HM Courts and Tribunals Service

Returns : 10,998   Response rate : 61%   Civil Service People Survey 2019

◇ Statistically significant difference from comparison

Engagement Index

54%

Difference from previous survey	+5	◇
Difference from CS2019	-9	◇
Difference from CS High Performers	-13	◇

My work

70%

Difference from previous survey	+3	◇
Difference from CS2019	-7	◇
Difference from CS High Performers	-10	◇

Organisational objectives and purpose

75%

Difference from previous survey	+3	◇
Difference from CS2019	-8	◇
Difference from CS High Performers	-12	◇

My manager

66%

Difference from previous survey	+2	◇
Difference from CS2019	-5	◇
Difference from CS High Performers	-8	◇

My team

79%

Difference from previous survey	+2	◇
Difference from CS2019	-3	◇
Difference from CS High Performers	-6	◇

Learning and development

48%

Difference from previous survey	+5	◇
Difference from CS2019	-7	◇
Difference from CS High Performers	-12	◇

Inclusion and fair treatment

74%

Difference from previous survey	+3	◇
Difference from CS2019	-5	◇
Difference from CS High Performers	-8	◇

Resources and workload

72%

Difference from previous survey	+3	◇
Difference from CS2019	-2	◇
Difference from CS High Performers	-6	◇

Pay and benefits

17%

Difference from previous survey	+3	◇
Difference from CS2019	-17	◇
Difference from CS High Performers	-25	◇

Leadership and managing change

40%

Difference from previous survey	+5	◇
Difference from CS2019	-9	◇
Difference from CS High Performers	-17	◇

Taking action

■ *% responding positively*   ☐ *% responding neutrally*   ■ *% responding negatively*

39% — B52. I believe that senior managers in HMCTS will take action on the results from this survey

33% — B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

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

11% — E01. Have you been discriminated against at work, in the past 12 months?

12% — E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

■ *% responding positively to W01 - W03*   ■ *% responding negatively to W04*

62% — W01. Overall, how satisfied are you with your life nowadays?

68% — 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

32%

PERMA Index

72%

Your plans for the future

11%	16%	27%	47%
I want to leave HMCTS as soon as possible	I want to leave HMCTS within the next 12 months	I want to stay working for HMCTS for at least the next year	I want to stay working for HMCTS for at least the next three years

HM Courts & Tribunals Service
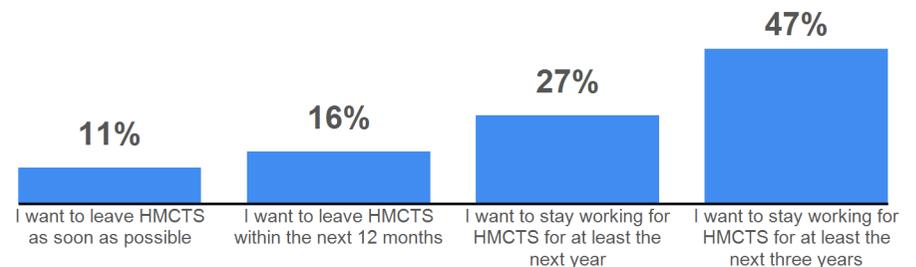
Headline scores

Highest positive scoring questions — % Positive

Question	Text	% Positive
B54	I am trusted to carry out my job effectively	91%
B31	I have the skills I need to do my job effectively	88%
B01	I am interested in my work	87%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
B26	I am treated with respect by the people I work with	83%

Highest neutral scoring questions — % Neutral

Question	Text	% Neutral
B53	Where I work, I think effective action has been taken on the results of the last survey	36%
B43	When changes are made in HMCTS they are usually for the better	34%
B39	I believe the actions of senior managers are consistent with HMCTS' values	33%
B51	HMCTS motivates me to help it achieve its objectives	33%
B40	I believe that the HMCTS Senior Management Team has a clear vision for the future of HMCTS	33%

Highest negative scoring questions — % Negative

Question	Text	% Negative
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	75%
B35	I feel that my pay adequately reflects my performance	73%
B36	I am satisfied with the total benefits package	53%
B42	I feel that change is managed well in HMCTS	43%
B45	I have the opportunity to contribute my views before decisions are made that affect me	43%

