

# Court User Survey 2019

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## Report

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Organisation:	Ministry of Justice
Attention:	Edward Boydell
Date:	31 October 2019

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# Executive Summary

The Ministry of Justice's 2019 Court User Survey measured New Zealanders' experience of, and satisfaction with, frontline services and facilities provided by the Ministry at nine courts. 2,055 face-to-face interviews were conducted with members of the general public aged 16+ who visited one of nine courts from 24 June to 19 July 2019. Key findings are presented below.

## Overall satisfaction

### ***Widespread satisfaction with court services and facilities has been maintained over time***

- 82% are satisfied with the services and facilities provided, similar to 2017.
  - Higher satisfaction exists among those attending the South Island or Hastings courts, those who visit infrequently, who are older, and are there for jury service or administrative reasons not related to a case.
  - Lower satisfaction is evident for those visiting Auckland and Wellington District Courts, those who visit frequently, who are there for a criminal (youth or traffic) case, and are the accused.

## Drivers of overall satisfaction

Analysis was conducted to determine how important each aspect of the court user experience is in terms of driving overall satisfaction, and this was compared to how well each aspect is currently performing.

Aspects that are highly important but low performing are the priority for improvement.

The priorities for improvement include:

- availability of easily identifiable staff.
- waiting area/area outside court room.
- times that hearings start and finish.
- example of value for tax dollars spent (CMT<sup>1</sup>).
- ease of obtaining information about services.
- information received before coming to court.

Other aspects are highly important drivers of satisfaction but already high performing, these include:

- feelings of safety.
- staff being helpful (CMT).
- individual circumstances being taken into account (CMT).
- being treated fairly (CMT).
- staff doing what they said they would do (CMT).
- court security staff being approachable.
- staff being competent (CMT).
- court entrance.
- counters.

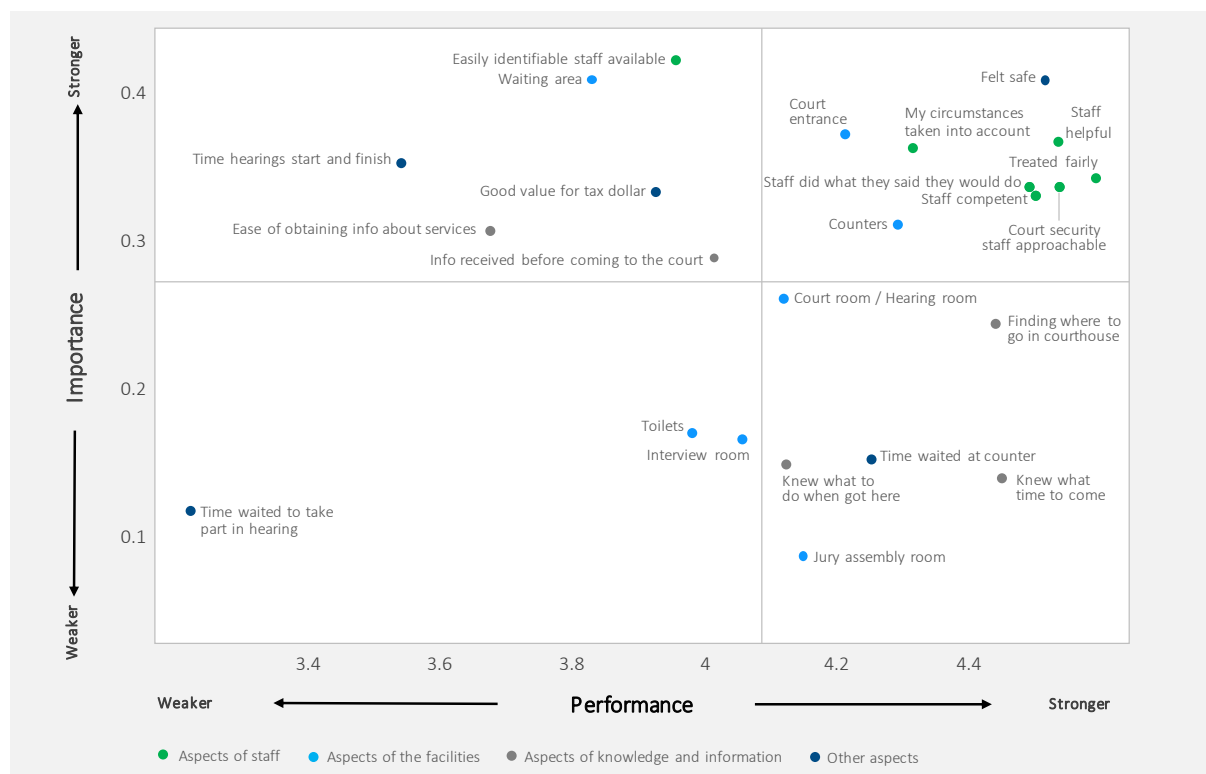
It is crucial to maintain the high level of performance in these areas to prevent a drop in satisfaction, and make further efforts to improve the performance of staff and security levels to help increase overall satisfaction.

The relative importance and performance of all aspects of the court user experience included in the survey are shown in a chart on the following page (see Figure 1). This is followed by more detailed findings in relation to specific aspects of the experience.

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<sup>1</sup> CMT = Common Measurements Tool question. The CMT is an approach to measuring satisfaction with public services endorsed by the State Services Commission.

**Figure 1: Drivers of satisfaction plotted by relative performance rating**



## Staff

**Court staff continue to be rated highly, but fewer court users have contact with them, and staff need to be more easily identifiable**

- 59% have contact with court staff during their visit, a lower proportion than 2017 (67%).
- 74% are satisfied with the overall quality of service delivery, the same as 2017.
- As in 2017, large majorities of those who have contact with staff agree they:
  - treat them fairly (91%).
  - are helpful (90%).
  - are competent (89%).
  - do what they said they would (87%).
  - take their individual circumstances into account (81%).
- 73% are satisfied that easily identifiable staff are available to deal with their queries, similar to 2017. This highly important driver of overall satisfaction is a key priority for improvement.

## Safety and security

**Feelings of safety at court remain high, and security staff are more visible**

- 90% feel safe at court, a consistent result over time.
- Court users across most sites are equally likely to feel safe, the only exception is Wellington District Court where court users are less likely to.
- Reasons for not feeling safe remain the kinds of people that are there (39%), and a perceived lack of security staff (26%).
- All court users observe security staff at court (100%), a higher proportion than 2017 (97%). They are now more visible in all areas, aside from outside the building, and in the court room. The main places being the entrance (97%), and the waiting area (54%). 86% find them approachable, in line with 2017.

## Facilities

### ***Perceptions of the toilet facilities have improved, but the waiting areas remain a priority for improvement***

- More of those who use the toilet facilities at court consider them good (72%), than in 2017 (63%).
- Facilities used that are most likely to be rated good are counters (81%), and the court entrance (80%). The facility least likely to be rated as good is the waiting area (65%). Improving court waiting areas is a top priority, as it's a highly important driver of overall satisfaction.

## At court

### ***Wait time at counters is stable, and while wait time before hearings commence has decreased it remains the lowest performing aspect of the court user experience. Second lowest is the timing of hearings***

- Court users are less likely to visit a counter (43%), than in 2017 (48%). The majority that do, get served immediately (59%), similar to 2017.
- 87% of those taking part in a case or hearing are made to wait before it begins. One in three wait over an hour (32%), a lower proportion than in 2017 (38%). Shorter wait times before hearings is positive, as those who wait more than an hour have a lower overall satisfaction level.
- Just 57% are satisfied with the time court hearings start and finish, in line with 2017.
- Only 43% consider hearings held from 5pm to 8pm convenient, similar to 2017. Younger court users are more likely to find evening hearings convenient than older court users.

### ***Few have difficulty finding their way around the courthouse, or getting information or assistance***

- 90% consider it easy to find where to go in the courthouse, in line with 2017. Use of noticeboards for navigation continues to rise over time, fewer are wandering around until they find the right place.
- Only 9% experience difficulty getting information or assistance at court, similar to 2017. Their main aim is to find out who to report to, or to get legal advice or legal aid.
- 62% consider it easy to get information about the services at the courts (while at the courthouse or before visiting), consistent with 2017.

## Knowledge and information before coming to court

### ***Most court users feel well informed before their arrival***

- 88% know what time to turn up at court, and 79% know what to do when they get there, consistent with 2017.
- 84% recall receiving information from court before their arrival, a higher proportion than in 2017 (78%). The main communications being a letter (33%), or a court summons (23%).
- Preference for receiving letters (by post) continues to decline, in favour of email (37%) or face to face contact at court (29%). Those taking part in a case or hearing are more likely to receive communications from court via a wider range of channels.
- Most say the information they receive before their visit is easy to understand (9 in 10 for most types).
- 77% are satisfied with the information the courts send, the same as 2017.
- 90% indicate it at least meets their expectations.

### ***Fewer seek additional information, the minority that do increasingly visit the Ministry's website, although speaking with a person is considered most helpful***

- 35% seek additional information about what they need to do, or what will happen at court, a lower proportion than 2017 (43%). These people are less likely to have received information from the court pre-visit, or more likely to have found the information they did receive difficult to understand.
- Their main source for further information is a professional such as a lawyer (42%), followed by the Ministry of Justice website (22%), which is a more common source than in 2017 (16%).
- While the majority find the Ministry's website helpful (72%), higher proportions find sources that involve personal contact more helpful, such as a phone call to a case manager at court, a face to face visit at court, or speaking with a professional or family and friends.

# Introduction

## Objectives

The Ministry of Justice (the Ministry) commissioned Colmar Brunton to undertake the 2019 Court User Survey. The survey measures, user experience of, and satisfaction with, frontline services and facilities provided by the Ministry across a range of court sites. This is the fifth time the survey has been carried out.

## Methodology

### Interview method and sample

2,055 face-to-face interviews were conducted with members of the public aged 16 years or older who visited one of nine courts during 24 June to 19 July 2019<sup>2</sup>. Quotas were set to ensure a minimum number of interviews were completed per court location. Final numbers achieved are shown in the table below.

**Table 2 – Sample sizes at each court location**

Court location	Sample size
<i>Total sample</i>	<b>2,055</b>
Auckland District Court	426
Auckland High Court	51
Manukau	375
Hamilton	200
Hastings	151
Wellington	197
Nelson	102
Christchurch	402
Dunedin	151

The average interview length was 15 minutes, and the response rate to the survey was 30% (compared to 37% in 2017).

Interviewers completed the surveys using Computer Assisted Personalised Interviewing (CAPI). Interviewers approached people waiting for their hearing or case to take place or when the user exited the court building. They interviewed members of the public attending court in relation to cases or seeking information from the court, and the people supporting them.

Further detail about the research method can be found in Appendix A, including desired targets relating to key case and court user types. Detailed profile information about the 2019 survey respondents is provided in the section of the report called 'Profile of survey respondents'.

As there is no population profile of court users in New Zealand, it's not possible to compare the profile of survey respondents with the total court user population. In addition, the survey only interviewed a sample of court users at a specific point in time, and at specific locations. The findings from the survey are therefore based on 'court user survey respondents' rather than 'all court users'.

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<sup>2</sup> A pilot was also conducted on 17 June 2019

## Analysis and reporting

### Comparisons of 2012, 2014, 2017 and 2019 surveys

#### *Weighting*

2014 survey results were weighted so that the profile of 2014 respondents matches the profile of 2012 survey respondents by location, main reason for being at court, and jurisdiction.

