Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.

Engagement Index

49%

Difference from previous survey	-4 ✧
Difference from CS2018	-13 ✧
Difference from CS High Performers	-17 ✧

My work

68%

Difference from previous survey	-3 ✧
Difference from CS2018	-9 ✧
Difference from CS High Performers	-12 ✧

Organisational objectives and purpose

72%

Difference from previous survey	-6 ✧
Difference from CS2018	-11 ✧
Difference from CS High Performers	-15 ✧

My manager

64%

Difference from previous survey	-4 ✧
Difference from CS2018	-7 ✧
Difference from CS High Performers	-9 ✧

My team

77%

Difference from previous survey	-3 ✧
Difference from CS2018	-4 ✧
Difference from CS High Performers	-7 ✧

Learning and development

42%

Difference from previous survey	-3 ✧
Difference from CS2018	-11 ✧
Difference from CS High Performers	-17 ✧

Inclusion and fair treatment

70%

Difference from previous survey	-3 ✧
Difference from CS2018	-8 ✧
Difference from CS High Performers	-11 ✧

Resources and workload

68%

Difference from previous survey	-4 ✧
Difference from CS2018	-5 ✧
Difference from CS High Performers	-8 ✧

Pay and benefits

14%

Difference from previous survey	-2 ✧
Difference from CS2018	-17 ✧
Difference from CS High Performers	-24 ✧

Leadership and managing change

35%

Difference from previous survey	-8 ✧
Difference from CS2018	-11 ✧
Difference from CS High Performers	-19 ✧

Civil Service People Survey 2009 to 2018: Employee engagement and theme scores over time

The Civil Service People Survey has run in October each year since 2009, meaning that 2018 marks our 10 year anniversary. The table and charts below tell you how your average Employee Engagement Index and theme scores have changed over time, for each year your organisation has participated in the survey.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Engagement Index	-	-	49%	51%	52%	53%	51%	51%	53%	49%
My work	-	-	65%	66%	70%	72%	71%	71%	71%	68%
Organisational objectives and purpose	-	-	70%	72%	77%	80%	79%	78%	78%	72%
My manager	-	-	61%	62%	64%	66%	66%	66%	67%	64%
My team	-	-	77%	78%	81%	83%	82%	82%	81%	77%
Learning and development	-	-	35%	40%	45%	49%	48%	45%	45%	42%
Inclusion and fair treatment	-	-	69%	70%	72%	73%	73%	72%	74%	70%
Resources and workload	-	-	73%	72%	73%	75%	74%	72%	72%	68%
Pay and benefits	-	-	21%	21%	22%	21%	19%	17%	16%	14%
Leadership and managing change	-	-	28%	32%	37%	40%	39%	38%	43%	35%
Response rate	-	-	*68%*	*75%*	*71%*	*68%*	*66%*	*63%*	*63%*	*61%*

HM Courts & Tribunals Service
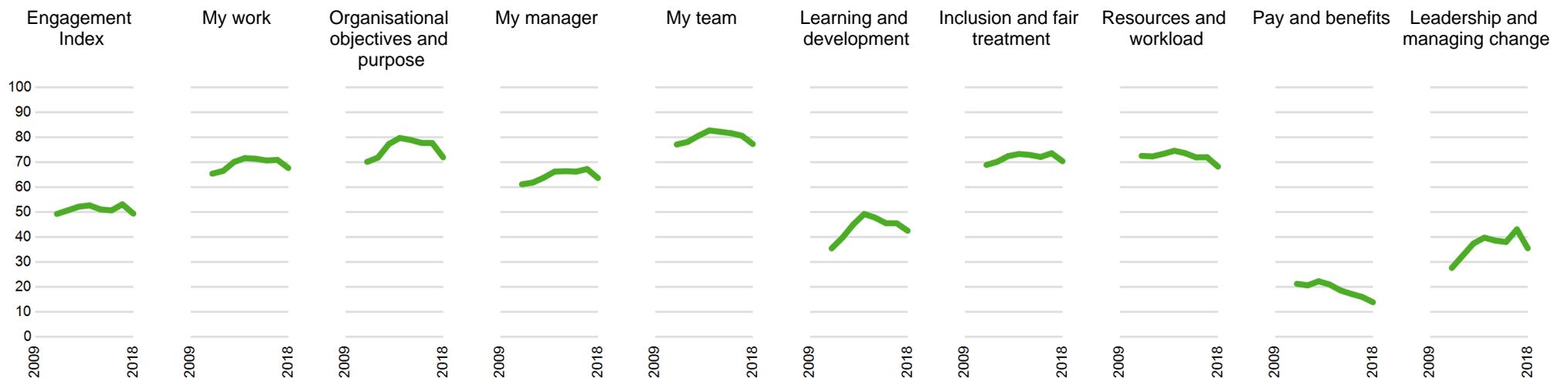
Statistical analysis has been used to explore the questions that have the strongest impact on engagement. By concentrating efforts on the drivers of engagement you are more likely to improve it.

