



Results of the Employee Engagement Survey for UK Supreme Court, October 2014

Produced by People Insight in November 2014



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Introduction

About the survey

An external company, People Insight Ltd, was commissioned to undertake the survey. The questionnaire was designed to measure people’s attitudes and beliefs concerning key employee engagement issues.

Each section of the survey contained a series of statements to which respondents were asked to indicate their level of agreement from a five point likert scale (strongly agree to strongly disagree).







Survey response rates

The survey was completed in October 2014 and achieved an overall response rate of 97%. 37 staff were invited to take part in the survey and 36 responses were received.








This is an excellent response rate and gives a good degree of confidence in the results.

Symbols used in this report

A traffic light system is used to indicate:

-  areas of **strength**
-  areas for **development**
-  areas of **weakness**
-  indicates what percentage of the total answers for this question were **positive**
-  indicates what percentage of the total answers for this question were **negative**
-  Indicates where we are unable to comment due to lack of data or to maintain confidentiality of respondents

A series of arrows are used to indicate relative performance against the Benchmark:

-  indicates a performance at least 10% better than the Benchmark average
-  indicates a performance at least 5% and less than 10% better than the Benchmark average
-  indicates a performance at least 3% and less than 5% better than the Benchmark average
-  indicates a performance within 3% of the Benchmark average
-  indicates a performance at least 3% and less than 5% worse than the Benchmark average
-  indicates a performance at least 5% and less than 10% worse than the Benchmark average
-  indicates a performance at least 10% worse than the Benchmark average

A series of datatables accompany this report outlining the results by survey section broken down by variable. As can be seen, there are variations in results across the organisation which ought to be considered as part of the interpretation and action planning process.

Numbers: Please note that all numbers in this report have been rounded to the closest whole number.

Your Engagement Score

Why measure engagement?

Employee engagement has been proven to positively impact on organisation results, across all sectors. In particular, a high level of employee engagement has been shown to lead to improved productivity, quality and customer satisfaction (and of course for commercial organisations increased profit), whilst reduced absence and lower staff turnover are amongst many of the other benefits.

Your survey has been designed to measure the extent to which your people are engaged and alongside this to measure the drivers of employee engagement (i.e. the things that when done well tend to engage employees). We have analysed these below and compared your results with other organisations in our benchmarking group.

Your benchmarked engagement score: 77%

Your benchmarked engagement score is the headline result for your survey and is presented as a single measure of employee engagement. For the purpose of calculating this score we only include questions where a sufficient number of comparable surveys have used the same question.

Your engagement score compared with our benchmark group is shown below:

Your Score	Variance Arrow	Variance Actual	Benchmark Score
77%	➔	1%	76%

This is broadly in line with our benchmark group.



Engagement score key questions

The questions below are used to derive your engagement score. Benchmarking results for these are also shown.	Your Score	Variance Arrow	Variance Actual	Benchmark Score
I am proud to say I work for the UK Supreme Court	83%	↑↑	7%	76%
Working here makes me want to do the best work I can	78%	➔	0%	78%
If asked, I would recommend to friends and family that the UK Supreme Court is a good place to work	69%	➔	1%	68%
I care about the future of the UK Supreme Court	92%	↑	3%	89%
I would still like to be working at the UK Supreme Court in two years' time	61%	↓↓	-8%	69%

Scores by engagement theme

Your overall engagement score is the result of a number of factors, many of which can be directly influenced or controlled by management. These are often called engagement drivers, and are the things that when done well tend to motivate, inspire and engage employees. Your survey measured a wide range of engagement drivers and these have been grouped into themes depending upon where they appeared in your survey. These themes are often useful as the focus for action planning.

Your benchmarking results for each theme are summarised below. These scores have been calculated as the average score for all engagement driver questions within each theme.

Please note that for benchmarking purposes we only include questions in this analysis where a sufficient number of comparable surveys have used the same question.