2017 survey results were unweighted because six fewer locations were included than in previous surveys and the difference in profiles between the surveys was considered minimal.

2019 survey results were weighted so the profile of 2019 respondents matches the profile of 2017 survey respondents by main reason for being at court.

#### *The use of symbols to indicate significant differences in this report*

All differences reported are statistically significant at the 95% confidence level.

Differences between the 2012 and 2014 survey results, between the 2014 and 2017 survey results, and between the 2017 and 2019 survey results are shown in the figures as follows:

- A black ↑ symbol indicates a statistically significant increase
- A black ↓ symbol indicates a statistically significant decrease.

Where statistically significant differences are evident between the 2017 and 2019 results, additional testing has been undertaken to determine whether a difference remains statistically significant when the 2017 and 2019 results are based only on those courts included in both surveys. This was done to determine whether differences over time are attributable to the different court locations included in the surveys. The results of this testing are shown in the graphs in red as follows:

- A red ↑ symbol indicates a statistically significant increase between 2017 and 2019 based on the six court locations common to both surveys
- A red ↓ symbol indicates a statistically significant decrease between 2017 and 2019 based on the six court locations common to both surveys
- A red × symbol indicates no statistically significant change between 2017 and 2019 based on the six courts common to both surveys.

This table displays the sample profiles in the 2012, 2014, 2017 and 2019 surveys.

**Table 3 – Sample profile comparisons 2012, 2014, 2017 and 2019 surveys**

	%	%	%	%
	2012 sample profile (n=3,231)	2014 weighted sample profile (n=3,508)	2017 sample profile (n=2,044)	2019 weighted sample profile (n=2,055)
Male	54	52	55	56
Female	46	48	45	44
Under 30	40	38	40	37
30-49	37	36	40	39
Aged 50+	23	26	20	25
NZ-European	55	55	50	53
Māori	34	37	32	33
Pacific	11	12	13	13
Asian	6	6	9	10
Other	7	7	12	7
Attend a hearing/supporter/other	66	66	71	71
Bring/get paper relating to a case/fines	16	16	16	16
Jury service/spectator/general admin	15	15	13	13
Civil jurisdiction	16	16	15	12
Criminal jurisdiction	58	58	62	59
Family Court	12	12	17	11
Fine or reparation	13	13	5	4
Other	16	17	16	14

## Subgroup analysis

Additional analyses have been conducted to determine whether the survey results differ by frequency of attendance at the court, role at the court (e.g., attending a hearing, attending as a support person, dealing with administrative matters, etc.), jurisdiction (e.g., criminal, civil, Family Court, etc.), court location, and key demographic characteristics (such as age, gender, income and ethnicity). All differences between subgroups mentioned in this report are statistically significant at the 95% confidence level.

## Other notes on reading figures within the report

Please note that:

- Because only whole percentages are reported for survey findings, this means that due to rounding some single-coded questions do not always add up to exactly 100%.
- Where a result is greater than zero but less than one (e.g. 0.4%) it is recorded as ‘\*’ in tables. A proportion of 0% is recorded as ‘-’ in tables.
- Figures which contain rating statements have ‘nett’ scores on the far right side of the chart for each rating statement. These nett scores combine the top two ratings within a scale. Sometimes when netts are created from two categories, such as merging ‘very satisfied’ and ‘fairly satisfied’ into ‘overall satisfied’ (a nett score), the percentages of the two individual categories may not add up to the percentage of the nett. This is because of rounding.



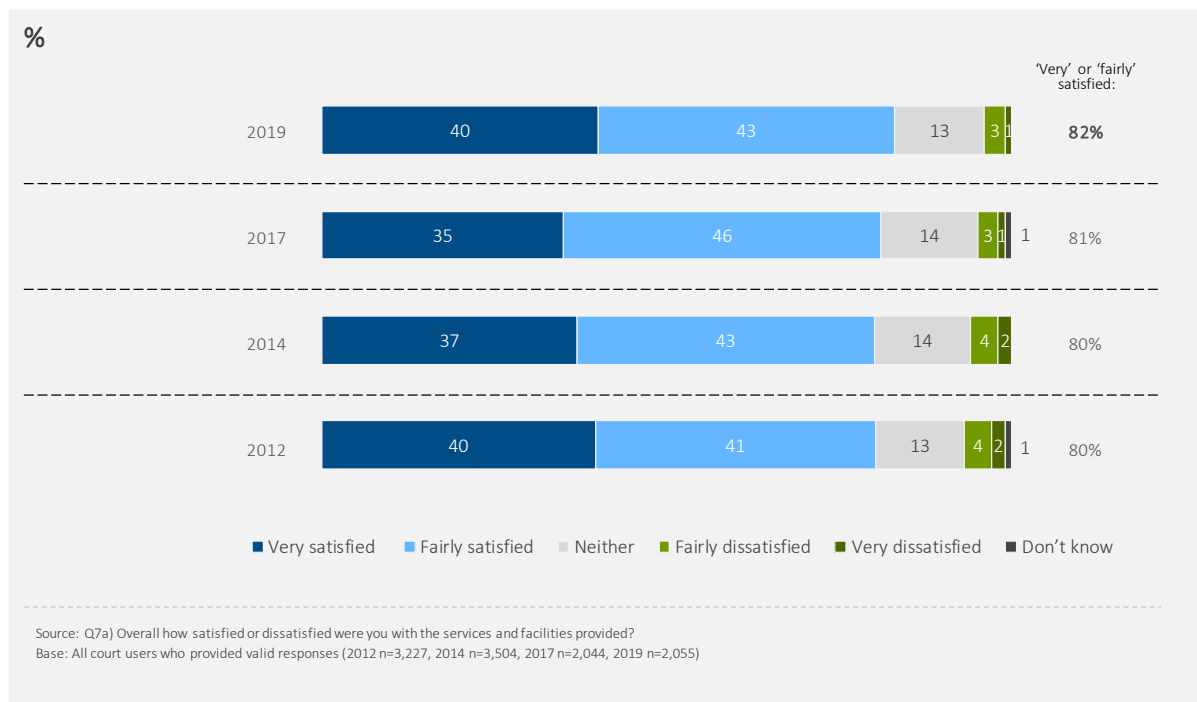
# Aspects of court user experience

## Overall satisfaction and drivers of satisfaction

### Overall satisfaction with the services and facilities

All respondents were asked for their overall satisfaction with the services and facilities provided. Results are displayed in the Figure below.

**Figure 2 – Overall satisfaction with the services and facilities**



82% are either 'very' or 'fairly' satisfied, consistent with previous measures. The proportion 'very' satisfied has recovered after declining in the previous two surveys.

Groups more likely than average to be satisfied include those:

- visiting Nelson court (93%), Hastings (90%), Dunedin (89%), or Christchurch (88%).
- visiting for administrative matters not related to a case (95%) or jury service (94%).
- aged 50 years or over (88%).
- in paid employment (84%), or retired (91%).
- with an annual household income between \$30,001 and \$100,000 (85%).
- who have visited the court building less than six times before (87%).

Groups less likely to be satisfied include those:

- visiting Auckland (76%) or Wellington (65%) District Courts.
- visiting to take part in a case or hearing (79%), or visiting in relation to a case that falls under the criminal (youth or traffic) jurisdiction (80%).
- accused of an offence (77%).
- aged 30 to 49 years (80%).
- receiving a supported living payment or other benefit (73%).
- who have visited the court building six or more times before (75%).

The proportion of court users at each court location who are 'very' or 'fairly' satisfied is shown in the table below. Results from the 2019, 2017, 2014 and 2012 surveys are shown per location.

**Table 4 – Overall satisfaction by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size 2019</b>	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
<b>Proportion who were either 'very satisfied' or 'fairly satisfied'</b>	82	<b>76</b> ↓	88	81	85↑	<b>90</b>	<b>65</b> ↓	<b>93</b>	<b>88</b>	<b>89</b>
<b>Base size 2017</b>	(n=2,044)	(n=304)	-	(n=291)	(n=283)	-	(n=228)	-	(n=250)	(n=202)
<b>Proportion who were either 'very satisfied' or 'fairly satisfied'</b>	81	84↑	-	76	77↑	-	82	-	<b>87</b> ↑	81
<b>Base size 2014</b>	(n=3,504)	(n=340)	(n=125)	(n=294)	(n=206)	(n=220)	(n=247)	(n=217)	(n=317)	(n=232)
<b>Proportion who were either 'very satisfied' or 'fairly satisfied'</b>	80	<b>73</b>	86↓	75	<b>72</b> ↓	<b>92</b>	82	<b>90</b>	78	<b>86</b> ↑
<b>Base size 2012</b>	(n=3,227)	(n=242)	(n=157)	(n=231)	(n=250)	(n=219)	(n=279)	(n=219)	(n=229)	(n=197)
<b>Proportion who were either 'very satisfied' or 'fairly satisfied'</b>	80	76	<b>94</b>	75	81	<b>91</b>	82	<b>92</b>	75	78

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑ ↓ indicates a significant increase or decrease in overall satisfaction in that location since the previous period.

Overall satisfaction has increased for Hamilton court, and decreased for Auckland District and Wellington courts since 2017. The declines are not due to increased dissatisfaction, but rather fewer being 'very satisfied' and more court users feeling neither satisfied nor dissatisfied. For Auckland District, the satisfaction rating brings it back into line with the 2014 and 2012 surveys, after an increase in 2017. For Wellington the decline is in stark contrast to the previous surveys which had a consistently good rating.

Further analysis shows that the drop in satisfaction for Wellington court relates mainly to its facilities, in particular the waiting area or areas outside the court room.

For Wellington court users the waiting area is the most important driver of satisfaction and is the lowest performing aspect, so is the top priority for improvement. In 2019 the waiting area at Wellington court is less likely than average to be rated 'good' (36% vs. 65% of all court users), and the proportion rating it 'good' has decreased significantly over time (down 22 percentage points since 2017).

## Comments from Wellington court users about the facilities

Some Wellington court users describe how being in the court's 'dated' and 'dreary' environment has a negative effect on the way they feel there, and a few would like water or coffee to be made available in the waiting area.

*"If I were here for something serious it would be great to have a more cheerful space. Like a nice NZ painting. Dreary currently." [Administrative matters not related to a case, Wellington court]*

*"Depressing environment." [Spectator, Wellington court]*

*"The surroundings are quite basic and criminal, flat, old and negative. Should be a more positive, colourful environment. Add some niceness." [Criminal case-accused, Wellington court]*

*"...the waiting areas could be more modern and comfortable." [Criminal case-accused, Wellington court]*

*"The Facilities haven't been updated for over 20 years? I can't remember it looking any different." [Another type of court, tribunal or authority case, Wellington court]*

*"The carpet is gross and decor needs upgrading." [Criminal case – other, Wellington court]*

*"Needs to be modernised, the fitout is behind where other government providers [are]." [Administrative matters not related to a case, Wellington court]*

*"Need water in the waiting areas." [Criminal case-accused, Wellington court]*

*"Could we please have a coffee machine for while people are waiting?" [Criminal case-accused, Wellington court]*

The proportion of court users who are 'very' or 'fairly' satisfied by type of case is presented in the table below.