Drivers of Engagement

Rank			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
1	B03	My work gives me a sense of personal accomplishment	71%	-3 ✧	-7 ✧	-9 ✧
2	B43	When changes are made in HMCTS they are usually for the better	21%	-10 ✧	-14 ✧	-21 ✧
3	B27	I feel valued for the work I do	57%	-4 ✧	-11 ✧	-16 ✧
4	B24	Learning and development activities I have completed while working for HMCTS are helping me to develop my career	34%	-3 ✧	-13 ✧	-19 ✧
5	B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	42%	-3 ✧	0	-8 ✧

Discrimination, bullying and harassment

■ *% responding Yes*   ■ *% responding No*   □ *% responding Prefer not to say*

13% During the past 12 months have you personally experienced discrimination at work?

12% During the past 12 months have you personally experienced bullying or harassment at work?

Wellbeing

■ *% responding positively (Answering 7,8,9 or 10 for W01 – W03)*   ■ *% responding negatively (Answering 6,7,8,9 or 10 for W04)*
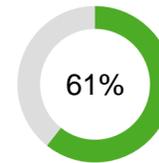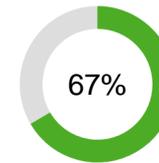
61% W01. Overall, how satisfied are you with your life nowadays?

67% W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
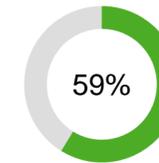
59% W03. Overall, how happy did you feel yesterday?
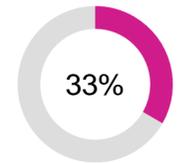
33% W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

34%

PERMA Index

70%
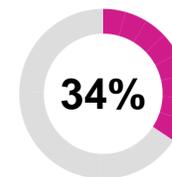
For further information about these indices, please refer to page 17.

Your plans for the future

14% I want to leave HMCTS as soon as possible

17% I want to leave HMCTS within the next 12 months

25% I want to stay working for HMCTS for at least the next year

44% I want to stay working for HMCTS for at least the next three years

HM Courts & Tribunals Service
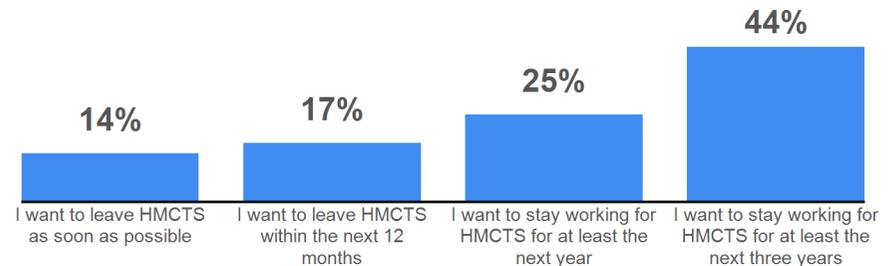
Headline scores

Highest positive scoring questions	% Positive
B54 I am trusted to carry out my job effectively	89%
B31 I have the skills I need to do my job effectively	86%
B01 I am interested in my work	86%
B18 The people in my team can be relied upon to help when things get difficult in my job	83%
B26 I am treated with respect by the people I work with	81%

Highest neutral scoring questions	% Neutral
B59 Senior managers in HMCTS actively role model the behaviours set out in the Civil Service Leadership Statement	41%
B53 Where I work, I think effective action has been taken on the results of the last survey	36%
B39 I believe the actions of senior managers are consistent with HMCTS' values	34%
B51 HMCTS motivates me to help it achieve its objectives	33%
B50 HMCTS inspires me to do the best in my job	33%

Highest negative scoring questions	% Negative
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	78%
B35 I feel that my pay adequately reflects my performance	77%
B36 I am satisfied with the total benefits package	61%
B42 I feel that change is managed well in HMCTS	50%
B45 I have the opportunity to contribute my views before decisions are made that affect me	49%

