

# Legal Services Commission

Returns: 1,173

Response rate: 78%

## Your engagement index

**53%**

Difference from CS2011

**-2** ✧

Difference from CS High Performers

**-9** ✧

See the appendix for further details

The three elements of engagement and their component questions are:

**Say: speaks positively of the organisation...**

|   | % Positive | Difference from CS2011 |
|---|------------|------------------------|
| B50. I am proud when I tell others I am part of LSC | <b>40%</b> | -12 ✧                  |
| B51. I would recommend LSC as a great place to work | <b>37%</b> | -6 ✧                   |

**Stay: emotionally attached and committed to the organisation...**

|   |            |      |
|---|------------|------|
| B52. I feel a strong personal attachment to LSC | <b>42%</b> | -3 ✧ |
|---|------------|------|

**Strive: motivated to do the best for the organisation...**

|   |            |      |
|---|------------|------|
| B53. LSC inspires me to do the best in my job           | <b>34%</b> | -4 ✧ |
| B54. LSC motivates me to help it achieve its objectives | <b>33%</b> | -3 ✧ |

✧ = Statistically significant difference from comparison

The results for the engagement questions are shown in detail on page 8

## Drivers of engagement

Employee engagement is shaped by experiences at work, as measured by nine themes in the survey. The table below shows how you performed on each of these themes, ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.




|                                       | Strength of association with engagement | Theme score % positive | Difference from CS2011 | Difference from CS High Performers |
|---------------------------------------|---|------------------------|------------------------|------------------------------------|
| Leadership and managing change        |   | <b>39%</b>             | +1                     | -8 ✧                               |
| My work                               |   | <b>66%</b>             | -5 ✧                   | -11 ✧                              |
| My line manager                       |   | <b>64%</b>             | 0                      | -3 ✧                               |
| Resources and workload                |   | <b>73%</b>             | 0                      | -3 ✧                               |
| Learning and development              |   | <b>40%</b>             | -3 ✧                   | -11 ✧                              |
| My team                               |   | <b>73%</b>             | -4 ✧                   | -7 ✧                               |
| Pay and benefits                      |   | <b>44%</b>             | +13 ✧                  | +5 ✧                               |
| Organisational objectives and purpose |   | <b>80%</b>             | -1 ✧                   | -6 ✧                               |
| Inclusion and fair treatment          |   | <b>73%</b>             | 0                      | -4 ✧                               |

✧ = Statistically significant difference from comparison

# Top three key driver themes in more detail








The three themes which have the strongest association with engagement are shown below. Questions are ranked by difference from CS2011.

✧ indicates statistically significant difference from comparison

|   | % Positive | Difference from CS2011 |
|---|------------|------------------------|
| <b>Leadership and managing change</b> <span style="float: right;">Strength of association with engagement: </span> |            |                        |
| B43. I believe that the Executive Team has a clear vision for the future of LSC   | <b>43%</b> | +4 ✧                   |
| B41. Senior managers in LSC are sufficiently visible  | <b>49%</b> | +4 ✧                   |
| B47. LSC keeps me informed about matters that affect me   | <b>58%</b> | +3 ✧                   |
| B42. I believe the actions of senior managers are consistent with LSC's values  | <b>41%</b> | +2 ✧                   |
| B49. I think it is safe to challenge the way things are done in LSC   | <b>39%</b> | 0                      |
| B44. Overall, I have confidence in the decisions made by LSC's senior managers  | <b>37%</b> | 0                      |
| B45. I feel that change is managed well in LSC  | <b>28%</b> | 0                      |
| B46. When changes are made in LSC they are usually for the better   | <b>22%</b> | 0                      |
| B48. I have the opportunity to contribute my views before decisions are made that affect me   | <b>32%</b> | -4 ✧                   |
| B40. I feel that LSC as a whole is managed well   | <b>36%</b> | -4 ✧                   |
| <b>My work</b> <span style="float: right;">Strength of association with engagement: </span>                       |            |                        |
| B04. I feel involved in the decisions that affect my work   | <b>46%</b> | -3 ✧                   |
| B01. I am interested in my work   | <b>85%</b> | -3 ✧                   |
| B02. I am sufficiently challenged by my work  | <b>68%</b> | -6 ✧                   |
| B03. My work gives me a sense of personal accomplishment  | <b>65%</b> | -7 ✧                   |
| B05. I have a choice in deciding how I do my work   | <b>63%</b> | -8 ✧                   |
| <b>My line manager</b> <span style="float: right;">Strength of association with engagement: </span>              |            |                        |
| B15. I receive regular feedback on my performance   | <b>63%</b> | +3 ✧                   |
| B18. Poor performance is dealt with effectively in my team  | <b>40%</b> | +3 ✧                   |
| B12. My manager helps me to understand how I contribute to LSC's objectives   | <b>61%</b> | +2 ✧                   |
| B17. I think that my performance is evaluated fairly  | <b>64%</b> | +2 ✧                   |
| B16. The feedback I receive helps me to improve my performance  | <b>59%</b> | +1                     |
| B09. My manager motivates me to be more effective in my job   | <b>62%</b> | -1                     |
| B13. Overall, I have confidence in the decisions made by my manager   | <b>69%</b> | -2 ✧                   |
| B10. My manager is considerate of my life outside work  | <b>76%</b> | -3 ✧                   |
| B14. My manager recognises when I have done my job well   | <b>72%</b> | -4 ✧                   |
| B11. My manager is open to my ideas   | <b>74%</b> | -5 ✧                   |