**Table 5 – Overall satisfaction by type of case**

		%	%	%	%	%	%	%	%
	All respondents	All those taking part in a hearing or case on day of interview	A criminal or traffic case	A Family Court case	A Tenancy or Disputes Tribunal	A civil case	A Youth Court case	Environment or Employment court	Another type of Tribunal case
Base size 2019	(n=2,055)	(n=1,599)	(n=1,048)	(n=210)	(n=122)	(n=106)	(n=64)	(n=5*)	(n=23*)
'Very satisfied' or 'fairly satisfied'	82	81	79	84	88	83	85	-	86
Base size 2017	(n=2,044)	(n=1,605)	(n=990)	(n=279)	(n=137)	(n=96)	(n=54)	(n=6*)	(n=21*)
'Very satisfied' or 'fairly satisfied'	81	79	76	84	85	78	93	-	81
Base size 2014	(n=3,504)	(n=2,517)	(n=1,586)	(n=411)	(n=223)	(n=164)	(n=56)	(n=3*)	(n=45)
'Very satisfied' or 'fairly satisfied'	80	77	74	80	86	78	86↑	-	81
Base size 2012	(n=3,227)	(n=2,520)	(n=1,401)	(n=316)	(n=200)	(n=226)	(n=67)	(n=2*)	(n=42)
'Very satisfied' or 'fairly satisfied'	80	77	74	78	88	79	67	-	86

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑ indicates a significant increase in overall satisfaction for that particular group compared to the previous period. \*Caution: low base number, results are indicative only

Court users attending for a criminal (youth or traffic) case are less likely than average to be satisfied. Results are similar to 2017.

The table below shows satisfaction by main reason for visiting court.

**Table 6 – Overall satisfaction by main reason for visit**

	%	%	%	%	%	%	%	%	%
	All respondents	Take part in a case	Support person	Get info about a case	Bring info about a case	Fine or reparation	Jury service	Admin not related to a case	Spectator
<b>Base size 2019</b>	(n=2,055)	(n=888)	(n=621)	(n=63)	(n=54)	(n=42)	(n=143)	(n=150)	(n=55)
<b>'Very satisfied' or 'fairly satisfied'</b>	82	<b>79</b>	82	84	87	83	<b>94</b>	<b>95</b>	78
<b>Base size 2017</b>	(n=2,044)	(n=802)	(n=609)	(n=138)	(n=82)	(n=111)	(n=79)	(n=147)	(n=36)
<b>'Very satisfied' or 'fairly satisfied'</b>	81	<b>77</b>	80	80	87	<b>88</b>	86↓	<b>93</b>	83
<b>Base size 2014</b>	(n=3,504)	(n=1,197)	(n=1,070)	(n=132)	(n=117)	(n=298)	(n=125)	(n=389)	(n=75)
<b>'Very satisfied' or 'fairly satisfied'</b>	80	<b>77</b>	<b>76</b>	83	82	84	<b>95</b>	<b>92</b>	<b>69</b> ↓
<b>Base size 2012</b>	(n=3,227)	(n=1,220)	(n=1,070)	(n=80)	(n=79)	(n=298)	(n=130)	(n=274)	(n=75)
<b>'Very satisfied' or 'fairly satisfied'</b>	80	<b>77</b>	<b>74</b>	82	<b>90</b>	<b>88</b>	<b>89</b>	<b>94</b>	84

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑ ↓ indicates a significant increase or decrease in overall satisfaction in that particular group since the previous period.

Court users attending for jury service or an administrative reason not related to a case are more satisfied than average, whereas those visiting court to take part in a case or hearing are less satisfied. Results are in line with 2017.

The following table presents satisfaction by ethnicity.

**Table 7 – Satisfaction by ethnicity**

	%	%	%	%	%	%
	All respondents	NZ European	Māori	Pacific	Asian	Other
<b>Base size 2019</b>	(n=2,055)	(n=1,074)	(n=670)	(n=275)	(n=204)	(n=136)
<b>'Very satisfied' or 'fairly satisfied'</b>	82	83	81	79	85	86
<b>Base size 2017</b>	(n=2,044)	(n=1,026)	(n=663)	(n=263)	(n=209)	(n=236)
<b>'Very satisfied' or 'fairly satisfied'</b>	81	82↑	78	77	84	83
<b>Base size 2014</b>	(n=3,504)	(n=1,900)	(n=1,255)	(n=462)	(n=232)	(n=250)
<b>'Very satisfied' or 'fairly satisfied'</b>	80	78	78	81	83	77
<b>Base size 2012</b>	(n=3,227)	(n=1,771)	(n=1,091)	(n=357)	(n=205)	(n=215)
<b>'Very satisfied' or 'fairly satisfied'</b>	80	81	<b>76</b>	77	85	81

Red percentages are significantly lower than the average (for that particular year), blue percentages are significantly higher than average (for that particular year). ↑ ↓ indicates a significant increase or decrease in overall satisfaction in that particular group since the previous period.

All ethnic groups are equally likely to be satisfied with the services and facilities at court overall. No change is evident since 2017.

### Some positive comments about court users' overall satisfaction

*"I must say I feel very confident visiting Dunedin courthouse. I am very pleased they did up the courthouse. I think people will be very pleased with it and with security things." [Administrative matters not related to a case, Dunedin court]*

*"Nice, comfortable place. Security staff are very approachable and helpful." [Criminal case-other, Christchurch court]*

*"It's more organised in this court. The service is better, there is always someone who can help you." [Youth Court case, Christchurch court]*

There is a relationship between court users overall satisfaction ratings and their rating of individual aspects of their experience. If someone is dissatisfied overall, they are highly likely to be dissatisfied with a number of other aspects of their court user experience (such as contact with staff, receipt of information, etc.). To determine which aspects are particularly strong drivers of overall satisfaction we conducted a combined correlation and regression analysis to derive the relative importance of each aspect of the court user experience. The results are presented in the following section.

## Drivers of overall satisfaction with services and facilities

Further analysis of the data identifies aspects of service that explain and predict overall levels of satisfaction with the services and facilities. Known as ‘driver analysis’ it identifies aspects of service that are strongly associated with overall satisfaction (i.e. if they’re rated more positively, then overall satisfaction is also rated more positively, and if they’re rated less positively then overall satisfaction is also rated less positively). These are highly important factors, as any change in their performance will have the biggest impact on overall satisfaction.

The driver analysis includes all<sup>3</sup> of the variables with 1 (very negative) to 5 (very positive) response scales (waiting time was also recalibrated as a response scale). Variables were entered into a statistical model to determine their influence on overall satisfaction. All aspects of service drive satisfaction to some degree, but some are stronger than others. The top 15 drivers of overall satisfaction are listed in the table below.

**Table 8 – Top 15 drivers of overall satisfaction with the services and facilities**

Ranking of importance	Service factor	Importance score <sup>4</sup>
1	Availability of easily identifiable staff	0.42
2	Felt safe	0.41
3	Waiting area	0.41
4	Staff helpful	0.37
5	Court entrance	0.37
6	My circumstances taken into account	0.36
7	Treated fairly	0.35
8	Time hearings start and finish	0.35
9	Court security staff approachable	0.34
10	Staff did what they said they would do	0.34
11	Staff competent	0.33
12	Good value for tax dollar	0.33
13	Counters	0.31
14	Ease of obtaining info about services	0.31
15	Info received before coming to the court	0.29

The top drivers of satisfaction include the availability of easily identifiable staff, court users’ sense of safety, and the waiting area. The court entrance is another important driver. Many other aspects of court staff are highly important which reinforces the crucial role that staff have in the overall court user experience. The full range of drivers are plotted in a chart on the next page.

<sup>3</sup> We removed three variables which strongly overlap with overall satisfaction, namely ‘overall satisfaction with the facilities’ ‘service expectations being met’, and ‘overall satisfaction with quality of service’. This is because they can be considered ‘co-linear’ variables (that is they measure the same thing as ‘overall satisfaction with the services and facilities’ and are therefore not considered as drivers). Jury deliberation room is also not shown in the Performance-Importance analysis this is because its level of importance was 0.05 meaning it is not associated with overall satisfaction. It should be noted that Performance-Importance analysis provides aggregate information on the drivers of satisfaction at a total population level. The performance and importance of measures may vary within subgroups (such as by ethnicity, reason for visiting court, etc.). For example, the rating of the jury deliberation room may be an important driver of satisfaction among those attending court for jury service.

<sup>4</sup> Variables with high importance scores are strongly associated with overall satisfaction, and change in these variables will have a higher impact on the satisfaction score. The importance score is calculated by multiplying the correlation coefficient and the regression coefficient for the variable. The correlation is the strength of relationship with overall satisfaction. A strong correlation means that, in general, higher scores on one variable tend to be paired with higher scores on the other and lower scores on the variable tend to be paired with lower scores on the other. A strong regression score is associated with a strong scaling impact of the predictor variable on overall satisfaction. When a variable has a strong regression relative to others, a change in that variable will result in a larger change in overall satisfaction (relative to other variables). In our analysis, data cells with missing values (because people were filtered out of the question because it was not relevant to them – for example, most respondents were not asked to rate the jury deliberation room) have been replaced with the mean answer for that variable. This was to ensure the analysis represents the views of the whole population, regardless of whether or not they used a particular facility or service.

## Examining importance alongside performance

The Figure below plots each aspect of court user experience on two key dimensions: how positively respondents rated each aspect of service (horizontal axis) and the relative importance of each aspect in driving overall satisfaction (vertical axis). The reason for plotting both importance and performance is to use the analysis for decision making about service improvements. The highest priorities for improvement are those in the top left area of the figure, as these are highly important aspects but relatively low performing.

**Figure 3 – Drivers of satisfaction plotted by relative performance rating**





## Identifying potential service improvement priorities: commentary on the relative positions of service aspects within the Performance-Importance chart

Some aspects of service are quite general and not directly actionable in their own right (such as ‘improving value for tax dollars spent’), whereas other aspects are more specific and describe particular functions or facilities directly provided by the Courts (such as quality of the ‘waiting areas’).

The Common Measurements Tool questions (CMT questions) about staff contact are generalised measures by their nature because they are used as benchmarks across the public service. To identify actionable priorities, it may be best to keep in mind the CMT aspects of service, in particular the need for high quality service delivery, but focus upon improving the non-CMT drivers. The non-CMT questions were tailored specifically for the Court User Survey and directly reflect the services and facilities offered by the courts to court users. The reader can do this by focusing on aspects listed below which do not have the words ‘CMT’ in brackets<sup>5</sup>.

Decisions about what areas to focus upon should not be made by this analysis alone, but should be based upon a wider service improvement strategy. The role of this analysis is to contribute towards decision making, because aspects of service that are both important, and also have a lower performance rating, are considered potential ‘service improvement priorities’. Improvements in these specific areas should lead to notable increases in overall satisfaction.

*Potential service improvement priorities (aspects that are both important and have a relatively lower level of performance):*

These include:

- availability of easily identifiable staff.
- waiting area/area outside court room.
- times that hearings start and finish.
- example of value for tax dollars spent (CMT).
- ease of obtaining information about services.
- information received before coming to court.

Although respondents rated the above aspects less positively than other aspects of the court experience, small majorities of respondents still rated them positively (the exact proportions are indicated later in the report). For these aspects of service there is most room for improvement, and they are strong drivers of overall satisfaction.

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<sup>5</sup> If focusing only on the non-CMT measures in isolation, the importance score and performance score for each remaining drivers will not alter and there is no need to re-run the analysis.

*Maintenance priorities (aspects that are important but already have a high performance):*

Aspects in the top-right corner of the Figure are also important drivers of overall satisfaction, but are also service aspects which respondents already view positively (particularly if they are on the far right side). For these areas, there is less room for improvement, but maintaining quality of service in these areas will be important for maintaining overall satisfaction levels.