Please note that only questions B01-B60 are included in the above rankings

All questions by theme

My work — 70% — +3 ✧ Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	34	53	8			87%	+2 ✧	-3 ✧	-5 ✧
B02 I am sufficiently challenged by my work	30	48	12	9		77%	+1 ✧	-3 ✧	-6 ✧
B03 My work gives me a sense of personal accomplishment	25	49	14	9		74%	+3 ✧	-3 ✧	-6 ✧
B04 I feel involved in the decisions that affect my work	13	37	20	20	10	50%	+4 ✧	-10 ✧	-14 ✧
B05 I have a choice in deciding how I do my work	18	44	17	14	7	62%	+3 ✧	-16 ✧	-19 ✧
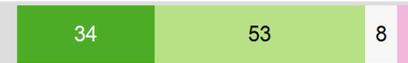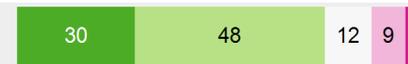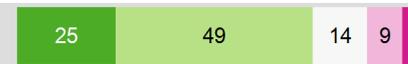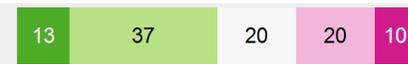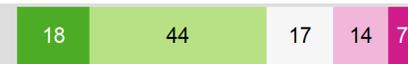
Organisational objectives and purpose — 75% — +3 ✧ Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B06 I have a clear understanding of HMCTS' objectives	17	56	16	8		73%	+3 ✧	-9 ✧	-13 ✧
B07 I understand how my work contributes to HMCTS' objectives	19	57	15	6		77%	+3 ✧	-7 ✧	-11 ✧
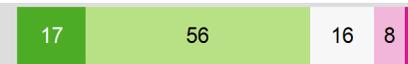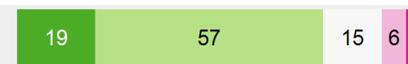
All questions by theme

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

My manager	**66**%	+2 ⬧ Difference from previous survey	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08 My manager motivates me to be more effective in my job			23	44	17	10	6	**67%**	+3 ⬧	-5 ⬧	-9 ⬧
B09 My manager is considerate of my life outside work			37	42	12	5		**79%**	+2 ⬧	-7 ⬧	-10 ⬧
B10 My manager is open to my ideas			30	46	14	6		**76%**	+2 ⬧	-8 ⬧	-10 ⬧
B11 My manager helps me to understand how I contribute to HMCTS' objectives			19	42	24	10	5	**61%**	+2 ⬧	-6 ⬧	-10 ⬧
B12 Overall, I have confidence in the decisions made by my manager			26	44	16	8	6	**70%**	+3 ⬧	-7 ⬧	-11 ⬧
B13 My manager recognises when I have done my job well			31	44	13	8		**75%**	+3 ⬧	-5 ⬧	-8 ⬧
B14 I receive regular feedback on my performance			21	43	17	13	6	**64%**	+2 ⬧	-4 ⬧	-8 ⬧
B15 The feedback I receive helps me to improve my performance			21	40	23	10	5	**61%**	+3 ⬧	-3 ⬧	-7 ⬧
B16 I think that my performance is evaluated fairly			20	44	21	9	6	**64%**	+3 ⬧	-4 ⬧	-8 ⬧
B17 Poor performance is dealt with effectively in my team			11	30	30	17	12	**41%**	+2 ⬧	+1 ⬧	-3 ⬧
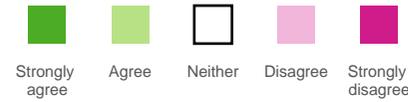
All questions by theme

My team — 79% +2 ◇ Difference from previous survey
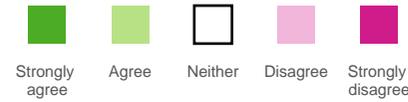
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	38	47	8	5		84%	+2 ◇	-2 ◇	-5 ◇
B19	The people in my team work together to find ways to improve the service we provide	33	47	11	6		81%	+1 ◇	-2 ◇	-6 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	44	16	8		72%	+2 ◇	-5 ◇	-8 ◇