# All questions by theme

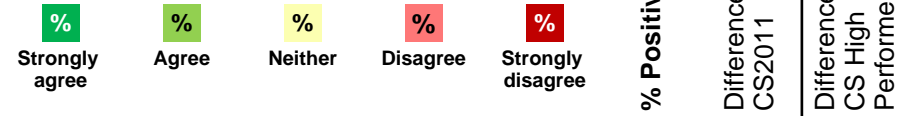
This section shows the results for each question in the survey, by theme.  
 ✧ indicates statistically significant difference from comparison

|   |  %<br>Strongly agree |  %<br>Agree |  %<br>Neither |  %<br>Disagree |  %<br>Strongly disagree | % Positive | Difference from CS2011 | Difference from CS High Performers |
|---|---|--|--|---|--|------------|------------------------|------------------------------------|
| <b>My work</b>  |   |  |  |   |  |            |                        |                                    |
|  :Strength of association with engagement |   |  |  |   |  |            |                        |                                    |
| B01. I am interested in my work   | 30  | 55   | 10   | 4   | 85%  | -3 ✧       | -6 ✧                   |                                    |
| B02. I am sufficiently challenged by my work  | 22  | 46   | 15   | 13  | 4  | 68%        | -6 ✧                   | -11 ✧                              |
| B03. My work gives me a sense of personal accomplishment  | 18  | 48   | 17   | 14  | 4  | 65%        | -7 ✧                   | -12 ✧                              |
| B04. I feel involved in the decisions that affect my work   | 10  | 36   | 20   | 23  | 11   | 46%        | -3 ✧                   | -13 ✧                              |
| B05. I have a choice in deciding how I do my work   | 19  | 44   | 17   | 15  | 6  | 63%        | -8 ✧                   | -14 ✧                              |
| <b>Organisational objectives and purpose</b>  |   |  |  |   |  |            |                        |                                    |
|  :Strength of association with engagement |   |  |  |   |  |            |                        |                                    |
| B06. I have a clear understanding of LSC's purpose  | 22  | 61   | 11   | 5   | 83%  | -1 ✧       | -7 ✧                   |                                    |
| B07. I have a clear understanding of LSC's objectives   | 19  | 58   | 14   | 8   | 76%  | -2 ✧       | -8 ✧                   |                                    |
| B08. I understand how my work contributes to LSC's objectives   | 23  | 58   | 13   | 4   | 81%  | 0          | -5 ✧                   |                                    |

# All questions by theme

This section shows the results for each question in the survey, by theme.