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My work — 68% — -3 ✧ Difference from previous survey
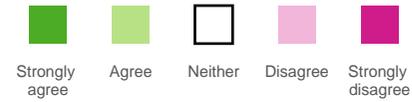
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Responses	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B01	I am interested in my work	32 / 53 / 8	86%	-2 ✧	-4 ✧	-7 ✧
B02	I am sufficiently challenged by my work	28 / 48 / 12 / 9	76%	-1 ✧	-5 ✧	-7 ✧
B03	My work gives me a sense of personal accomplishment	22 / 49 / 14 / 11	71%	-3 ✧	-7 ✧	-9 ✧
B04	I feel involved in the decisions that affect my work	11 / 35 / 19 / 22 / 13	46%	-7 ✧	-13 ✧	-17 ✧
B05	I have a choice in deciding how I do my work	16 / 44 / 17 / 15 / 8	60%	-4 ✧	-18 ✧	-21 ✧

Organisational objectives and purpose — 72% — -6 ✧ Difference from previous survey

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Responses	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B06	I have a clear understanding of HMCTS' objectives	14 / 56 / 17 / 9	70%	-6 ✧	-11 ✧	-16 ✧
B07	I understand how my work contributes to HMCTS' objectives	17 / 57 / 15 / 7	74%	-5 ✧	-10 ✧	-14 ✧

All questions by theme

◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager   **64**%   **-4** ◇ Difference from previous survey
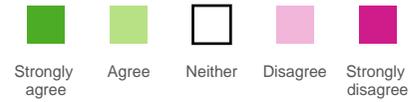
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	20	45	18	11	6	64%	-4 ◇	-7 ◇	-11 ◇
B09	My manager is considerate of my life outside work	33	44	12	6		78%	-1 ◇	-8 ◇	-11 ◇
B10	My manager is open to my ideas	27	47	15	6	5	74%	-3 ◇	-9 ◇	-12 ◇
B11	My manager helps me to understand how I contribute to HMCTS' objectives	17	42	25	11	5	59%	-6 ◇	-8 ◇	-13 ◇
B12	Overall, I have confidence in the decisions made by my manager	23	44	17	10	7	67%	-3 ◇	-9 ◇	-13 ◇
B13	My manager recognises when I have done my job well	26	47	13	9	5	73%	-2 ◇	-7 ◇	-11 ◇
B14	I receive regular feedback on my performance	19	44	17	14	7	63%	-5 ◇	-5 ◇	-11 ◇
B15	The feedback I receive helps me to improve my performance	18	40	24	12	6	58%	-5 ◇	-6 ◇	-10 ◇
B16	I think that my performance is evaluated fairly	17	44	22	11	7	61%	-3 ◇	-5 ◇	-11 ◇
B17	Poor performance is dealt with effectively in my team	9	30	30	18	13	39%	-4 ◇	-1 ◇	-4 ◇

HM Courts & Tribunals Service

Returns : 10,917   Response rate : 61%   Civil Service People Survey 2018

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
My team — **77%** — -3 ✧ Difference from previous survey									
B18 The people in my team can be relied upon to help when things get difficult in my job	34	49	9	6		83%	-2 ✧	-3 ✧	-5 ✧
B19 The people in my team work together to find ways to improve the service we provide	30	49	12	6		79%	-3 ✧	-3 ✧	-6 ✧
B20 The people in my team are encouraged to come up with new and better ways of doing things	24	46	17	9		70%	-5 ✧	-7 ✧	-10 ✧
Learning and development — **42%** — -3 ✧ Difference from previous survey									
B21 I am able to access the right learning and development opportunities when I need to	9	48	23	14	5	58%	-2 ✧	-6 ✧	-11 ✧
B22 Learning and development activities I have completed in the past 12 months have helped to improve my performance	8	32	32	19	8	41%	-3 ✧	-13 ✧	-18 ✧
B23 There are opportunities for me to develop my career in HMCTS	7	30	25	21	16	38%	-4 ✧	-10 ✧	-19 ✧
B24 Learning and development activities I have completed while working for HMCTS are helping me to develop my career	7	27	32	22	13	34%	-3 ✧	-13 ✧	-19 ✧
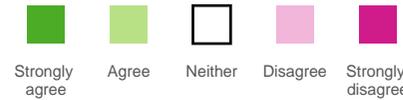
HM Courts & Tribunals Service