Aspects of service to maintain include:

- feelings of safety.
- staff being helpful (CMT).
- individual circumstances being taken into account (CMT).
- being treated fairly (CMT).
- staff doing what they said they would do (CMT).
- court security staff being approachable.
- staff being competent (CMT).
- court entrance\*.
- counters\*.

\*Although placed in the 'maintenance' quadrant, there is some room for improving the last two attributes.

*Secondary priorities (aspects that are relatively less important and have a relatively lower level of performance)*

Aspects in the bottom-left corner of the Figure can be considered secondary priorities, as they have relatively low performance and importance. Improving these measures is likely to increase overall satisfaction, but at a lower rate (compared with improving measures located towards the top-left corner of the Figure).

Secondary priorities include:

- waiting times for hearings.
- toilets.
- interview rooms.

*Tertiary priorities (aspects that are relatively less important and have a high performance)*

Aspects in the bottom-right corner of the Figure are tertiary priorities. They are rated positively by most (relative to other service aspects), however their impact on overall satisfaction is relatively small compared with other aspects.

Tertiary priorities include:

- court hearing room.
- ease of navigation around the courthouse.
- waiting time at counters.
- respondents knowing what time to come to court.
- respondents knowing what to do upon arrival at court.
- jury assembly room.

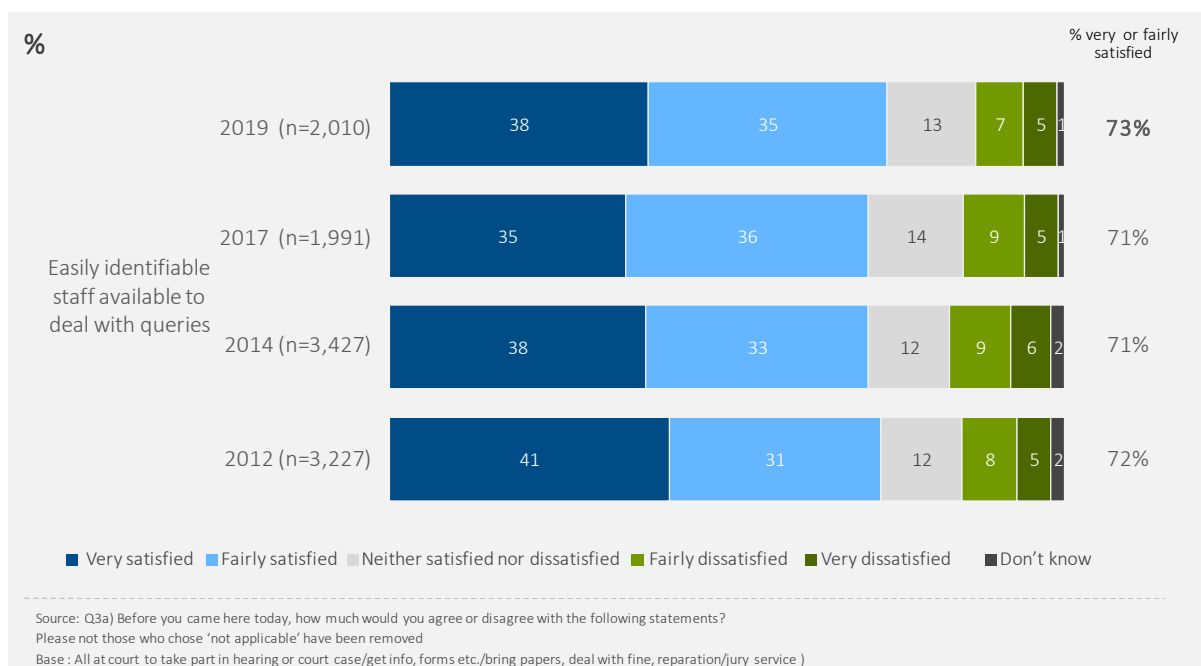
## Staff contact (and Common Measurements Tool questions)

As mentioned in the previous section, the availability of easily identifiable staff is the most important driver of court user satisfaction and is the top priority for improvement. Many other aspects of staff are also highly important drivers of satisfaction. This section explores court users' experience with staff in more detail.

### Availability of easily identifiable staff

Respondents were asked how satisfied they were that easily identifiable staff were available to deal with their queries. Results (excluding those who indicated it wasn't applicable to them) are presented in the Figure below.

**Figure 4 – Satisfaction there are easily identifiable staff available to help with queries**



73% are 'very' or 'fairly' satisfied that easily identifiable staff are available to deal with their queries. This is a similar result to 2017.

Groups more likely to be satisfied include those:

- visiting Hastings court (90%), Nelson (87%), or Christchurch (81%).
- visiting for administrative reasons not related to a case (92%), or jury service (89%).
- visiting for reasons that fall under an 'other' jurisdiction (80%).
- aged 50 years or over (78%).
- who are retired (86%).

Groups less likely to be satisfied include those:

- who have visited the court more than twelve times (65%).
- visiting to take part in a case (70%) or to support someone else (69%).
- visiting Wellington court (64%), Hamilton (65%), Auckland District Court (65%), or Manukau (66%).
- aged 30 to 49 years (70%).
- who are unemployed (69%).

## Whether court users have contact with staff

Almost six in ten had contact with court staff during their visit (59%). This is a lower proportion than in 2017 (67%), 2014 (66%), and 2012 (63%). The decline since 2017 remains significant when based on the six courts in both the 2017 and 2019 surveys.

Groups more likely than average to have contact with court staff include those:

- visiting to bring information about a case (94%).
- visiting for administrative reasons not related to a case (81%).
- visiting to get information about a case (79%).
- visiting in relation to a fine or reparation (76%).

The decline in contact with staff cannot be explained by any changes in reason for visiting since 2017, as the data is weighted by reason for court visit to match the 2017 profile. One factor that may have contributed is fewer people needing to contact staff. As will be discussed later on in the report, court users are now more likely to receive information from court before their visit, and less likely to seek additional information. In other words, the reduction in contact with staff is a positive outcome, as court users can more easily access the information they need in advance.

## Rating of staff contact (using Common Measurements Tool questions)

Respondents who had contact with staff were asked to agree or disagree with a number of statements about them, using a scale of 1 to 5 (where 1 was strongly disagree and 5 was strongly agree). This includes a series of standardised questions about quality of service, that are drawn from the Common Measurements Tool ('CMT'). The CMT is an approach to measuring satisfaction with public services endorsed by the State Services Commission (please see Appendix A for more background information on the CMT questions).

Results (excluding those who felt a particular statement was not applicable to them) are illustrated in the Figure on the following page.

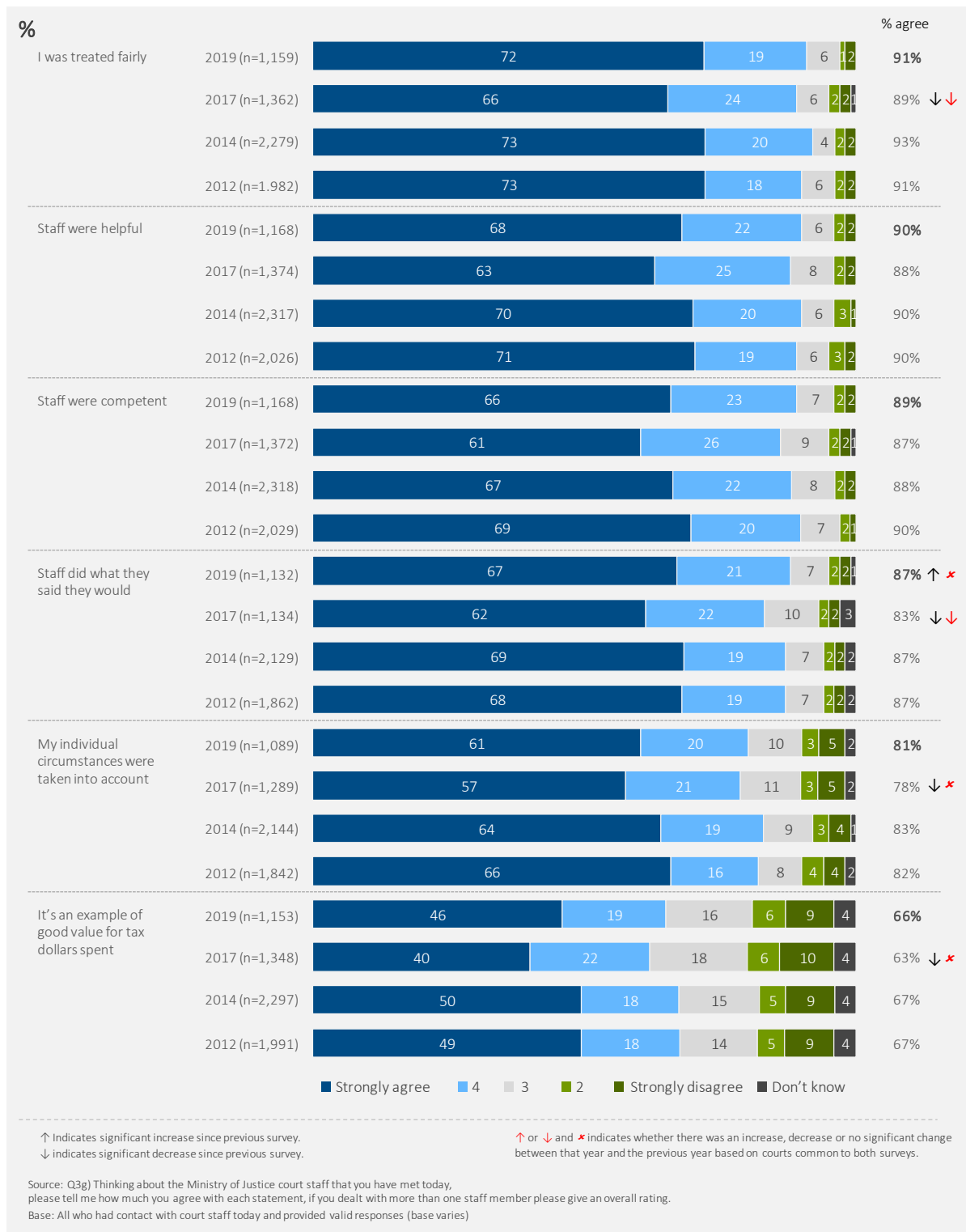
Most court users agree (either 4 or 5 out of 5 ratings) that:

- they were treated fairly (91%).
- staff were helpful (90%).
- staff were competent (89%).
- staff did what they said they would (87%).
- their individual circumstances were taken into account (81%).

A relatively smaller proportion agree that the interaction represented 'good value for tax dollars spent' (66%).

There has been an increase in agreement that staff did what they said they would do between the 2017 and 2019 samples. However, when the analysis is restricted to the six courts surveyed in both 2017 and 2019 the difference is not significant.

**Figure 5 – Ratings of court staff (using the CMT questions)**



Staff ratings by court location are presented in the table below.

**Table 9 – Ratings of court staff (using the CMT questions) by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
Base size	(up to n=1,168)	(up to n=182)	(up to n=20**)	(up to n=155)	(up to n=141)	(up to n=92)	(up to n=138)	(up to n=80)	(up to n=257)	(up to n=103)
Agree that staff were competent	89	92	85	82	83	88	89	95	94	90
Agree that staff were helpful	90	92	89	87	89	91	81	93	94	96
Agree that staff did what they said they would	87	91	88	73	88	88	80	92	91	96
Agree that they were treated fairly	91	93	89	84	90	90	89	92	95	96
Agree that individual circumstances were taken into account	81	81	77	69	83	81	75	87	88	79
Agree that it was value for tax dollars spent	66	71	87	57	68	73	58	71	59	73

\* Base sizes per cell are sometimes slightly smaller than this due to some respondents saying each individual question is not relevant to them. Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

\*\*Caution: low base number, results are indicative only

Court users in Christchurch are particularly positive about court staff, whereas those in Manukau tend to rate staff less positively.