✧ indicates statistically significant difference from comparison



## My line manager

:Strength of association with engagement

| Question  | Strongly agree (%) | Agree (%) | Neither (%) | Disagree (%) | Strongly disagree (%) | % Positive | Difference from CS2011 | Difference from CS High Performers |
|---|--------------------|-----------|-------------|--------------|-----------------------|------------|------------------------|------------------------------------|
| B09. My manager motivates me to be more effective in my job                 | 18                 | 45        | 20          | 12           | 6                     | 62%        | -1                     | -4 ✧                               |
| B10. My manager is considerate of my life outside work                      | 35                 | 42        | 15          | 5            | 4                     | 76%        | -3 ✧                   | -6 ✧                               |
| B11. My manager is open to my ideas   | 28                 | 46        | 17          | 6            | 6                     | 74%        | -5 ✧                   | -7 ✧                               |
| B12. My manager helps me to understand how I contribute to LSC's objectives | 14                 | 46        | 27          | 9            | 4                     | 61%        | +2 ✧                   | -4 ✧                               |
| B13. Overall, I have confidence in the decisions made by my manager         | 24                 | 45        | 18          | 8            | 5                     | 69%        | -2 ✧                   | -6 ✧                               |
| B14. My manager recognises when I have done my job well                     | 25                 | 48        | 16          | 8            | 4                     | 72%        | -4 ✧                   | -7 ✧                               |
| B15. I receive regular feedback on my performance                           | 18                 | 45        | 19          | 13           | 5                     | 63%        | +3 ✧                   | -2 ✧                               |
| B16. The feedback I receive helps me to improve my performance              | 16                 | 43        | 26          | 10           | 5                     | 59%        | +1                     | -2 ✧                               |
| B17. I think that my performance is evaluated fairly                        | 16                 | 48        | 22          | 9            | 5                     | 64%        | +2 ✧                   | -3 ✧                               |
| B18. Poor performance is dealt with effectively in my team                  | 8                  | 33        | 30          | 19           | 11                    | 40%        | +3 ✧                   | 0                                  |

## My team






:Strength of association with engagement

|   |    |    |    |   |   |     |      |      |
|---|----|----|----|---|---|-----|------|------|
| B19. The people in my team can be relied upon to help when things get difficult in my job     | 30 | 50 | 10 | 6 | 6 | 80% | -2 ✧ | -5 ✧ |
| B20. The people in my team work together to find ways to improve the service we provide       | 26 | 47 | 16 | 8 | 8 | 73% | -5 ✧ | -9 ✧ |
| B21. The people in my team are encouraged to come up with new and better ways of doing things | 21 | 45 | 21 | 8 | 4 | 66% | -2 ✧ | -8 ✧ |

# All questions by theme

This section shows the results for each question in the survey, by theme.

✧ indicates statistically significant difference from comparison

|   |  %<br>Strongly agree |  %<br>Agree |  %<br>Neither |  %<br>Disagree |  %<br>Strongly disagree | % Positive | Difference from CS2011 | Difference from CS High Performers |
|---|---|--|--|---|--|------------|------------------------|------------------------------------|
| <b>Learning and development</b>   |   |  |  |   |  |            |                        |                                    |
| ✧ :Strength of association with engagement  |   |  |  |   |  |            |                        |                                    |
| B22. I am able to access the right learning and development opportunities when I need to                              | 8   | 40   | 29   | 18  | 5  | 48%        | -6 ✧                   | -16 ✧                              |
| B23. Learning and development activities I have completed in the past 12 months have helped to improve my performance | 9   | 32   | 37   | 15  | 7  | 41%        | -3 ✧                   | -11 ✧                              |
| B24. There are opportunities for me to develop my career in LSC   | 6   | 26   | 25   | 24  | 18   | 32%        | +1                     | -6 ✧                               |
| B25. Learning and development activities I have completed while working for LSC are helping me to develop my career   | 8   | 30   | 32   | 20  | 11   | 37%        | -2 ✧                   | -8 ✧                               |
| <b>Inclusion and fair treatment</b>   |   |  |  |   |  |            |                        |                                    |
| ✧ :Strength of association with engagement  |   |  |  |   |  |            |                        |                                    |
| B26. I am treated fairly at work  | 21  | 57   | 12   | 7   |  | 77%        | -1                     | -4 ✧                               |
| B27. I am treated with respect by the people I work with  | 24  | 59   | 11   | 4   |  | 83%        | -1                     | -3 ✧                               |
| B28. I feel valued for the work I do  | 14  | 43   | 21   | 16  | 6  | 57%        | -2 ✧                   | -9 ✧                               |
| B29. I think that LSC respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)        | 21  | 54   | 18   | 5   |  | 74%        | +4 ✧                   | -2 ✧                               |

# All questions by theme

This section shows the results for each question in the survey, by theme.

