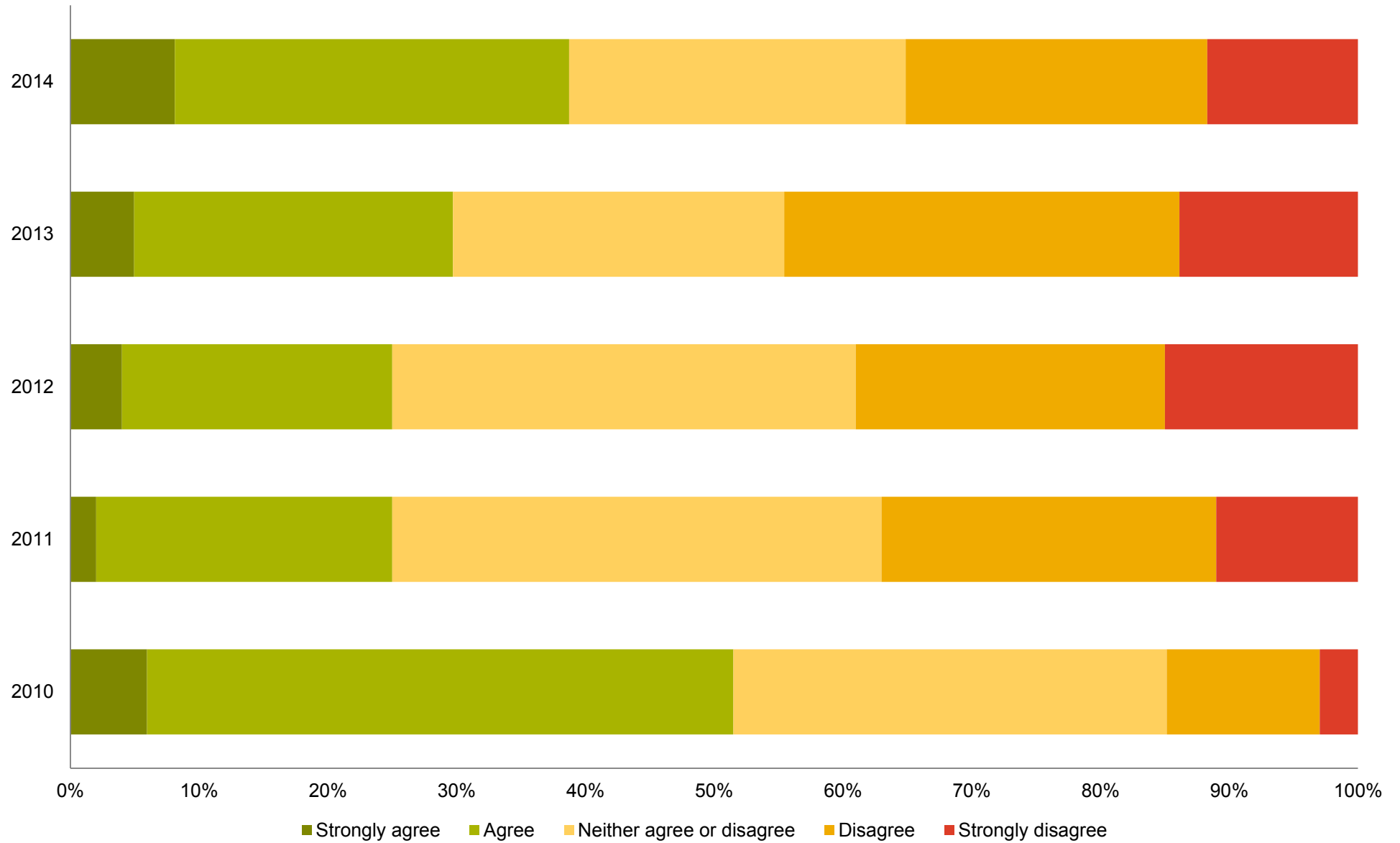
18. I believe the business transformation programme will deliver the people, culture, process and governance changes Ofwat needs