Learning and development — 48% +5 ◇ Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	13	51	21	11		64%	+6 ◇	-1 ◇	-7 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	10	35	31	17	6	45%	+5 ◇	-9 ◇	-14 ◇
B23	There are opportunities for me to develop my career in HMCTS	10	34	25	19	13	44%	+6 ◇	-7 ◇	-14 ◇
B24	Learning and development activities I have completed while working for HMCTS are helping me to develop my career	9	29	32	19	11	38%	+4 ◇	-12 ◇	-18 ◇

HM Courts & Tribunals Service

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All questions by theme

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Inclusion and fair treatment

74% **+3** ◇ Difference from previous survey

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

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	25	52	12	7		77%	+3 ◇	-5 ◇	-7 ◇
B26	I am treated with respect by the people I work with	29	54	9	5		83%	+2 ◇	-3 ◇	-5 ◇
B27	I feel valued for the work I do	20	42	17	14	7	62%	+5 ◇	-6 ◇	-11 ◇
B28	I think that HMCTS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	23	50	17	6		73%	+4 ◇	-5 ◇	-8 ◇

Resources and workload

72% **+3** ◇ Difference from previous survey

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

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	13	55	17	12		68%	+2 ◇	-3 ◇	-8 ◇
B30	I have clear work objectives	17	61	13	7		78%	+2 ◇	+3 ◇	-1 ◇
B31	I have the skills I need to do my job effectively	25	63	8			88%	+2 ◇	-1 ◇	-4 ◇
B32	I have the tools I need to do my job effectively	15	51	13	15	6	66%	+6 ◇	-7 ◇	-13 ◇
B33	I have an acceptable workload	12	50	15	16	8	61%	+5 ◇	-2 ◇	-6 ◇
B34	I achieve a good balance between my work life and my private life	18	51	14	11	5	69%	+3 ◇	-2 ◇	-7 ◇

All questions by theme

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^ indicates a variation in question wording from your previous survey

Pay and benefits — 17% +3 ◇ Difference from previous survey
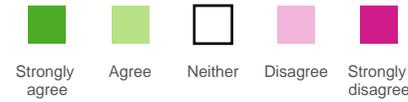
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35	I feel that my pay adequately reflects my performance	12		13	29	44	14%	+2 ◇	-20 ◇	-26 ◇
B36	I am satisfied with the total benefits package		21	22	25	28	24%	+5 ◇	-15 ◇	-24 ◇
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	10		13	28	47	12%	+2 ◇	-16 ◇	-23 ◇

Leadership and managing change — 40% +5 ◇ Difference from previous survey
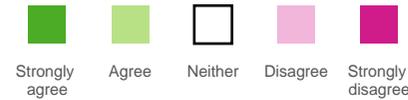
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38	Senior managers in HMCTS are sufficiently visible	11	42	19	17	11	53%	+4 ◇	-9 ◇	-19 ◇
B39	I believe the actions of senior managers are consistent with HMCTS' values	9	38	33	11	9	47%	+5 ◇	-8 ◇	-17 ◇
B40	I believe that the HMCTS Senior Management Team has a clear vision for the future of HMCTS	9	35	33	13	10	44%	+4 ◇	-6 ◇	-17 ◇
B41	Overall, I have confidence in the decisions made by HMCTS' senior managers	8	31	31	17	13	39%	+7 ◇	-12 ◇	-23 ◇
B42	I feel that change is managed well in HMCTS		26	27	28	15	30%	+5 ◇	-5 ◇	-16 ◇
B43	When changes are made in HMCTS they are usually for the better		23	34	26	14	27%	+6 ◇	-9 ◇	-17 ◇
B44	HMCTS keeps me informed about matters that affect me	6	44	24	16	10	51%	+3 ◇	-10 ◇	-18 ◇
B45	I have the opportunity to contribute my views before decisions are made that affect me	5	26	26	27	16	31%	+4 ◇	-9 ◇	-19 ◇
B46	I think it is safe to challenge the way things are done in HMCTS	6	34	29	19	13	40%	+5 ◇	-10 ◇	-17 ◇

![HM Courts & Tribunals Service]

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All questions by theme

Engagement

The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47	I am proud when I tell others I am part of HMCTS	13	38	30	12	7	50%	+6 ✧	-16 ✧	-22 ✧
B48	I would recommend HMCTS as a great place to work	9	29	29	21	12	38%	+8 ✧	-23 ✧	-32 ✧
B49	I feel a strong personal attachment to HMCTS	11	31	30	18	10	42%	+4 ✧	-10 ✧	-16 ✧
B50	HMCTS inspires me to do the best in my job	9	32	32	18	9	42%	+7 ✧	-11 ✧	-18 ✧
B51	HMCTS motivates me to help it achieve its objectives	9	30	33	18	10	39%	+7 ✧	-11 ✧	-17 ✧