Engagement Theme	Your Score	Variance Arrow	Variance Actual	Benchmark Score
Goal Clarity	81%	↑↑	9%	72%
Task Satisfaction	80%	↑	3%	77%
Employee Involvement	69%	↑↑	8%	61%
Teamwork	71%	↑	3%	68%
Learning & Development	82%	↑↑↑	13%	69%
Reward and Recognition	78%	↑↑↑	21%	57%
Management Effectiveness	77%	↑↑	5%	72%
Employee Support	83%	↑↑↑	15%	68%
Engagement Outcomes	77%	—	1%	76%

Considerations for action planning

Many clients use the overall engagement score as the starting point for action planning. Your score is currently 77%, which is broadly in line with (+ 3% to - 3%) our benchmarking norms. The questions to consider as part of action planning can include:

- Are we happy with this score? What would we like it to be in 12 months time?
- What do the driver scores tell us in terms of why our overall engagement score is 77%?
 - What are we doing particularly well?
 - What themes are showing up as weaknesses?
 - What would we like the scores to be for each theme in 12 months time?
 - What actions do we need to take to get there?

As you will see from the more detailed datatable analyses, results may vary quite considerably from one employee group to another, and so these questions often need to be discussed at both the overall organisation level and also further down, within individual teams and departments.

It is often useful to generate action plans at each of these levels to reflect the different priorities and needs that exist. Involving a range of staff in the action planning process often helps in ensuring not only that the right actions are taken, but also that people understand why they are being taken and are inclined to support them.

Highs and Lows

This section highlights the ten questions that received the most positive responses from respondents, and the ten questions that received the most negative responses. This may help you to identify the things that you are doing well, and should celebrate, and the things that, when compared to your other results, may need attention.

Top 10 results

Questions with the most positive responses



1.	I am aware that a new Civil Service Pension Scheme will be launched in April 2015 and that information regarding the changes can be found on the Civil Service pensions website	97%	0%
2.	I have the knowledge and skills I need to do my job	94%	0%
3.	I understand how the work I do helps the UK Supreme Court to achieve its aims	94%	0%
4.	I understand the aims and objectives of the UK Supreme Court	94%	3%
5.	I care about the future of the UK Supreme Court	92%	3%
6.	I am clear about what I am expected to achieve in my job	86%	3%
7.	My manager encourages me to consider my learning and development	86%	3%
8.	I am proud of the work I do	86%	3%
9.	I have the equipment and resources I need to do my work properly	86%	6%
10.	I am satisfied with the flexibility of my hours	86%	6%

Bottom 10 results

Questions with the most negative responses



1.	I would like to sell more than 3 days annual leave each 12 months if this was possible	50%	22%
2.	I believe action will be taken as a result of this survey	61%	19%
3.	Morale in my immediate team is good	64%	19%
4.	I would still like to be working at the UK Supreme Court in two years' time	61%	17%
5.	If asked, I would recommend to friends and family that the UK Supreme Court is a good place to work	69%	17%
6.	Different parts of the Court generally work well together and understand each others roles	58%	14%
7.	I am encouraged to suggest new ideas for improvements	72%	14%
8.	People in my immediate team work well together	75%	14%
9.	I can count on my manager to do what they say	78%	14%
10.	I feel valued and recognised for the work that I do	78%	14%

Results by survey section

This section of the report shows you the percentage responses to each of the survey questions, by survey section. An algorithm is used to identify strengths, areas for development, and weaknesses. This takes into account all responses to each question, whether positive, negative, or neutral. The number to the left of each question represents the number of respondents answering that question.

Goal Clarity

G Strengths		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	I understand the aims and objectives of the UK Supreme Court	64%	31%	3%	3%	0%
36	I am clear about what I am expected to achieve in my job	56%	31%	11%	3%	0%
36	I understand how the work I do helps the UK Supreme Court to achieve its aims	64%	31%	6%	0%	0%
36	I know how well the UK Supreme Court is doing against its aims and objectives	39%	33%	19%	6%	3%
A Areas for development		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	Different parts of the Court generally work well together and understand each others roles	22%	36%	28%	14%	0%
G Section Average		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
(% based on all replies (180) to all questions (5) in the Section)		49%	32%	13%	5%	1%