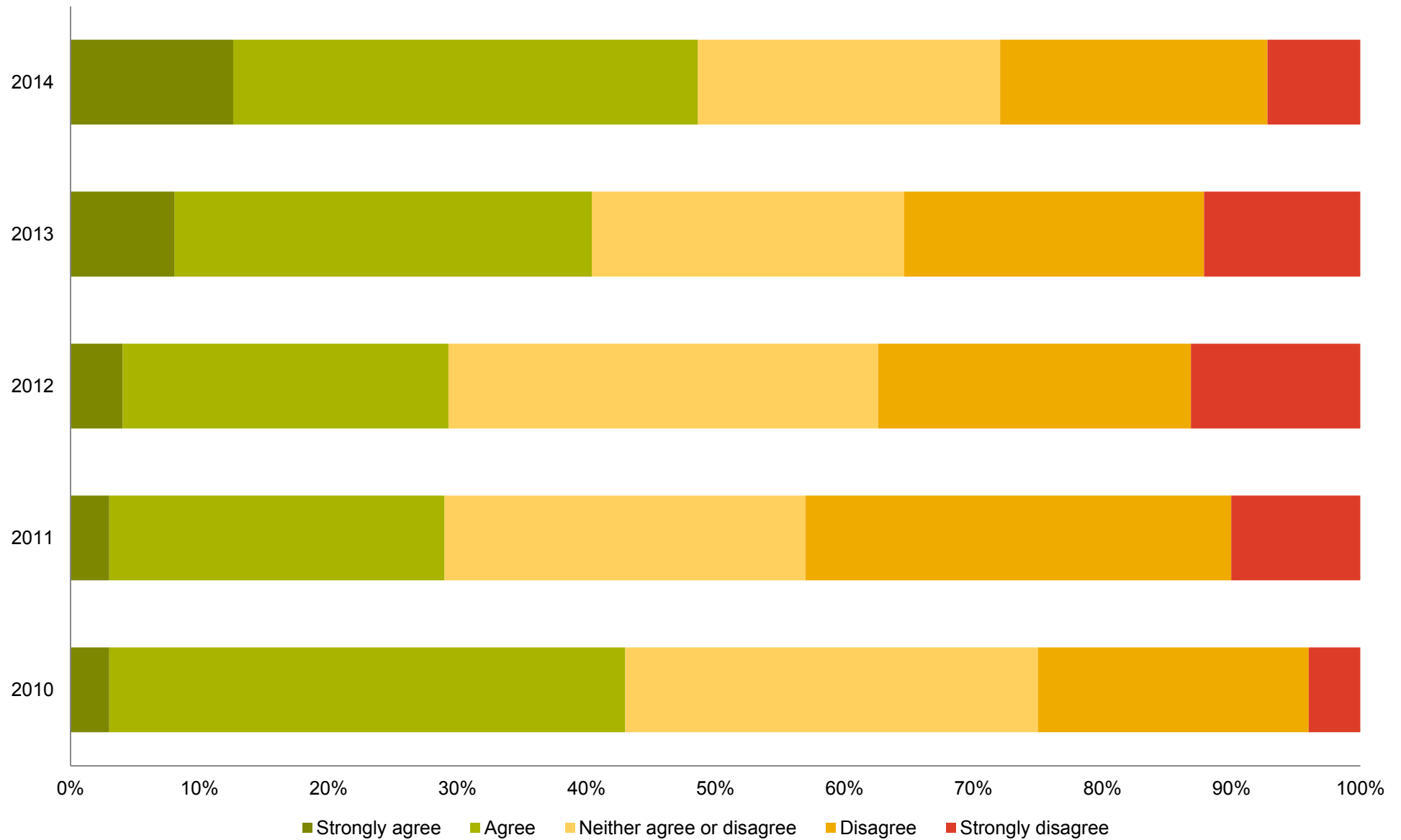
19. I am proud to tell people that I work for Ofwat