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	8	31	25	18	17	39%	+4 ✧	-12 ✧	-21 ✧
B53	Where I work, I think effective action has been taken on the results of the last survey	8	25	36	16	14	33%	+2 ✧	-5 ✧	-11 ✧

HM Courts & Tribunals Service

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All questions by theme

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Organisational culture

| Strongly agree | Agree | Neither | Disagree | Strongly disagree |

				% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54	I am trusted to carry out my job effectively		32 / 58 / 5	91%	+1 ◇	+1 ◇	0 ◇
B55	I believe I would be supported if I try a new idea, even if it may not work		19 / 48 / 20 / 9	67%	+2 ◇	-6 ◇	-9 ◇
B56	In HMCTS, people are encouraged to speak up when they identify a serious policy or delivery risk		18 / 50 / 19 / 8 / 5	67%	+3 ◇	-3 ◇	-8 ◇
B57	I feel able to challenge inappropriate behaviour in the workplace		15 / 47 / 18 / 12 / 7	63%	+2 ◇	-4 ◇	-7 ◇
B58	HMCTS is committed to creating a diverse and inclusive workplace		19 / 52 / 20	72%	+4 ◇	-4 ◇	-8 ◇

Civil Service vision

| Strongly agree | Agree | Neither | Disagree | Strongly disagree |

				% Positive			
B59	I am aware of the Civil Service vision for 'A Brilliant Civil Service'		10 / 42 / 23 / 18 / 8	52%	+5 ◇	-6 ◇	-17 ◇

Leadership statement

| Always | Most of the time | Some-times | Rarely | Never |

				% Positive			
B60	Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^		21 / 37 / 29 / 9	58%	New	-9 ◇	-15 ◇

The % positive for this question is the proportion who selected either "Always" or "Most of the time".

All questions by theme

Wellbeing

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.

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	14	23	45	18	62%	+2 ◇	-5 ◇	-8 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	44	25	68%	+2 ◇	-3 ◇	-5 ◇
W03 Overall, how happy did you feel yesterday?	19	22	37	22	59%	0	-3 ◇	-6 ◇

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	% Negative			
W04 Overall, how anxious did you feel yesterday?	23	23	20	33	33%	0	+1 ◇	+3 ◇

All questions by theme

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

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 CS2019
I want to leave HMCTS as soon as possible	11%	-3 ✧	+4 ✧
I want to leave HMCTS within the next 12 months	16%	-1 ✧	+1 ✧
I want to stay working for HMCTS for at least the next year	27%	+2 ✧	-7 ✧
I want to stay working for HMCTS for at least the next three years	47%	+2 ✧	+3 ✧

The Civil Service Code

Differences are based on '% Yes' score

■ % Yes   ■ % No

	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	86%	-1 ✧	-5 ✧	-8 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	72%	-1 ✧	+6 ✧	0
D03. Are you confident that if you raised a concern under the Civil Service Code in HMCTS it would be investigated properly?	66%	+2 ✧	-5 ✧	-10 ✧

All questions by theme

Discrimination

E01. Have you been discriminated against at work, in the past 12 months?^

		Difference from previous survey	Difference from CS2019
Yes	11%	-1 ◇	0 ◇
No	78%	+2 ◇	-4 ◇
Prefer not to say	11%	0	+3 ◇

Of those who said they had experienced discrimination at work in the last 12 months, 88% said it occurred in HMCTS while 12% said it occurred in another organisation.

For respondents who selected 'Yes' to E01.
E02. On which of the following grounds were you discriminated against?^
(multiple selection)

	Response Count
Age	191
Caring responsibilities	167
Disability	208
Ethnic background	138
Gender	121
Gender reassignment or perceived gender	--
Grade or responsibility level	192
Main spoken/ written language or language ability	45
Marital status or civil partnership	19
Mental health	175
Pay	136
Pregnancy, maternity or paternity	23
Religion or belief	53
Sex	39
Sexual orientation	30
Social or educational background	47
Working location	113
Working pattern	265
Any other grounds	191
Prefer not to say	203

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

HM Courts & Tribunals Service

All questions by theme

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

Bullying and harassment

E03. Have you been bullied or harassed at work, in the past 12 months?^

		Difference from previous survey	Difference from CS2019
Yes	12%	0	0 ✧
No	79%	+1 ✧	-3 ✧
Prefer not to say	9%	-1 ✧	+3 ✧

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 91% said it occurred in HMCTS while 9% said it occurred in another organisation.