Returns : 10,917   Response rate : 61%   Civil Service People Survey 2018

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers

Inclusion and fair treatment — 70% — -3 ✧ Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Diff prev	Diff CS2018	Diff CS High
B25 I am treated fairly at work	21	54	13	8	5	74%	-3 ✧	-6 ✧	-10 ✧
B26 I am treated with respect by the people I work with	25	56	11	5		81%	-2 ✧	-4 ✧	-7 ✧
B27 I feel valued for the work I do	16	41	18	16	9	57%	-4 ✧	-11 ✧	-16 ✧
B28 I think that HMCTS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	18	51	18	7	6	69%	-4 ✧	-8 ✧	-11 ✧

Resources and workload — 68% — -4 ✧ Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Diff prev	Diff CS2018	Diff CS High
B29 I get the information I need to do my job well	10	55	18	13		65%	-4 ✧	-5 ✧	-10 ✧
B30 I have clear work objectives	14	63	14	7		76%	-4 ✧	0	-4 ✧
B31 I have the skills I need to do my job effectively	23	63	8			86%	-1 ✧	-3 ✧	-5 ✧
B32 I have the tools I need to do my job effectively	12	47	14	18	8	59%	-7 ✧	-12 ✧	-17 ✧
B33 I have an acceptable workload	9	48	16	18	10	56%	-4 ✧	-4 ✧	-10 ✧
B34 I achieve a good balance between my work life and my private life	15	51	15	12	7	66%	-3 ✧	-3 ✧	-9 ✧

HM Courts & Tribunals Service

All questions by theme

◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Pay and benefits

14%   **-2** ◇ Difference from previous survey
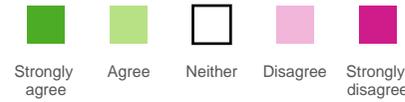
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B35	I feel that my pay adequately reflects my performance	11	11		28	49	12%	-2 ◇	-19 ◇	-25 ◇
B36	I am satisfied with the total benefits package	17		20	26	35	19%	-3 ◇	-16 ◇	-24 ◇
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	9	12		27	51	10%	-2 ◇	-17 ◇	-23 ◇

Leadership and managing change

35%   **-8** ◇ Difference from previous survey
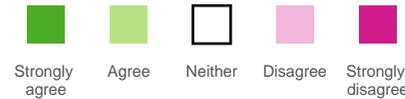
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B38	Senior managers in HMCTS are sufficiently visible	9	41	19	19	13	50%	-5 ◇	-12 ◇	-21 ◇
B39	I believe the actions of senior managers are consistent with HMCTS' values	7	35	34	13	11	42%	-7 ◇	-10 ◇	-20 ◇
B40	I believe that the HMCTS Senior Management Team has a clear vision for the future of HMCTS	7	32	31	16	13	40%	-9 ◇	-8 ◇	-17 ◇
B41	Overall, I have confidence in the decisions made by HMCTS' senior managers	6	26	30	21	18	32%	-8 ◇	-17 ◇	-26 ◇
B42	I feel that change is managed well in HMCTS		22	25	30	20	25%	-9 ◇	-8 ◇	-17 ◇
B43	When changes are made in HMCTS they are usually for the better		18	30	30	19	21%	-10 ◇	-14 ◇	-21 ◇
B44	HMCTS keeps me informed about matters that affect me	5	42	23	17	13	47%	-6 ◇	-12 ◇	-18 ◇
B45	I have the opportunity to contribute my views before decisions are made that affect me		24	24	28	21	28%	-8 ◇	-13 ◇	-21 ◇
B46	I think it is safe to challenge the way things are done in HMCTS		30	28	20	16	35%	-6 ◇	-13 ◇	-19 ◇

Returns : 10,917   Response rate : 61%   Civil Service People Survey 2018

All questions by theme

◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Engagement

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B47	I am proud when I tell others I am part of HMCTS	10	35	31	14	9	45%	-3 ◇	-21 ◇	-25 ◇
B48	I would recommend HMCTS as a great place to work	6	24	28	25	16	30%	-5 ◇	-28 ◇	-35 ◇
B49	I feel a strong personal attachment to HMCTS	9	29	29	21	12	38%	-2 ◇	-14 ◇	-20 ◇
B50	HMCTS inspires me to do the best in my job	7	27	33	21	12	34%	-5 ◇	-15 ◇	-23 ◇
B51	HMCTS motivates me to help it achieve its objectives	6	26	33	21	13	32%	-5 ◇	-16 ◇	-22 ◇