Task Satisfaction

G Strengths		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	I enjoy my work	56%	22%	11%	6%	6%
36	I am motivated to do the very best in my job	56%	22%	17%	6%	0%
36	I am proud of the work I do	58%	28%	11%	3%	0%
36	I find my work challenging	42%	36%	19%	3%	0%
36	I get a sense of achievement from working at the UK Supreme Court	50%	28%	17%	6%	0%

G Section Average		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
(% based on all replies (180) to all questions (5) in the Section)		52%	27%	15%	4%	1%

Employee Involvement

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
G	Strengths					
36	I have the opportunity to contribute my views on matters relating to my work	56%	19%	17%	6%	3%
36	I have the flexibility I need to get on with my job and I am trusted by my manager	56%	22%	14%	6%	3%
36	I am encouraged to suggest new ideas for improvements	53%	19%	14%	11%	3%
36	I am aware of the Results Into Action Group	42%	39%	17%	0%	3%
A	Areas for development					
36	I believe action will be taken as a result of this survey	36%	25%	19%	6%	14%
G	Section Average					
	(% based on all replies (180) to all questions (5) in the Section)	48%	25%	16%	6%	5%

Teamwork

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
G	Strengths					
36	My team has clear aims and objectives	42%	39%	8%	11%	0%
36	People in my immediate team work well together	47%	28%	11%	11%	3%
36	People I work with deliver what they say they will	44%	31%	17%	8%	0%
A	Areas for development					
36	Morale in my immediate team is good	36%	28%	17%	11%	8%
36	It is easy to work with people in other teams to get things done	17%	44%	28%	8%	3%
G	Section Average					
	(% based on all replies (180) to all questions (5) in the Section)	37%	34%	16%	10%	3%

Learning & Development

G Strengths		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	I have received the training and development I need to do my job well	39%	42%	11%	6%	3%
36	I have the knowledge and skills I need to do my job	47%	47%	6%	0%	0%
36	My manager encourages me to consider my learning and development	33%	53%	11%	0%	3%
36	I have the right opportunities to learn and grow at work	36%	36%	17%	3%	8%

G Section Average		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
(% based on all replies (144) to all questions (4) in the Section)		39%	44%	11%	2%	3%

Reward and Recognition

G Strengths		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	In the last week, I have received thanks or praise for doing good work	39%	39%	14%	8%	0%
36	I feel valued and recognised for the work that I do	42%	36%	8%	14%	0%
36	Considering all aspects of working at The Supreme Court, including the building, location and people I work with, working here compares favourably to working in other Civil Service departments	50%	25%	19%	3%	3%
36	I am aware that a new Civil Service Pension Scheme will be launched in April 2015 and that information regarding the changes can be found on the Civil Service pensions website	39%	58%	3%	0%	0%

R Weaknesses		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	I would like to sell more than 3 days annual leave each 12 months if this was possible	22%	28%	28%	14%	8%

G Section Average		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
(% based on all replies (180) to all questions (5) in the Section)		38%	37%	14%	8%	2%

Management Effectiveness

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
G	Strengths					
36	My manager communicates clearly what is expected of me	31%	47%	14%	6%	3%
36	My manager shows appreciation for the work I do	42%	42%	8%	6%	3%
36	My manager treats people fairly and with respect	42%	39%	6%	8%	6%
36	I can count on my manager to do what they say	44%	33%	8%	8%	6%
A	Areas for development					
36	My manager gives me regular feedback on how I am doing	33%	33%	25%	6%	3%
G	Section Average					
	(% based on all replies (180) to all questions (5) in the Section)	38%	39%	12%	7%	4%

Employee Support

G Strengths		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
36	I have the equipment and resources I need to do my work properly	50%	36%	8%	3%	3%
36	I am satisfied with the physical environment in which I work	50%	33%	14%	0%	3%
36	I am able to strike the right balance between my work and home life	33%	44%	14%	6%	3%
36	I am satisfied with the flexibility of my hours	42%	44%	8%	0%	6%
36	I know where to go to get support if required	42%	39%	11%	8%	0%