The table below shows the same results but tabulated against the main reason for visiting.

**Table 10 – Ratings of court staff (using the CMT questions) by main reason for visiting court**

	%	%	%	%	%	%	%	%	%	%
	All respondents*	Take part in a case	Support person	Get info about a case	Bring info about a case	Fine or reparation	Jury service	Admin not related to a case	Spectator	Other***
Base size*	(up to n=1,168)	(up to n=505)	(up to n=259)	(up to n=50)	(up to n=51)	(up to n=32)	(up to n=91)	(up to n=121)	(up to n=33)	(up to n=23**)
Agree that staff were competent	89	90	84	84	88	94	99	93	97	91
Agree that staff were helpful	90	90	85	84	98	91	97	98	97	87
Agree that staff did what they said they would	87	85	83	86	94	90	95	96	97	81
Agree that they were treated fairly	91	90	88	88	96	91	99	98	97	91
Agree that individual circumstances were taken into account	81	79	78	81	81	80	83	94	85	82
Agree that it was value for tax dollars spent	66	62	62	60	69	69	74	83	75	68

\*Base sizes per cell are sometimes slightly smaller than this due to some respondents saying each individual question is not relevant to them. Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

\*Caution: low base number, results are indicative only

\*\*\*Other includes a range of reasons, but most commonly includes meeting with a lawyer or other justice sector worker.

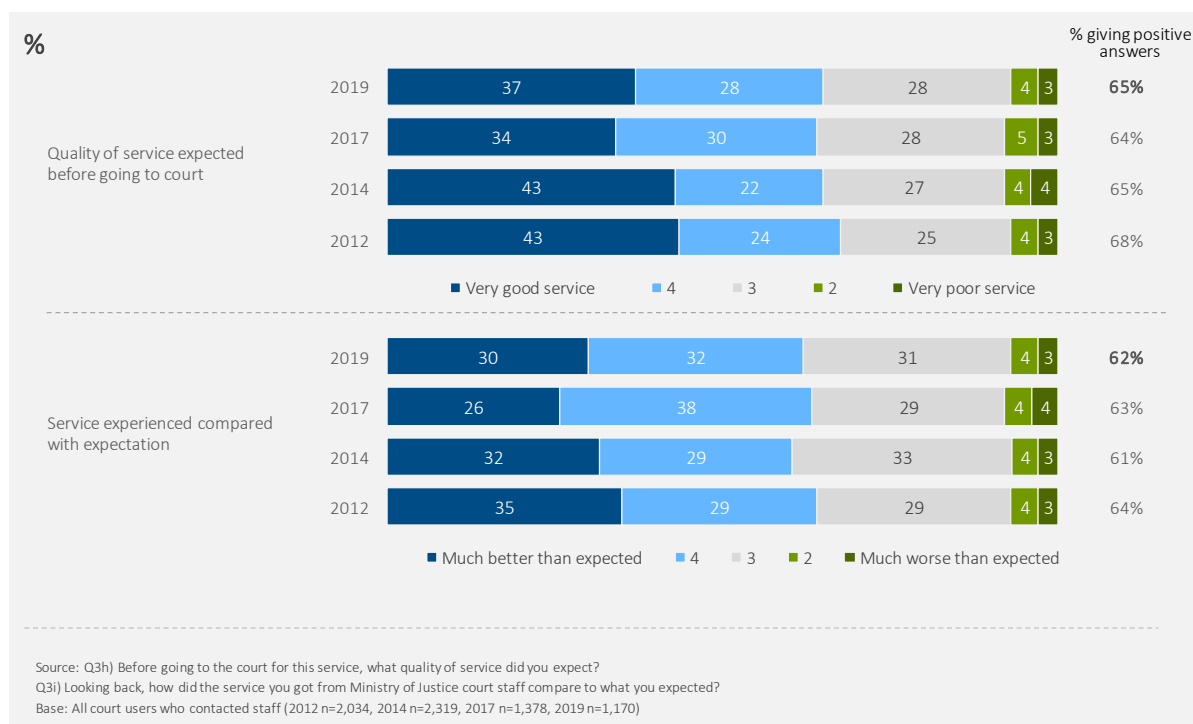
Those visiting for jury service or in relation to administrative tasks (not related to a case) are generally more positive about court staff, and those attending to support someone else tend to be less positive about staff.

## Expectations of service (using Common Measurements Tool questions)

All court users who had contact with staff were asked what service they expected, and what service they received. These questions are also drawn from the CMT (as described previously).

Results are displayed in the Figure below.

**Figure 6 – Expectation of service and delivery of service compared with expectations (CMT questions)**



Before going to court nearly two thirds (65%) thought they'd receive good service from court staff (either 4 or 5 out of 5). Over a quarter (28%) expected a middling level of service (3 out of 5), and only 7% expected poor service (either a 1 or 2 out of 5).

Once they had experienced service at court, just over six in ten (62%) say it was better than expected (4 or 5 out of 5), around three in ten (31%) say it was in line with their expectations (3 out of 5), and 7% say that it was worse than they expected (1 or 2 out of 5).

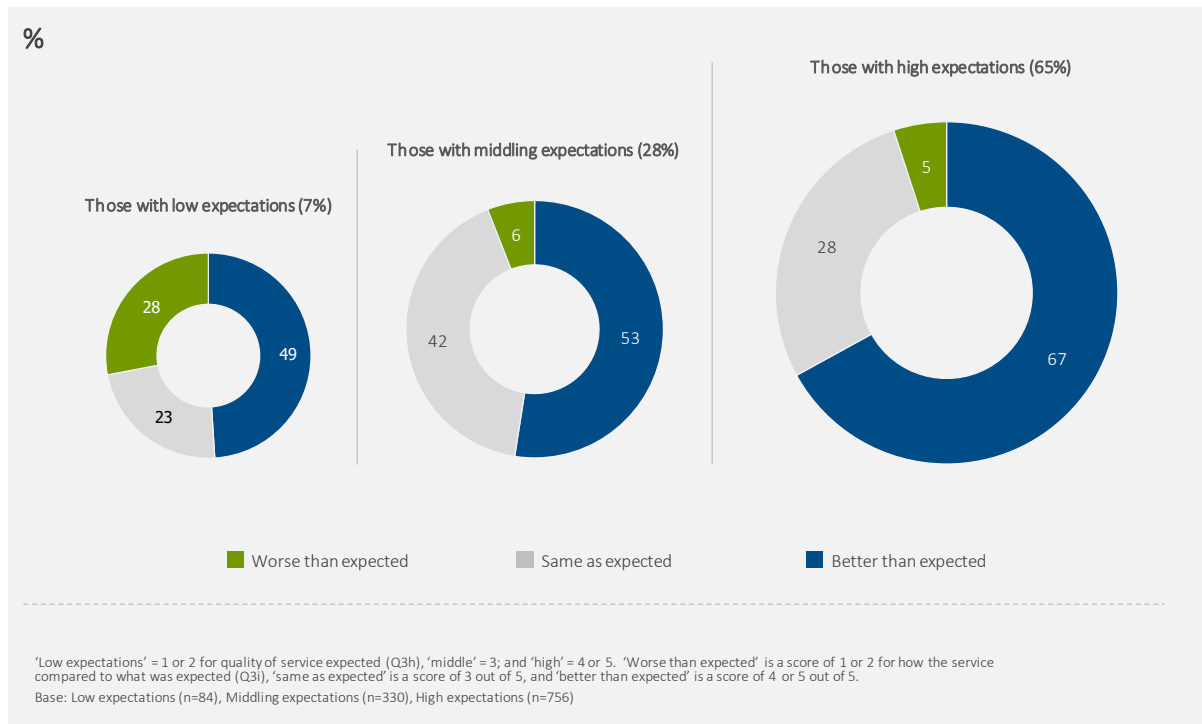
Almost all court users (93%) say the service they received from court staff met or exceeded their expectations (3 to 5 out of 5).

All of these results have remained consistent over time.



Sometimes those with very low expectations of an organisation have their perceptions challenged through a service experience. This means they would say the service was ‘better than expected’ but they had a low expectation in the first place. To investigate the achievement of expectations further, we analysed whether the service was better, the same, or worse than expected by the initial level of expectation. Results are shown in the Figure below.

**Figure 7 – Delivery of service against expectations by low, middling and high expectations (CMT questions)**

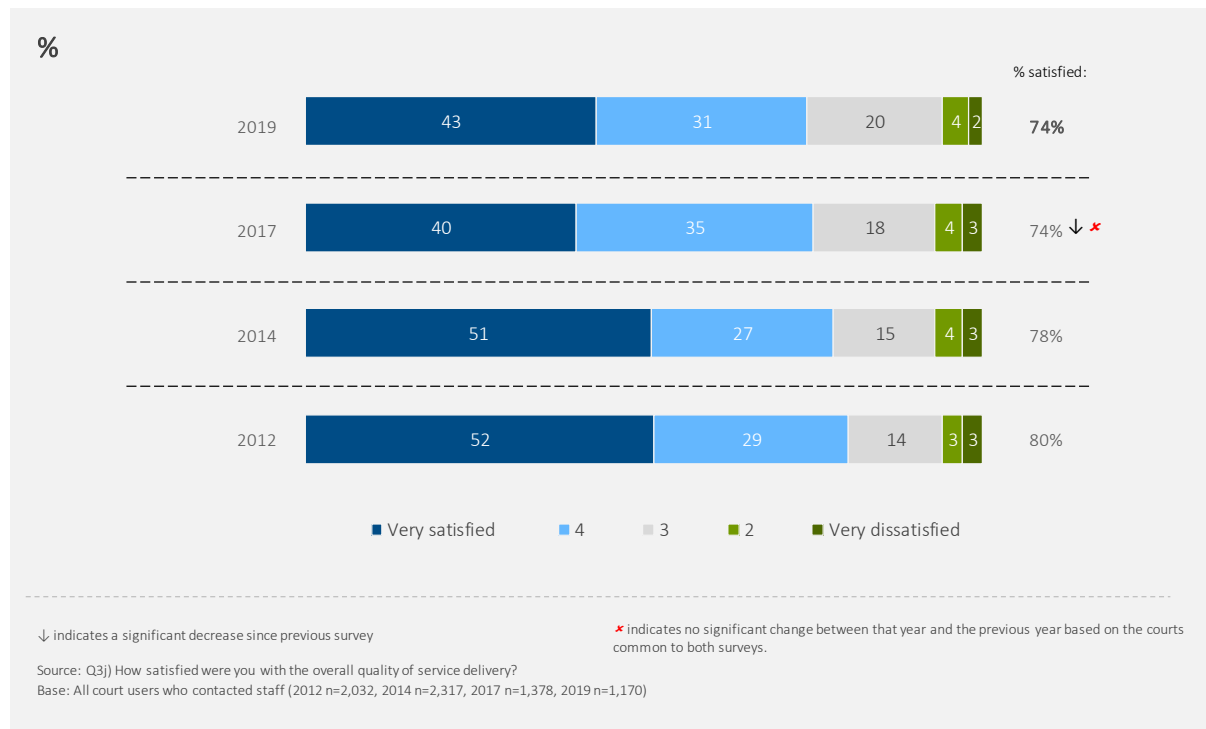


Court users with high expectations are most likely to say their interaction with court staff exceeded their expectations (67% of them said this). Although, around half of those with low or middling expectations also say they received better service than they expected.