Taking action

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B52	I believe that senior managers in HMCTS will take action on the results from this survey	6	29	25	21	20	35%	-8 ◇	-14 ◇	-24 ◇
B53	Where I work, I think effective action has been taken on the results of the last survey	7	25	36	17	16	32%	-7 ◇	-4 ◇	-13 ◇

HM Courts & Tribunals Service

All questions by theme

◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Organisational culture

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B54	I am trusted to carry out my job effectively	29	61	6			**89%**	-1 ◇	0	-1 ◇
B55	I believe I would be supported if I try a new idea, even if it may not work	16	49	21	10		**65%**	-4 ◇	-7 ◇	-11 ◇
B56	In HMCTS, people are encouraged to speak up when they identify a serious policy or delivery risk	14	50	20	9	6	**64%**	-2 ◇	-4 ◇	-9 ◇
B57	I feel able to challenge inappropriate behaviour in the workplace	13	48	18	13	8	**61%**	-2 ◇	-5 ◇	-9 ◇
B58	HMCTS is committed to creating a diverse and inclusive workplace	15	53	22	5	5	**68%**	-2 ◇	-7 ◇	-11 ◇

Leadership statement

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B59	Senior managers in HMCTS actively role model the behaviours set out in the Civil Service Leadership Statement	6	32	41	11	9	**39%**	-6 ◇	-10 ◇	-19 ◇
B60	My manager actively role models the behaviours set out in the Civil Service Leadership Statement	14	43	29	7	7	**57%**	-4 ◇	-10 ◇	-16 ◇

Civil Service vision

		Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B61	I am aware of the Civil Service vision for 'A Brilliant Civil Service'	6	41	24	22	8	**47%**	-1	-4 ◇	-19 ◇
B62	I understand how my work contributes to helping us become 'A Brilliant Civil Service'	6	37	29	21	8	**42%**	-3 ◇	0	-8 ◇

HM Courts and Tribunals Service

Returns : 10,917   Response rate : 61%   Civil Service People Survey 2018

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Wellbeing

Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, the four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.

		0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W01	Overall, how satisfied are you with your life nowadays?	16	24	44	16	61%	-1 ✧	-6 ✧	-8 ✧
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	13	21	44	23	67%	-1	-5 ✧	-8 ✧
W03	Overall, how happy did you feel yesterday?	19	22	37	22	59%	-1 ✧	-4 ✧	-7 ✧

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.
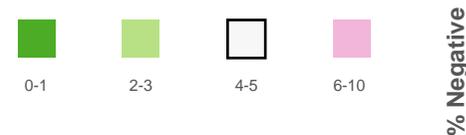
		0-1	2-3	4-5	6-10	% Negative			
W04	Overall, how anxious did you feel yesterday?	23	23	21	33	33%	+2 ✧	+1 ✧	+3 ✧

All questions by theme

Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for HMCTS?

		%	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
I want to leave HMCTS as soon as possible		14%	+2 ✧	+6 ✧	+2 ✧
I want to leave HMCTS within the next 12 months		17%	+2 ✧	+2 ✧	-2 ✧
I want to stay working for HMCTS for at least the next year		25%	-2 ✧	-9 ✧	-14 ✧
I want to stay working for HMCTS for at least the next three years		44%	-3 ✧	+1 ✧	-9 ✧

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	87	13	87%	-2 ✧	-5 ✧	-7 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	73	27	73%	-3 ✧	+6 ✧	0
D03. Are you confident that if you raised a concern under the Civil Service Code in HMCTS it would be investigated properly?	64	36	64%	-4 ✧	-7 ✧	-12 ✧

All questions by theme

Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?
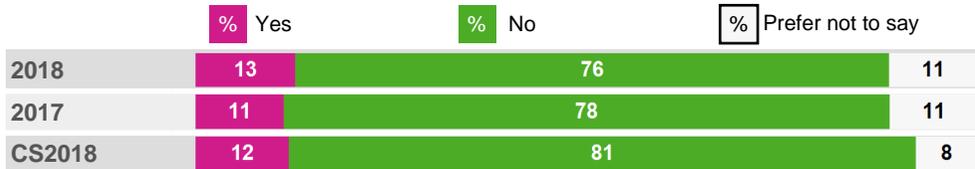
	% Yes	% No	% Prefer not to say
2018	13	76	11
2017	11	78	11
CS2018	12	81	8

E03. During the past 12 months have you personally experienced bullying or harassment at work?