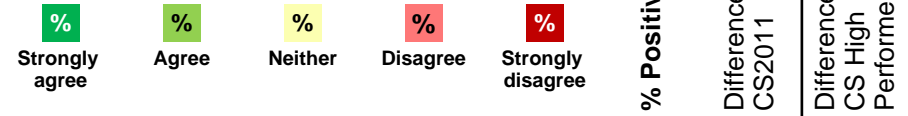
✧ indicates statistically significant difference from comparison

|  |  %<br>Strongly agree |  %<br>Agree |  %<br>Neither |  %<br>Disagree |  %<br>Strongly disagree | % Positive | Difference from CS2011 | Difference from CS High Performers |
|--|---|--|--|---|--|------------|------------------------|------------------------------------|
| <b>Resources and workload</b>  |   |  |  |   |  |            |                        |                                    |
|  :Strength of association with engagement  |   |  |  |   |  |            |                        |                                    |
| B30. In my job, I am clear what is expected of me  | 20  | 65   | 9  | 5   | 85%  | +2 ✧       | -2 ✧                   |                                    |
| B31. I get the information I need to do my job well  | 10  | 47   | 21   | 17  | 4  | 57%        | -10 ✧                  | -14 ✧                              |
| B32. I have clear work objectives  | 15  | 61   | 14   | 8   | 76%  | +3 ✧       | -2 ✧                   |                                    |
| B33. I have the skills I need to do my job effectively   | 26  | 62   | 8  |   | 88%  | 0          | -2 ✧                   |                                    |
| B34. I have the tools I need to do my job effectively  | 13  | 52   | 19   | 12  | 4  | 65%        | -5 ✧                   | -11 ✧                              |
| B35. I have an acceptable workload   | 9   | 51   | 16   | 16  | 7  | 61%        | 0                      | -4 ✧                               |
| B36. I achieve a good balance between my work life and my private life   | 18  | 58   | 13   | 8   | 76%  | +9 ✧       | +3 ✧                   |                                    |
| <b>Pay and benefits</b>  |   |  |  |   |  |            |                        |                                    |
|  :Strength of association with engagement |   |  |  |   |  |            |                        |                                    |
| B37. I feel that my pay adequately reflects my performance   | 4   | 35   | 22   | 26  | 14   | 39%        | +7 ✧                   | 0                                  |
| B38. I am satisfied with the total benefits package  | 8   | 46   | 26   | 14  | 6  | 54%        | +20 ✧                  | +14 ✧                              |
| B39. Compared to people doing a similar job in other organisations I feel my pay is reasonable                             | 6   | 33   | 25   | 23  | 12   | 40%        | +12 ✧                  | +4 ✧                               |

# All questions by theme

This section shows the results for each question in the survey, by theme.

✧ indicates statistically significant difference from comparison



## Leadership and managing change

Strength of association with engagement

| Question  | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from CS2011 | Difference from CS High Performers |
|---|----------------|-------|---------|----------|-------------------|------------|------------------------|------------------------------------|
| B40. I feel that LSC as a whole is managed well   | 4              | 32    | 28      | 25       | 11                | 36%        | -4 ✧                   | -18 ✧                              |
| B41. Senior managers in LSC are sufficiently visible  | 7              | 42    | 21      | 21       | 9                 | 49%        | +4 ✧                   | -10 ✧                              |
| B42. I believe the actions of senior managers are consistent with LSC's values              | 5              | 36    | 34      | 17       | 8                 | 41%        | +2 ✧                   | -9 ✧                               |
| B43. I believe that the Executive Team has a clear vision for the future of LSC             | 6              | 37    | 33      | 14       | 9                 | 43%        | +4 ✧                   | -7 ✧                               |
| B44. Overall, I have confidence in the decisions made by LSC's senior managers              | 5              | 31    | 32      | 20       | 11                | 37%        | 0                      | -11 ✧                              |
| B45. I feel that change is managed well in LSC  |                | 25    | 28      | 33       | 12                | 28%        | 0                      | -9 ✧                               |
| B46. When changes are made in LSC they are usually for the better                           |                | 20    | 36      | 31       | 10                | 22%        | 0                      | -9 ✧                               |
| B47. LSC keeps me informed about matters that affect me                                     | 7              | 51    | 23      | 13       | 7                 | 58%        | +3 ✧                   | -4 ✧                               |
| B48. I have the opportunity to contribute my views before decisions are made that affect me | 5              | 27    | 27      | 29       | 13                | 32%        | -4 ✧                   | -12 ✧                              |
| B49. I think it is safe to challenge the way things are done in LSC                         | 6              | 33    | 29      | 22       | 10                | 39%        | 0                      | -7 ✧                               |

# All questions by theme

This section shows the results for each question in the survey, by theme.