## Overall satisfaction with quality of service delivery (using Common Measurements Tool question)

All respondents who had contact with staff were asked to rate the overall quality of service delivery. Results are shown in the Figure below.

**Figure 8 – Quality of service delivery (CMT question)**



74% of court users are satisfied with the overall quality of the service they received (4 or 5 out of 5 ratings).

Groups more likely to be satisfied include those:

- who have visited the court less than six times (79%).
- visiting Dunedin court (84%).
- visiting for administrative reasons not related to a case (94%).
- visiting in relation to a matter that is under an 'other' jurisdiction (87%).
- visiting for jury service (86%).
- aged 50 years or over (83%).
- who are retired (92%).

Groups less likely to be satisfied include those:

- who have visited the court six or more times before (65%).
- visiting Manukau court (56%)
- visiting to take part in a case or hearing (70%).
- visiting for a matter that falls under the criminal (youth or traffic) jurisdiction (69%).
- visiting to support someone else (67%).
- aged 30 to 49 years (70%).
- who are unemployed (67%).

## **Some comments from court users about court staff**

*"Friendly and easy to talk to staff, pretty good I find." [Administrative matters not related to a case, Dunedin court]*

*"My experience here, is that the security staff and the police have been very helpful and friendly. Everyone's very respectful." [Criminal case-other, Christchurch court]*

*"The staff in this court are an asset to the MOJ." [Civil-participant, Christchurch court]*

*"Need adequate staff so would be shorter waiting times. Need to up counter staff during busy times. Not a lot of seating there. Standing for 15 minutes is too long." [Criminal case-other, Hamilton court]*

*"They need to hire competent counter staff and be more focused on customer service. I had a bad experience with counter staff being rude." [Other, Wellington court]*

*"Lack of knowledge in frontline staff. Courtroom attendees list needs to be updated more frequently. Floor 3 customer service counter is unattended. Display board doesn't specify 2nd floor counters." [Criminal case-other, Hamilton court]*

*"Special communication courses for staff needed. Due to wide range of people in court. Socioeconomic, ethnic and education differences need to be better understood." [Criminal case-accused, Hamilton court]*

## **Some comments from court users about duty solicitors**

As identified in previous surveys, court users don't necessarily distinguish between Ministry staff and non-Ministry staff when given the opportunity to provide further feedback via an open-ended question. Their comments about their overall court experience sometimes refer to duty solicitors, for example that there aren't enough of them, and that some are unapproachable.

*"Duty solicitors need to be more proactive. Should be a lawyer list out for better choice. More time needed with initial interview." [Criminal case-other, Hamilton court]*

*"When I arrived, I didn't know where to go to see a duty lawyer. I had to go back and forth. It took time." [Criminal case-accused, Hamilton court]*

*"...they need more duty solicitors approachable and available." [Criminal case-accused, Manukau court]*

*"They need more duty solicitors to help." [Criminal case-accused, Hastings court]*

*"Duty solicitors should be more available for example before cases to talk. Especially to other people related to a case." [Criminal case – other, Dunedin court]*

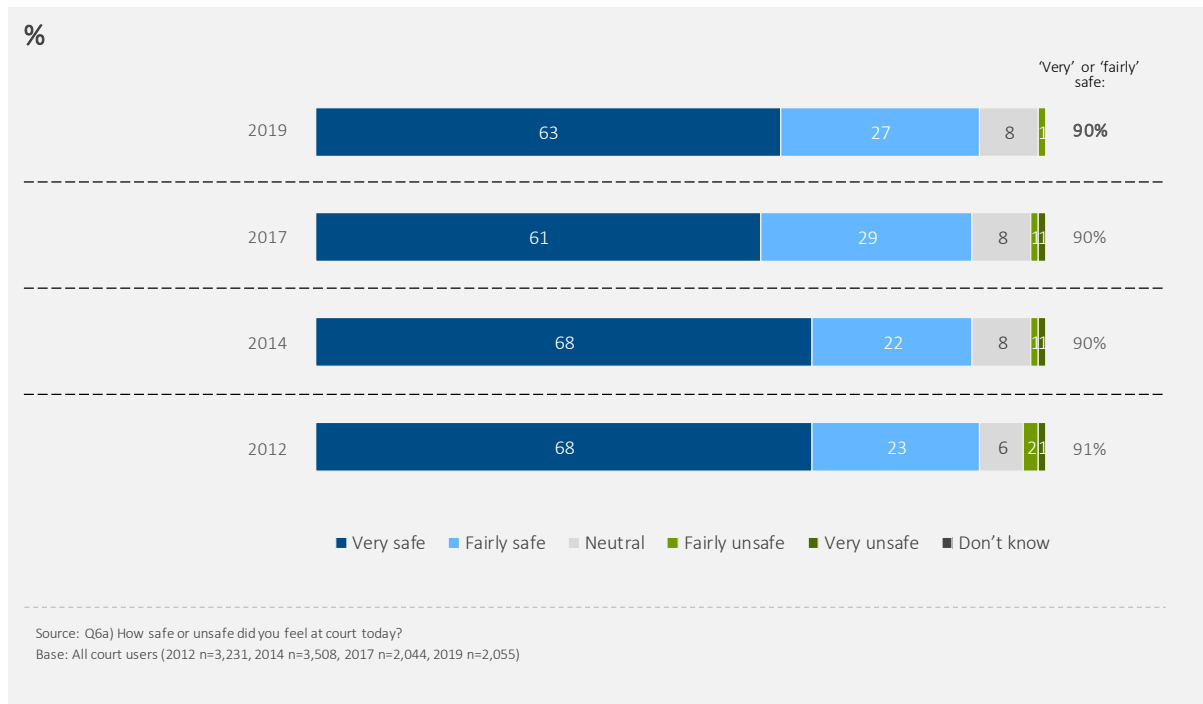
*"I've waited here for too long, for paper I should have been able to get in a few minutes. I believe that the duty solicitor needed to listen to and respond to my needs. I don't think he looked at the documentation. I didn't get any advice from him." [Criminal case-accused, Christchurch court]*

# Safety

## Overall feelings of safety

As stated previously, a sense of safety is the second most important driver of court user satisfaction. This is also one of the highest performing aspects of the court user experience, so is important to maintain. All respondents were asked how safe or unsafe they felt at court. Results are illustrated in the Figure below.

**Figure 9 – Feelings of safety**



90% feel 'very' or 'fairly' safe at court. This proportion is virtually unchanged across all surveys.

Groups more likely to feel safe include those:

- visiting court for the first time (93%).
- visiting for jury service (98%).
- aged 50 years or over (94%).
- who are retired (96%).

Groups less likely to feel safe include those:

- who have visited the court building over 12 times before (85%).
- visiting Wellington court (84%).
- visiting for a case or hearing (88%).
- visiting for a case that falls under the criminal (youth or traffic) jurisdiction (88%).
- visiting to support someone else (87%).

The proportion of court users at each court location who feel 'very' or 'fairly' safe is presented in the table below.

**Table 11 – Feelings of safety by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
<b>1 - Very unsafe</b>	*	*	-	1	2	-	-	-	*	1
<b>2 - Fairly unsafe</b>	1	1	-	2	*	1	2	-	1	3
<b>3 - Neutral – neither safe nor unsafe</b>	8	10	8	8	6	5	15	4	9	3
<b>4 - Fairly safe</b>	27	29	20	40	20	14	33	17	26	15
<b>5 - Very safe</b>	63	60	72	50	72	80	50	78	63	78
<b>Don't know</b>	*	*	-	-	-	-	-	-	-	-
<b>NETT SAFE</b>	90	88	92	90	92	94	84	96	89	93

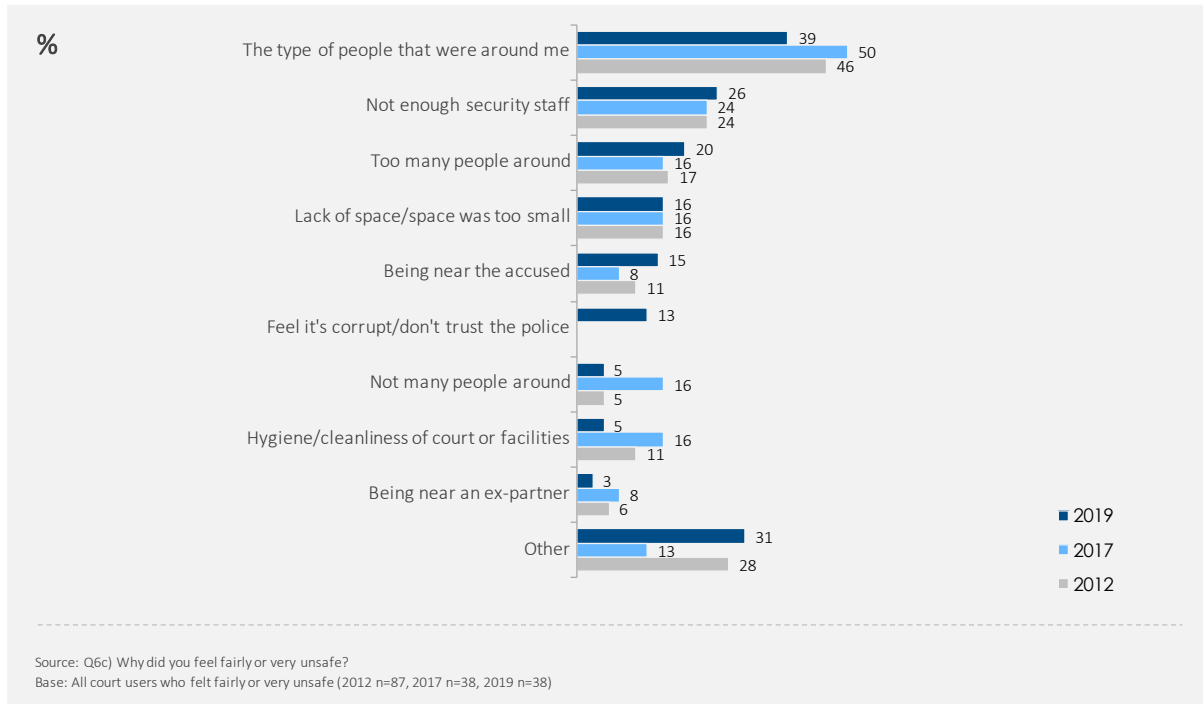
Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Court users across most sites are equally likely to feel safe, the only exception is Wellington District Court where court users are less likely to feel safe. Court users at both Wellington and Manukau courts are less likely to feel 'very' safe, this indicates that safety and security can improve at Manukau court as well.

## Reasons for feeling unsafe

The 38 respondents who felt unsafe at court were asked why they felt that way. Their reasons are displayed in the Figure below.