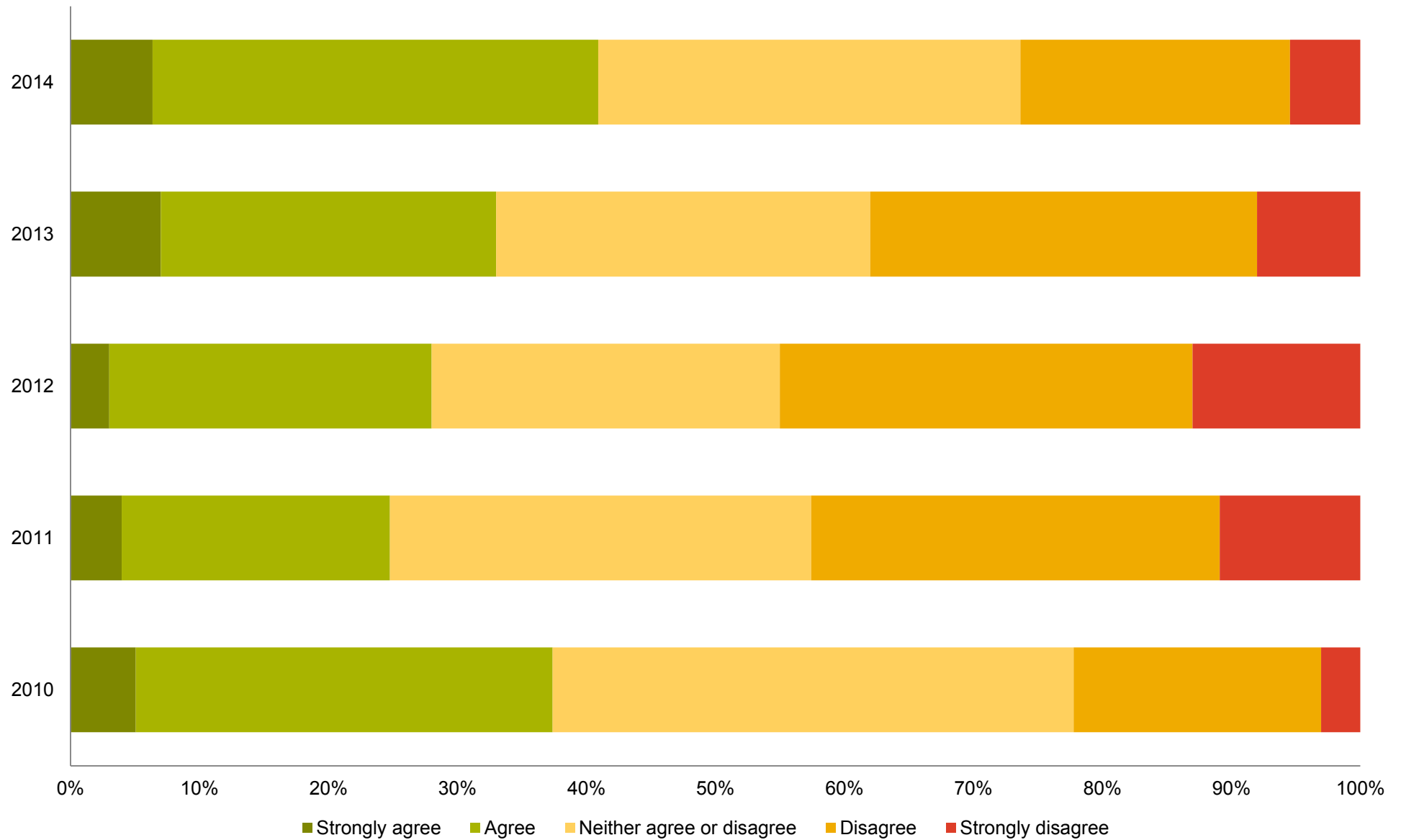
20. I would recommend Ofwat as a great place to work