✧ indicates statistically significant difference from comparison

|  | <b>%</b><br>Strongly agree | <b>%</b><br>Agree | <b>%</b><br>Neither | <b>%</b><br>Disagree | <b>%</b><br>Strongly disagree | <b>% Positive</b> | Difference from CS2011 | Difference from CS High Performers |
|--|----------------------------|-------------------|---------------------|----------------------|-------------------------------|-------------------|------------------------|------------------------------------|
| <b>Engagement</b>  |                            |                   |                     |                      |                               |                   |                        |                                    |
| B50. I am proud when I tell others I am part of LSC  | 8                          | 32                | 41                  | 15                   | 4                             | 40%               | -12 ✧                  | -25 ✧                              |
| B51. I would recommend LSC as a great place to work  | 8                          | 30                | 37                  | 20                   | 6                             | 37%               | -6 ✧                   | -18 ✧                              |
| B52. I feel a strong personal attachment to LSC  | 9                          | 33                | 34                  | 18                   | 6                             | 42%               | -3 ✧                   | -11 ✧                              |
| B53. LSC inspires me to do the best in my job  | 6                          | 28                | 38                  | 22                   | 6                             | 34%               | -4 ✧                   | -15 ✧                              |
| B54. LSC motivates me to help it achieve its objectives                                      | 6                          | 27                | 38                  | 22                   | 8                             | 33%               | -3 ✧                   | -12 ✧                              |
| <b>Taking action</b>   |                            |                   |                     |                      |                               |                   |                        |                                    |
| B55. I believe that senior managers in LSC will take action on the results from this survey  | 7                          | 33                | 28                  | 20                   | 12                            | 40%               | +1                     | -10 ✧                              |
| B56. I believe that managers where I work will take action on the results from this survey   | 10                         | 41                | 25                  | 15                   | 9                             | 51%               | +2 ✧                   | -5 ✧                               |
| B57. Where I work, I think effective action has been taken on the results of the last survey | 5                          | 23                | 42                  | 18                   | 11                            | 28%               | -1                     | -9 ✧                               |



# All questions by theme

## Your plans for the future

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

|  |  |     | Difference from CS2011 | Difference from CS High Performers |
|--|--|-----|------------------------|------------------------------------|
| I want to leave LSC as soon as possible                          |  | 8%  | +1                     | -2 ✧                               |
| I want to leave LSC within the next 12 months                    |  | 14% | +3 ✧                   | 0                                  |
| I want to stay working for LSC for at least the next year        |  | 31% | +3 ✧                   | -4 ✧                               |
| I want to stay working for LSC for at least the next three years |  | 47% | -7 ✧                   | -14 ✧                              |

## The Civil Service Code

Differences are based on '% Yes' score

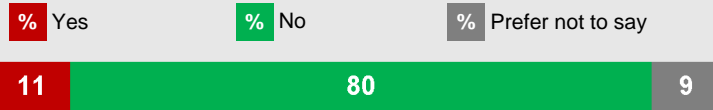
|  | % Yes | % No | % Yes | Difference from CS2011 | Difference from CS High Performers |
|--|-------|------|-------|------------------------|------------------------------------|
| D01. Are you aware of the Civil Service Code?  |       | 71   | 29%   | -56 ✧                  | -62 ✧                              |
| D02. Are you aware of how to raise a concern under the Civil Service Code?   |       | 79   | 21%   | -39 ✧                  | -45 ✧                              |
| D03. Are you confident that if you raised a concern under the Civil Service Code in LSC it would be investigated properly? |       | 64   | 36%   | -28 ✧                  | -35 ✧                              |