**Figure 10 – Reasons for feeling unsafe**

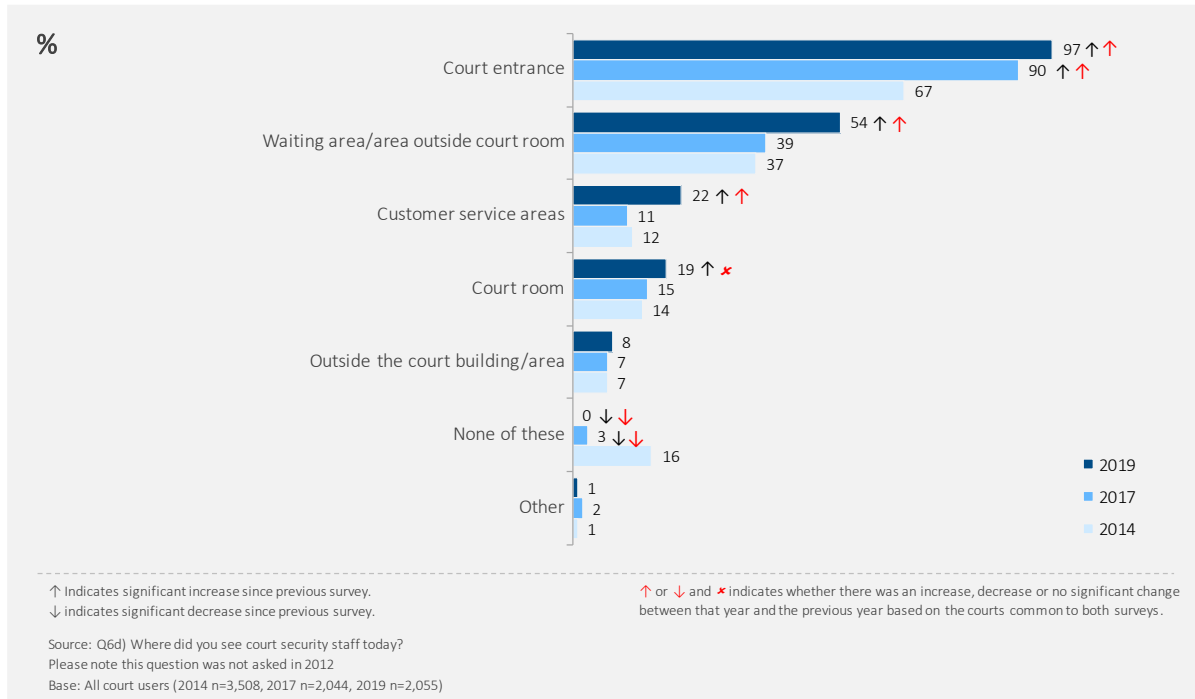


Their main reasons for feeling unsafe include the kinds of people that were surrounded by (39%), and the perceived lack of security staff (26%). These results align with 2017.

## Areas where security staff are visible

Respondents were asked where they saw court security staff. This question was asked for the first time in 2014. Results are shown in the following Figure.

**Figure 11 – Where respondents saw court security staff**



All court users notice security staff, a higher proportion than in 2017 (97%). The most common places being the court entrance (97%), and the waiting area (54%). Security staff are now more visible in all places, except outside of the court building and in the court room. These increases remain significant when based on the six courts included in the 2017 and 2019 surveys.

Some variation by court location can be seen in the table below. There appears to be a stronger security presence in certain areas of Christchurch and Manukau courts, and lower than average presence in multiple areas of Hastings and Nelson courts, and Wellington and Auckland District Courts.

**Table 12 – Respondents observing security staff by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
<b>Court room</b>	19	18	25	18	23	25	11	17	21	12
<b>Waiting area/area outside court room</b>	54	51	26	72	47	23	31	16	91	33
<b>Customer service areas</b>	22	7	5	11	12	2	7	4	81	18
<b>Court entrance</b>	97	97	92	95	97	99	99	99	98	97
<b>Outside the court building/area</b>	8	11	4	12	12	3	3	1	9	4
<b>Other</b>	1	1	2	1	*	1	1	-	*	1
<b>None of these (i.e. did not see security staff)</b>	*	-	-	-	-	-	*	-	-	-

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

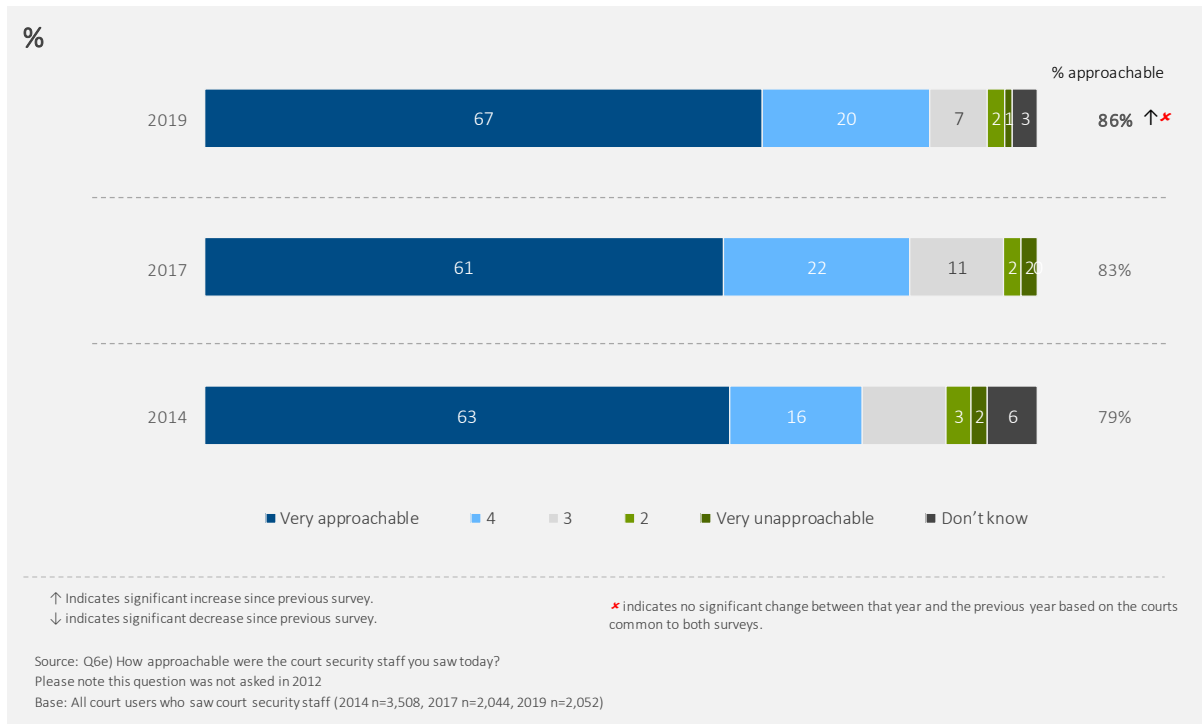


## Security staff approachability

Those who saw court security staff during their visit were asked how approachable or unapproachable they seemed. This question was asked for the first time in 2014. Respondents answered using a five point scale where 1 was very unapproachable and 5 was very approachable (or respondents could say 'don't know').

Results are displayed in the Figure below.

**Figure 12 – Approachability of security staff**



86% feel court security staff are approachable (4 or 5 out of 5 ratings), a higher proportion than in 2017. But when based on the six courts that were in both surveys, approachability has not changed.

Further analysis shows that those who observe court security staff at customer service areas are less likely to consider them approachable (81%), than those who see security staff in the entrance (87%), or the waiting area (85%).

The proportion rating court security staff as ‘approachable’ appears to vary by court location as can be seen in the table below.

**Table 13 – Approachability of security staff by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(n=2,052)	(n=425)	(n=51)	(n=375)	(n=200)	(n=151)	(n=196)	(n=102)	(n=401)	(n=151)
<b>Proportion rating security staff as ‘approachable’ (either 4 or 5 on a 5 point scale)</b>	86	86	91	85	88	92	87	97	78	91

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Court users in Hastings and Nelson are more likely to consider the security staff approachable, whereas those in Christchurch are less likely to.

### Some comments from court users about safety and court security staff

*“I’ve got very positive sentiments about the court environment. It’s calm, well managed, and engenders a strong sense of security for the public visiting the court.” [Family Court-supporter, Christchurch court]*

*“Feel safe, security looks after us. Sometimes tenancy cases get overwrought. Family released first and tenancy manager kept behind.” [Tenancy or Disputes Tribunal cases, Auckland District Court]*

*“I would prefer police rather than security. I have seen fights here before and security can’t do much. They can’t arrest anyone.” [Family Court-supporter, Auckland District Court]*

*“I don’t feel comfortable approaching the security staff. I feel that I’m being a nuisance, that I should know where to go. I think it’s the uniform too. When I first came here, I felt really bad anxiety. Now I know where I’m going, I’m more confident, getting used to it. This big flash building is intimidating. Even the way people dress here.” [Criminal case-other, Christchurch court]*

*“I think the court process is a bit slow. Maybe because traffic offences are not a big priority. I’ve been waiting too long for my papers. And there has just been a punch up, and suddenly I don’t feel safe anymore. The security staff removed the problem person fairly quickly, but it’s still upsetting. I’m sick of waiting. My Mum is waiting. It’s been 90 minutes now and Mum has no idea why I have not come back to her. I’ve been told I’m NOT allowed to leave.” [Criminal case-accused, Christchurch court]*

*“Tenancy hearings are generally safe, but emotions can run high. We need visible security in some situations. A colleague asked for security a few months ago, and her request was denied. She felt very vulnerable.” [Tenancy or Disputes Tribunal cases, Christchurch court]*

*“...The security guards should be on each level, not just at the entrance.” [Criminal case-accused, Wellington court]*

*“...Need security at waiting rooms, more frequent rounds.” [Criminal case-other, Hamilton court]*

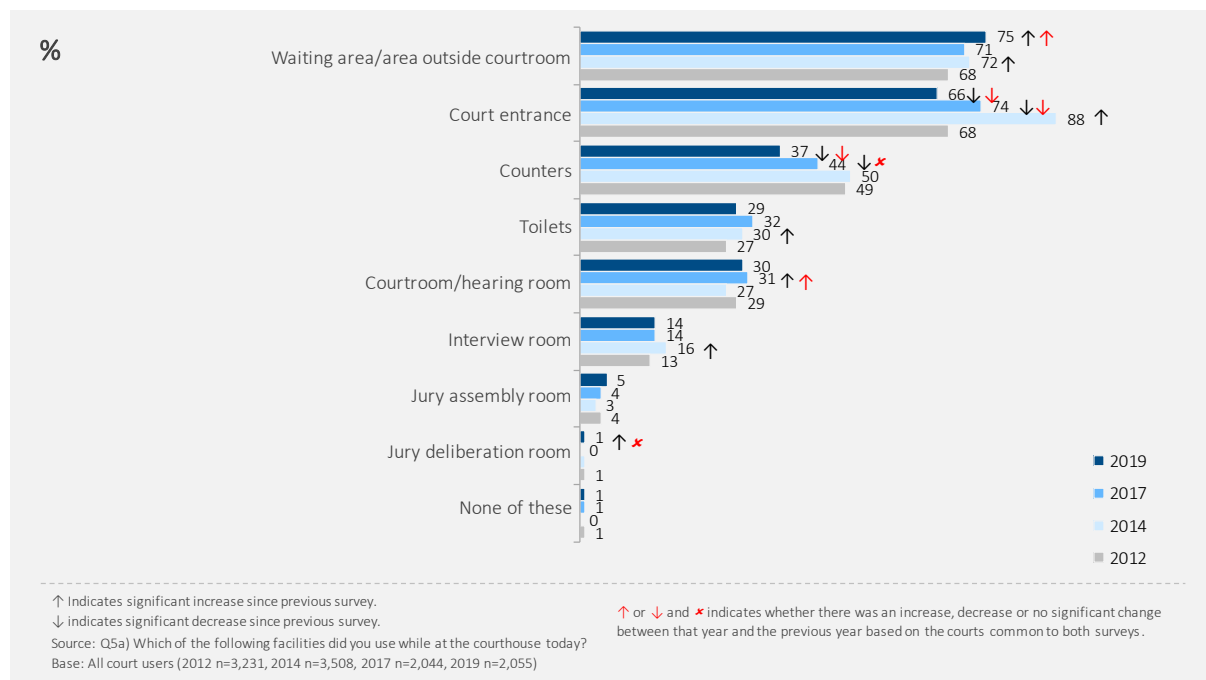
## Facilities at court

As outlined previously, court waiting areas are the third most important driver of satisfaction and are a priority for improvement. There is also room to improve other facilities. Details are provided in this section.