For respondents who selected 'Yes' to E03.
E03A. How would you describe the nature of the bullying and/or harassment you experienced?^ (multiple selection)

	Response Count
Comments about my personal appearance	185
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	68
Spreading gossip or making false accusations about me	465
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	428
Physical assault (e.g. object thrown at me, pushed, hit)	24
Humiliated in front of team or others	613
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	534
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	292
Treated less favourably to others	550
Ignored, excluded, marginalised	463
Undermining or taking credit for my work	311
Denied time off for personal ill health	81
Denied time off for family or caring responsibilities	96
Disclosure of personal / sensitive information to colleagues without my consent	137
Something else not listed here	136
Prefer not to say	80

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

Bullying and harassment

For respondents who selected 'Yes' to E03.
E04. Who bullied and/or harassed you?^ (multiple selection)

	Response Count	
A colleague in my Area/Directorate/Division	537	
A colleague in a different Area/Directorate/ Division of HMCTS	78	
My manager	400	
Another senior member of staff in HMCTS	252	
Someone I manage	74	
Someone working in a different Civil Service organisation	25	
Someone working for a non-Civil Service organisation	59	
A contractor	13	
A service user (e.g. customer, claimant, offender)	34	
A member of the public	46	
Someone else not listed here	51	
Prefer not to say	169	

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

For respondents who selected 'Yes' to E03.
E05. Did you report your experience of bullying and/or harassment?^

		Difference from previous survey	Difference from CS2019
Yes	50%	+2	0
No	40%	+3 ✧	-2 ✧
Prefer not to say	9%	-5 ✧	+3 ✧

For respondents who selected 'Yes' to E03.
E06. How would you describe your situation now?^

Difference from CS2019

Appropriate action was taken to address the behaviour I experienced

Yes	16%	0
No	60%	-2 ✧
Prefer not to say	23%	+2 ✧

The bullying and/or harassment has stopped

Yes	35%	-2 ✧
No	39%	+2
Prefer not to say	26%	+2 ✧

The culture in my area allows this kind of behaviour to continue

Yes	54%	-1
No	24%	-1
Prefer not to say	21%	+3 ✧

I felt like I was punished for reporting the incident

Yes	21%	+3 ✧
No	51%	-4 ✧
Prefer not to say	28%	+1

I moved to another team or role to avoid the behaviour

Yes	19%	-2 ✧
No	64%	+3 ✧
Prefer not to say	17%	+1

Additional questions selected by organisation

◇ indicates statistically significant difference from comparison

Safe to Challenge

* indicates negatively phrased question(s) where % positive is the proportion who selected "no"
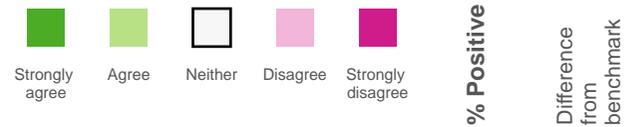
	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1 In the last 12 months, I have seen someone else being bullied or treated unfairly in HMCTS*	Yes: 23% No: 66% Prefer not to say: 11%					**66%**	-3 ◇
LQB2 I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	19	49	26			**69%**	+1 ◇
LQB3 I feel comfortable speaking to those more senior than me about their actions and impact	14	39	22	18	7	**53%**	0
LQB4 I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	9	30	30	20	11	**39%**	-3 ◇

Change Management

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQC1 I get to find out the reasons behind key changes that happen in HMCTS	5	35	29	23	8	**40%**	-6 ◇
LQC2 I understand what support is available to me as I am affected by organisational change	7	43	27	17	7	**50%**	-2 ◇
LQC3 I feel that change is managed well in my Area/Directorate/Division	6	30	31	22	12	**36%**	-7 ◇
LQC4 I feel positive about the future of HMCTS	5	24	29	25	18	**29%**	-25 ◇