✧ indicates statistically significant difference from comparison

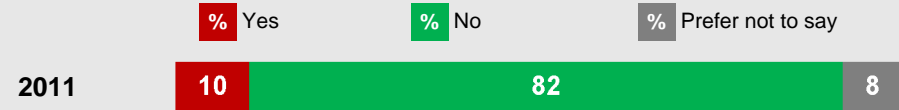
# All questions by theme

## Discrimination, harassment and bullying

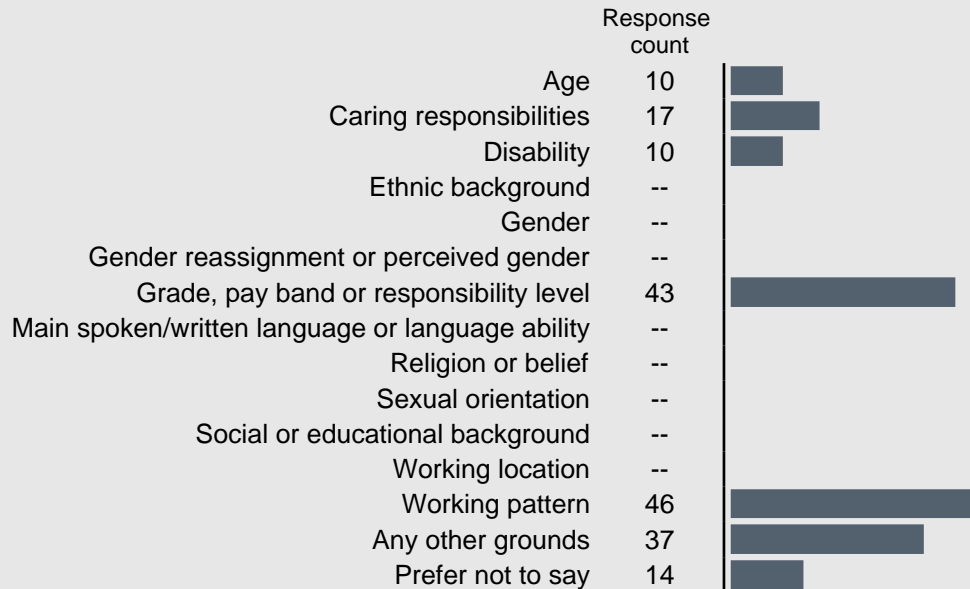
E01. During the past 12 months, have you personally experienced discrimination at work?



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

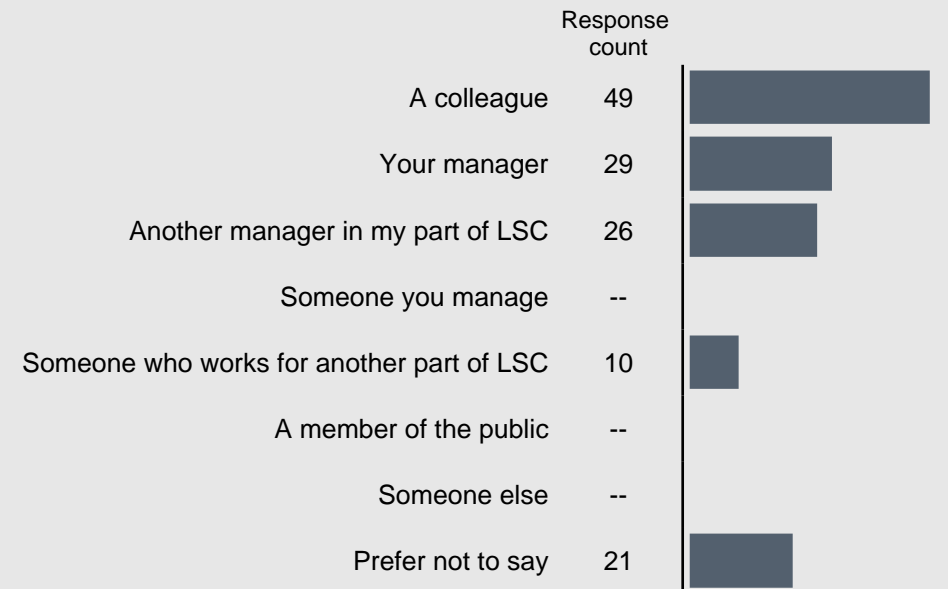


For respondents who selected 'Yes' to question E01.  
E02. On which of the following grounds have you personally experienced discrimination in the past 12 months? (multiple selection)



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

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)

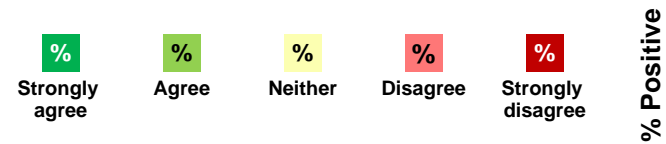


Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

# All questions by theme

This section shows the results for each question in the survey, by theme.