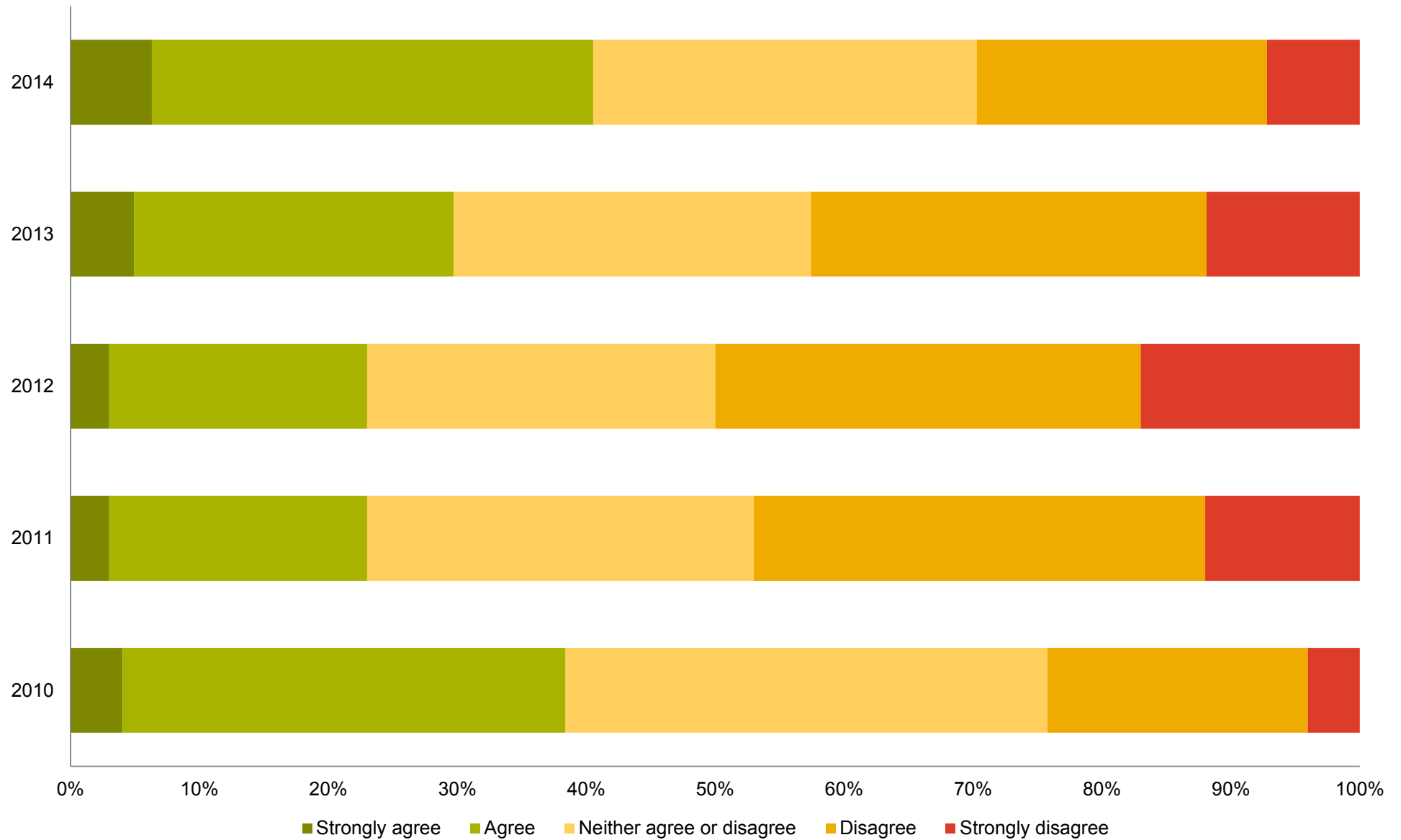
21. I feel a strong personal attachment to Ofwat



22. Ofwat inspires me to do the best in my job



23. Ofwat motivates me to help it achieve its objectives



Ofwat (The Water Services Regulation Authority) is a non-ministerial government department. We regulate the water sector in England and Wales. Our vision is to be a leading economic regulator, trusted and respected, challenging ourselves and others to build trust and confidence in water.

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