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

Additional questions selected by organisation

◇ indicates statistically significant difference from comparison

Wellbeing at Work

* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	11	25	15	35	13	48%	-3 ◇
LQF2	The people in my team genuinely care about my wellbeing	24	52	16	5		76%	-3 ◇
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	21	44	21	9	5	65%	-5 ◇
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 92%		No: 8%			92%	+6 ◇

Continuous Learning

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQJ1	I think my current job makes the most of my skills and strengths	14	46	16	17	6	60%	-1 ◇
LQJ2	I am learning on a regular basis from working with my colleagues	17	54	15	9		72%	-6 ◇
LQJ3	My manager coaches me regularly to support my continuous learning and to improve the services/work we deliver	12	38	24	18	8	50%	-5 ◇
LQJ4	Investing time in learning and development activities is given priority in my Area/Directorate/Division	9	32	29	19	10	42%	-10 ◇

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

HM Courts & Tribunals Service

Additional questions selected by organisation

Ministry of Justice Questions

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive
LQN1	I have a strong sense of purpose at work	19	50	18	10		**69%**
LQN2	People treat others with humanity where I work	21	56	15	6		**78%**
LQN3	I am treated with humanity at work	21	60	13			**81%**
LQN4	The people in my team are open to new ideas to improve the services we deliver	19	56	17	6		**75%**
LQN5	My manager recognises when I work together with people in other teams not just my own	20	49	19	7		**70%**

HM Courts & Tribunals Service

Proxy Stress Index and PERMA Index

✧ indicates statistically significant difference from comparison
** this is a negatively phrased question where % positive is the proportion who selected "no"

32%
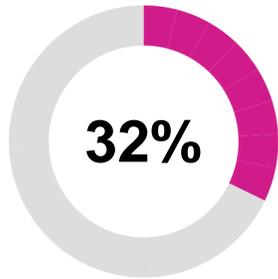
Difference from previous survey	-2 ✧
Difference from CS2019	+4 ✧
Difference from CS High Performers	+6 ✧

72%
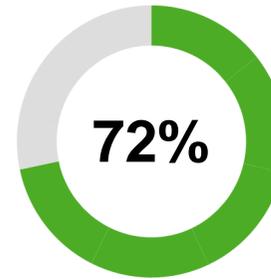
Difference from previous survey	+1 ✧
Difference from CS2019	-2 ✧
Difference from CS High Performers	-3 ✧

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.

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
B05	I have a choice in deciding how I do my work	62%
B08	My manager motivates me to be more effective in my job	67%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
B26	I am treated with respect by the people I work with	83%
B30	I have clear work objectives	78%
B33	I have an acceptable workload	61%
B45	I have the opportunity to contribute my views before decisions are made that affect me	31%
E03	Have you been bullied or harassed at work, in the past 12 months?**	79%

		% positive
B01	I am interested in my work	87%
B03	My work gives me a sense of personal accomplishment	74%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
W01	Overall, how satisfied are you with your life nowadays?	62%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	68%

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**), unless otherwise indicated.
Previous survey	Comparisons to the previous survey relate to the results from the 2018 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.
CS2019	The CS2019 benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that participated in the 2019 Civil Service People Survey, where data was not suppressed.
CS High Performers	For each question, unless otherwise indicated, this is the upper quartile score across all Civil Service organisations that took part in the 2019 Civil Service People Survey, where data was not suppressed. For question W04 and the Proxy Stress Index, we have used the lower quartile.
Difference from benchmark	For these questions, the benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that selected these questions for inclusion in their 2019 Civil Service People Survey, so it is not representative of the whole Civil Service.

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. Please note that there needs to be 30 responses at question level, 20 responses at theme level and 10 responses at index level for statistical testing to be carried out on the corresponding scores. If you received a lower number of responses, then statistical significance testing won't have been conducted.

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.

Confidentiality

The survey was carried out as part of the 2019 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ENGINE Transformation to carry out the survey. ENGINE Transformation 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.

ENIGINE's Privacy Policy (https://transformation.enginegroup.com/privacy-notice) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.

The Civil Service People Survey Privacy Notice can be found on GOV.UK (https://www.gov.uk/government/publications/people-survey-privacy-information-notice/privacy-notice-civil-service-people-survey)