✦ indicates statistically significant difference from comparison



## Legal Services Commission questions

| Question   | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive |
|--|----------------|-------|---------|----------|-------------------|------------|
| F01. I understand how where I work fits into the Ministry of Justice   | Yes: 73%       |       | No: 27% |          |                   | 73%        |
| F02. Have you had a formal performance review in the last 12 months?   | Yes: 90%       |       | No: 10% |          |                   | 90%        |
| F03. My line manager uses coaching skills effectively  | 11             | 40    | 33      | 13       | 4                 | 51%        |
| F04. Overall I am satisfied with the job I do  | 13             | 60    | 16      | 8        |                   | 73%        |
| F05. I am aware of the LSC's strategic priorities  | 11             | 52    | 22      | 12       |                   | 63%        |
| F06. How accurately do you think our vision 'We will work with our providers and the justice system to be a respected Commissioner and administrator of Legal Aid' reflects the work we do?                      | 9              | 41    | 31      | 14       | 5                 | 50%        |
| F07. (More about discrimination, bullying and harassment) If you reported an instance of discrimination, bullying and harassment in 2011, do you feel the matter was investigated in a fair and appropriate way? | Yes: 58%       |       | No: 42% |          |                   | 58%        |
| F08. (More about discrimination, bullying and harassment) If you reported an instance of discrimination, bullying and harassment in 2011, were you satisfied with the outcome?                                   | Yes: 53%       |       | No: 47% |          |                   | 53%        |
| F09. (More about discrimination, bullying and harassment) I would feel able to report discrimination, bullying and harassment without worrying that it would have a negative impact on me                        | 15             | 44    | 20      | 15       | 7                 | 58%        |

# Appendix

## Glossary of key terms

|                           |  |
|---------------------------|--|
| <b>% positive</b>         | The proportion who selected either "agree" or "strongly agree" for a question (or all questions within a theme in the case of <b>Theme score % positive</b> ). |
| <b>CS2011</b>             | The CS2011 benchmark is the median percent positive across all organisations that participated in the 2011 Civil Service People Survey.                        |
| <b>CS High Performers</b> | For each question, this is the upper quartile score across all organisations that have taken part in the 2011 Civil Service People Survey.                     |

## Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

## Statistical significance: ✧

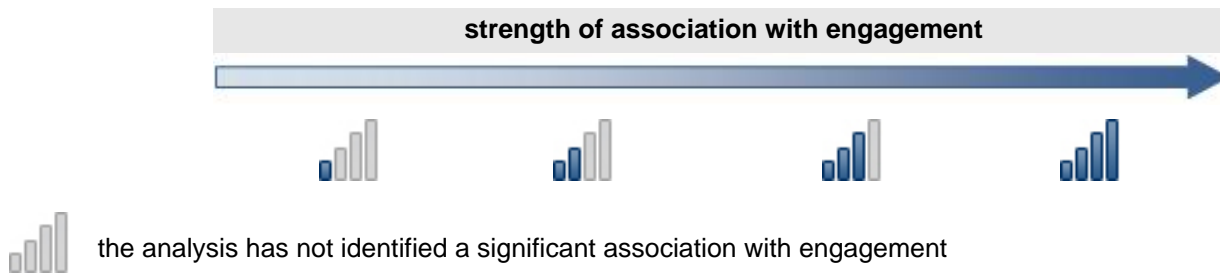
Statistical testing has been carried out on the comparisons between this year's results and CS2011 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

## The employee engagement index

The survey includes five questions that make up the engagement index (B50-B54). 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. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as show below. Themes with a full 4-bar icon have the strongest association with engagement.



## Confidentiality

This survey was carried out as part of the 2011 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all the 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 less 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.