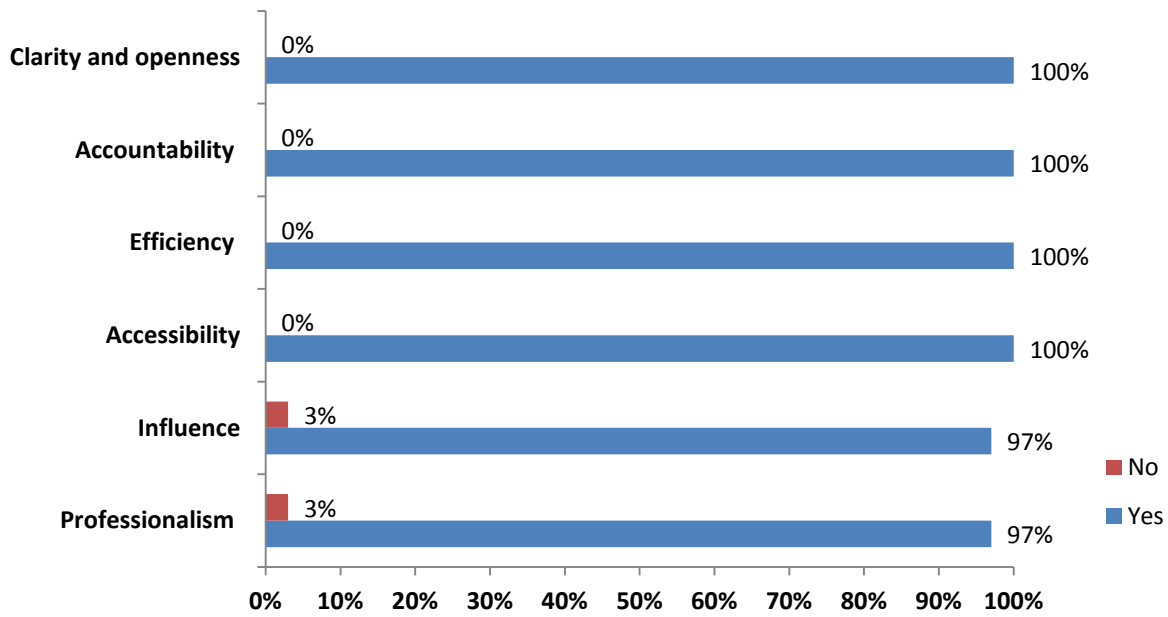
G Section Average		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
(% based on all replies (180) to all questions (5) in the Section)		43%	39%	11%	3%	3%

Engagement Outcomes

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
G	Strengths					
36	I am proud to say I work for the UK Supreme Court	67%	17%	8%	8%	0%
36	Working here makes me want to do the best work I can	58%	19%	8%	11%	3%
36	I care about the future of the UK Supreme Court	64%	28%	6%	3%	0%
A	Areas for development					
36	If asked, I would recommend to friends and family that the UK Supreme Court is a good place to work	53%	17%	14%	11%	6%
36	I would still like to be working at the UK Supreme Court in two years' time	47%	14%	22%	3%	14%
G	Section Average					
	(% based on all replies (180) to all questions (5) in the Section)	58%	19%	12%	7%	4%

Shared Values




Employees were asked to confirm if they agree with the UK Supreme Court shared values:



Values	Response count	
	Yes	No
Impartiality	36	0
Clarity and openness	36	0
Accountability	36	0
Efficiency	36	0
Accessibility	36	0
Influence	35	1
Professionalism	35	1

Traffic light system - explanation

Throughout our reports, a traffic light system is used to indicate:

-  areas of **strength**
-  areas for **development**
-  areas of **weakness**

The traffic lights are calculated by an algorithm that takes into account all responses to each question, and performs the following functions:

- Reviews the percentage of respondents that 'neither agree nor disagree' with a given question (where this option exists)
- Then reviews the ratio of respondents that agree/disagree with the question
- Then applies a traffic light based on a stepped scale. Within this scale, the higher the percentage of respondents that 'neither agree nor disagree' with a question the higher the ratio of respondents agreeing/disagreeing needs to be to move the result from a red, to an amber, to a green.
- Where the option 'neither agree nor disagree' is not present, the algorithm reviews the ratio of agree/disagree responses, and again uses a stepped scale to determine whether to apply a red, amber or green traffic light.