	% Yes	% No	% Prefer not to say
2018	12	78	10
2017	10	80	10
CS2018	11	82	7

For respondents who selected 'Yes' to question E03.
E05. Did you report the bullying and harassment you experienced?

	% Yes	% No	% Prefer not to say
2018	48	37	14
2017	42	39	19
CS2018	40	46	14
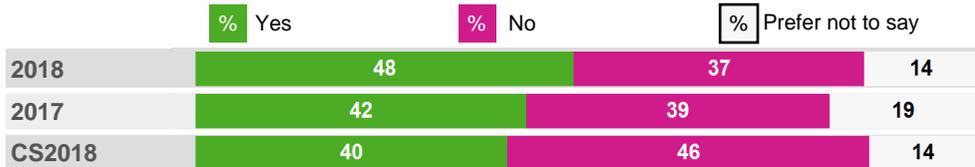
For respondents who selected 'Yes' to question E03.
E06. In your opinion, has this issue been resolved?

	Yes	No	Prefer not to say
2018	17	63	20
2017	18	58	24
CS2018	20	61	18

For respondents who selected 'Yes' to question E01.
E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)

	Response Count	
Age	185	
Caring responsibilities	168	
Disability	185	
Ethnic background	133	
Gender	156	
Gender reassignment or perceived gender	--	
Grade, pay band or responsibility level	298	
Main spoken/written language or language ability	59	
Marital status	36	
Pregnancy, maternity or paternity	29	
Religion or belief	67	
Sexual orientation	32	
Social or educational background	65	
Working location	127	
Working pattern	302	
Any other grounds	356	
Prefer not to say	257	

For respondents who selected 'Yes' to question E03.
E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)

	Response Count	
A colleague	576	
Your manager	393	
Another manager in my part of HMCTS	325	
Someone you manage	52	
Someone who works for another part of HMCTS	90	
A member of the public	72	
Someone else	55	
Prefer not to say	169	

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

HM Courts and Tribunals Service questions

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

	Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01	I have a strong sense of purpose at work	19	54	15	8		73%	+3 ✧
F02	People treat others with humanity where I work	19	58	14	6		77%	0
F03	I am treated with humanity at work	19	61	13			80%	+1 ✧
F04	The people in my team are open to new ideas to improve the services we deliver	18	57	15	7		75%	-1 ✧
F05	My manager recognises when I work together with people in other teams not just my own	20	51	17	7		71%	-2 ✧
F06	The decisions taken by my team deliver value for money	16	47	27	6		63%	New
F07	I am confident that HMCTS is taking effective action to reduce discrimination, bullying and harassment^	12	44	30	9	6	55%	-3 ✧
F08	I strive to make my workplace a truly inclusive environment	21	56	19			77%	New
F09	I make a point of tackling bullying and harassment when I see it happening around me	18	52	25			70%	New
F10	I grab hold of opportunities to develop my skills in the workplace	18	49	25	6		67%	New
F11	I pursue ideas to improve the services we deliver	17	55	22			72%	New
F12	I work with people from other teams to improve the services we deliver	18	55	19	5		74%	New
F13	I know where to get the information I need about what's going on in HMCTS	13	60	17	7		73%	New

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

HM Courts and Tribunals Service questions

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F14	I have the opportunity to read and watch the communications (e.g. intranet articles, eNews, and Susan Acland-Hood's stand ups) about what is going on in HMCTS	15	55	14	10	6	**70%**	New
F15	I am given enough support to develop the skills I need as HMCTS changes	10	43	26	15	7	**53%**	New
F16	Collaborating with colleagues helps me to learn new skills and knowledge	18	61	14			**80%**	New
F17	I understand how HMCTS reform could affect me over the coming years	13	45	18	14	10	**58%**	New
F18	I believe our reform programme will mean that the people who use our services will receive a better service than they do today	8	25	30	18	20	**33%**	New
F19	The place I usually work is suitable for me to effectively deliver my work	17	57	14	8	5	**74%**	New
F20	I have regular PID (Personal Impact & Development) chats with my line manager	Yes: 72%		No: 28%			**72%**	New
F21	If you said yes to question F20: Using the PID (Personal Impact & Development) approach has made me feel more supported by my line manager	18	49	23	8		**67%**	New
F22	My line manager has the skills he/she needs to have a meaningful PID (Personal Impact & Development) chat with me	19	50	19	7	5	**69%**	New
F23	The new reward and recognition (R&R) system (i.e. real-time reward rather than once a year reward) motivates me to do a better job	8	20	31	22	19	**28%**	New
F24	If I needed to, there are people at work with whom I can talk openly about mental health issues	18	49	18	8	7	**67%**	New

HM Courts & Tribunals Service

Proxy Stress Index and PERMA Index

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

34%

Difference from previous survey	+3 ✧
Difference from CS2018	+5 ✧
Difference from CS High Performers	+8 ✧

70%
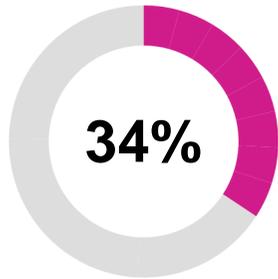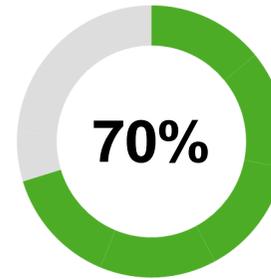
Difference from previous survey	-1 ✧
Difference from CS2018	-3 ✧
Difference from CS High Performers	-5 ✧

Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.
We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

		% positive
B05	I have a choice in deciding how I do my work	60%
B08	My manager motivates me to be more effective in my job	64%
B18	The people in my team can be relied upon to help when things get difficult in my job	83%
B26	I am treated with respect by the people I work with	81%
B30	I have clear work objectives	76%
B33	I have an acceptable workload	56%
B45	I have the opportunity to contribute my views before decisions are made that affect me	28%
E03	During the past 12 months have you personally experienced bullying or harassment at work?	78%

PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.
The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index.
A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

		% positive
B01	I am interested in my work	86%
B03	My work gives me a sense of personal accomplishment	71%
B18	The people in my team can be relied upon to help when things get difficult in my job	83%
W01	Overall, how satisfied are you with your life nowadays?	61%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	67%

Appendix

Glossary of key terms

% positive	The proportion who selected either "agree" or "strongly agree" for a question (or all questions within a theme in the case of **Theme score % positive**).
Previous survey	Comparisons to the previous survey relate to the results from the 2017 Civil Service People Survey. Where a question is flagged as changed since the last survey comparisons should be treated with caution as changes to wording may affect how people respond to the question.
CS2018	The CS2018 benchmark is the median percent positive across all organisations that participated in the 2018 Civil Service People Survey.
CS High Performers	For each question, this is the upper quartile score across all organisations that have taken part in the 2018 Civil Service People Survey. The 'CS High Performer' comparator for the Proxy Stress Index has been corrected (reissued 23/11/2018).

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, the differences presented in this report will not match the rounded figures of the scores being compared. For example, if your unrounded Engagement Index score is 75.43647583%, your organisation overall's score is 74.63572484% and the difference between the two is +0.800751%, in this report these scores would appear as 75%, 75% and +1.

Statistical significance: ✧

Statistical testing has been carried out to identify statistically significant* differences between your results and a number of comparators. You can therefore be confident that the difference represents a real difference in opinion between the results.
*Note, there needs to be 30 responses at question level, 20 responses at theme level or 10 responses at index level for statistical testing to be carried out on the corresponding scores.

The employee engagement index

The survey includes five questions that make up the engagement index (B47-B51). The index score represents the average level of engagement in that unit and ranges from 0 to 100. An index score of 0 represents all respondents in that unit saying they strongly disagree to all five engagement questions and a score of 100 represents all respondents saying they strongly agree to all five engagement questions.

The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. A statistical technique (a form of regression) is used to identify the extent to which each question in the survey has an association with engagement. Questions identified as having an association are called 'Drivers of engagement': page 3 of this report shows the questions that had the strongest association with engagement in this unit.

Confidentiality

The survey was carried out as part of the 2018 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International is a member of the Market Research Society, and is bound by their strict code of conduct and confidentiality rules. These rules do not allow for the breakdown of the results to the extent where the anonymity of individuals may be compromised. Groups of fewer than 10 respondents will not be reported on, however their responses do contribute to the overall scores for the unit and organisation they belong to and the overall Civil Service results.

ORC's Privacy Policy (www.orcinternational.co.uk/privacy) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.