### Facilities used

Respondents were asked what facilities they used at court. The results are presented in the Figure below.

**Figure 13 – Facilities used at court**



Court users are more likely to use the waiting area or area outside the courtroom than in 2017, and less likely to use the court entrance or counters. These changes stay significant when based on the six courts in both the 2017 and 2019 surveys.

## Rating of individual facilities

Respondents who used each facility were then asked to rate them from 'very good' to 'very poor'. Full results are presented in the Figure on the following page.

Facilities most likely to be rated favourably (i.e. very or fairly good) include the:

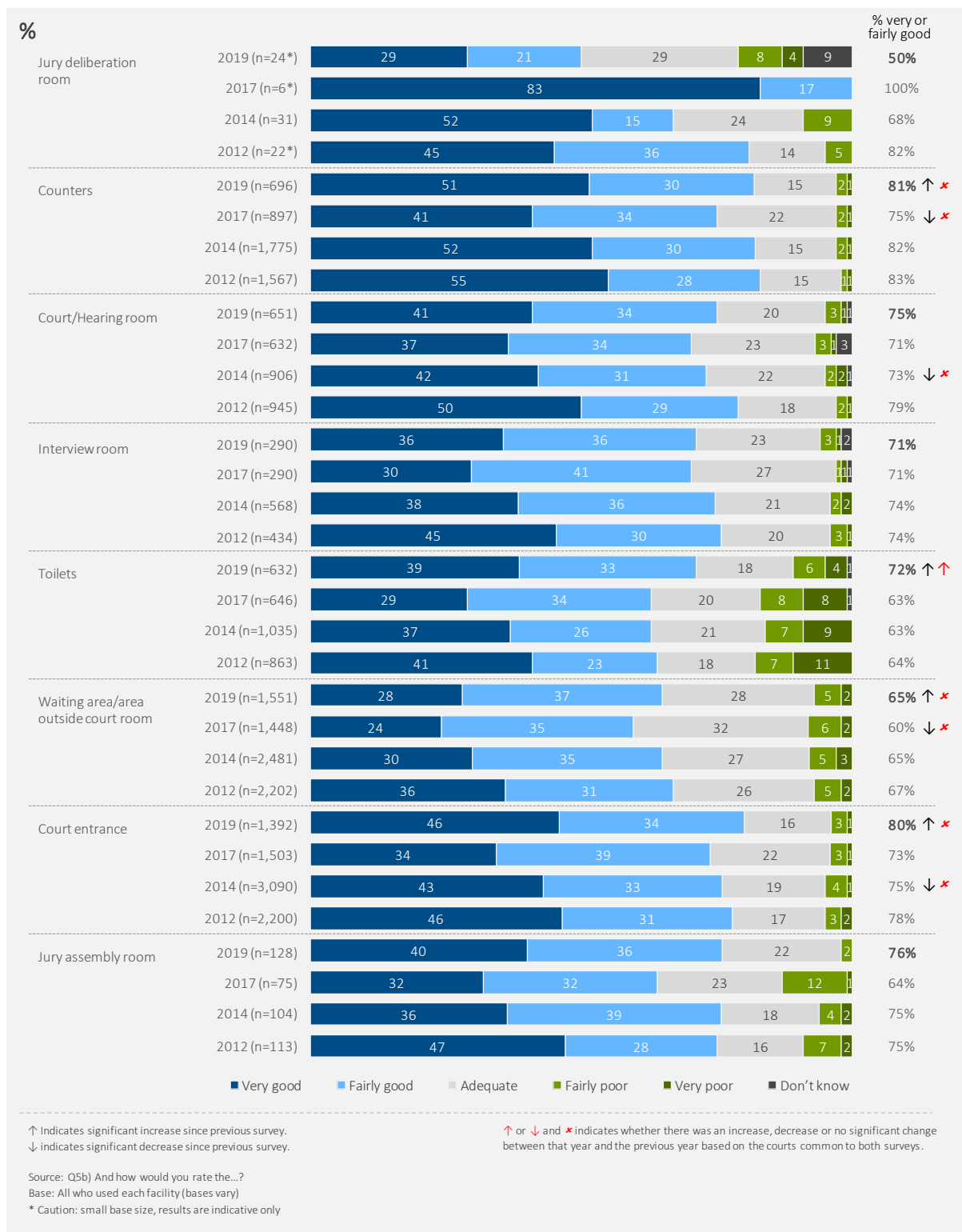
- counters (81%).
- court entrance (80%).
- jury assembly room (76%).
- court/hearing room (75%).
- toilets (72%).
- interview room (71%).

In contrast, less than two thirds rate the following facilities favourably:

- waiting area/area outside court (65%).
- jury deliberation room (50%) – note the very small sample size.

Most of the more positive ratings in the 2019 sample compared to the 2017 sample don't remain significant once the analysis is restricted to the six courts covered in both surveys. The one exception is the toilets, where there appears to have been a genuine improvement since the last measure.

**Figure 14 – Rating of court facilities**

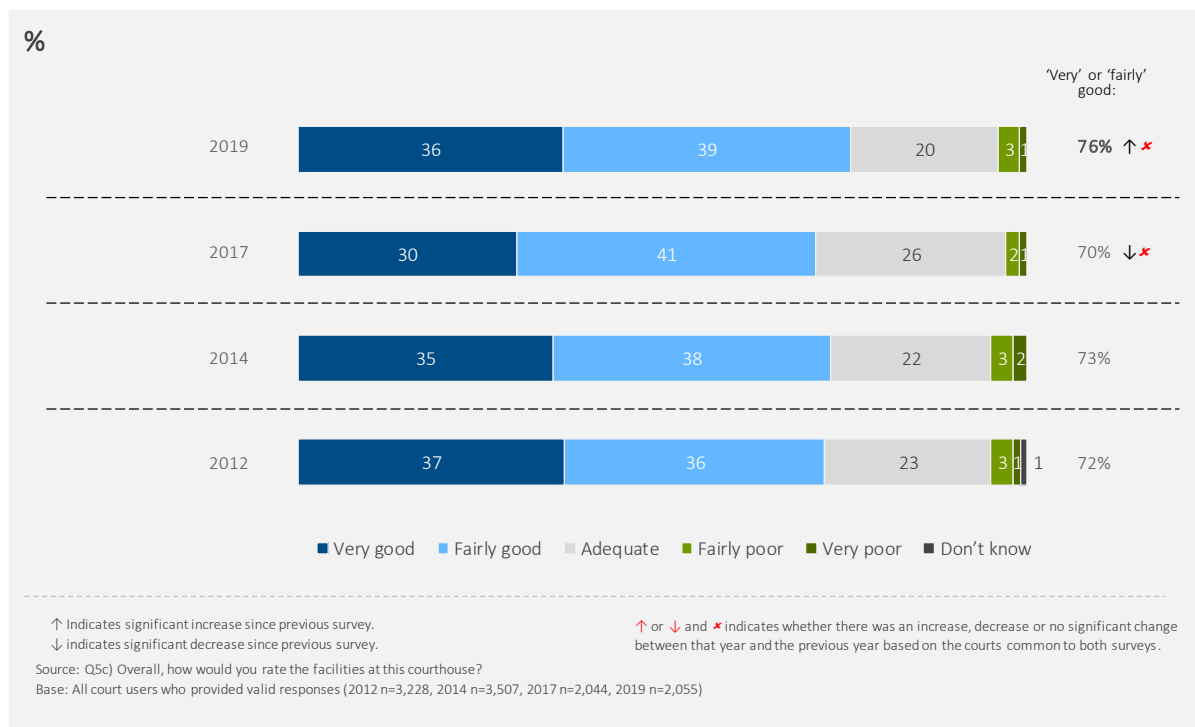


Please refer to a separate table later on for ratings by court location.

## Overall rating of facilities

All respondents were asked to give the facilities at the courthouse an overall rating. Results are presented in the Figure below.

**Figure 15 – Overall rating of facilities**



76% say the facilities are either 'very' or 'fairly' good overall. This is significantly higher than 2017 at the total sample level, but when restricted to the six courts that were in both surveys no difference is apparent.

Groups more likely than average to give the facilities a good rating include those:

- visiting the court for the first time, or been two to three times before (81% respectively).
- visiting Christchurch court (92%), Nelson (91%), Hastings (90%) or Dunedin (83%).
- visiting for jury service (86%).
- aged 50 years or over (81%).
- who are retired (86%).
- whose annual household income is up to \$30,000 (80%).

Groups less likely to give the facilities a good rating include those:

- who have visited the court more than twelve times before (65%).
- visiting Auckland District Court (65%), or Wellington (45%).
- visiting to take part in a case or hearing (73%).
- aged 30 to 49 years (73%).
- who are Māori (73%).

## Ratings of facilities (individual facilities and overall rating) by location

The proportions rating each facility as 'very' or 'fairly' good at each court location can be found in the table below. Due to small numbers using some of the facilities by location (for example, the jury deliberation room) we have put an 'x' in cells with fewer than five respondents.

**Table 14 – Rating of facilities by court location**

Proportion rating 'very' or 'fairly' good	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(up to n=1,604)	(up to n=326)	(up to n=38)	(up to n=355)	(up to n=91)	(up to n=116)	(up to n=178)	(up to n=97)	(up to n=374)	(up to n=99)
<b>Courtroom/ hearing room</b>	75	73	87	73	73	81	58	86	84	63
<b>Waiting areas outside courtroom</b>	65	54	72	65	55	79	36	83	82	66
<b>Jury assembly room</b>	76	78	53	84	77	-	x	-	75	-
<b>Jury deliberation room</b>	50	40	x	x	-	-	-	-	-	-
<b>Interview rooms</b>	71	65	x	76	50	74	x	100	92	76
<b>Counters</b>	81	76	x	66	83	93	52	87	88	88
<b>Court entrance</b>	80	70	79	84	79	93	54	91	90	75
<b>Toilets</b>	72	58	79	62	79	100	47	53	98	83
<b>Base size</b>	n=2,055	n=426	n=51	n=375	n=200	n=151	n=197	n=102	n=402	n=151
<b>Overall rating of facilities</b>	76	65	84	72	74	90	45	91	92	83

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Individual facilities are generally rated higher at Christchurch, Nelson and Hastings courts, and lower at Wellington, Manukau and Auckland District Court.

### Some comments from court users about facilities

*"Map needs to be provided for parking. Or parking availabilities." [Criminal case-Jury service, Manukau court]*

*"Clean the cells downstairs, provide more food." [Criminal case-accused, Auckland District Court]*

*"They spend too much money on aesthetics, the building is excessive for its purpose. Money needs to be spent on the system, not just on the facilities." [Criminal case-accused, Christchurch court]*

*"Ramp would be helpful on the right-hand side of the court entrance. The seats are too low for the elderly and people with knees or hips issues." [Administrative matters not related to a case, Nelson court]*

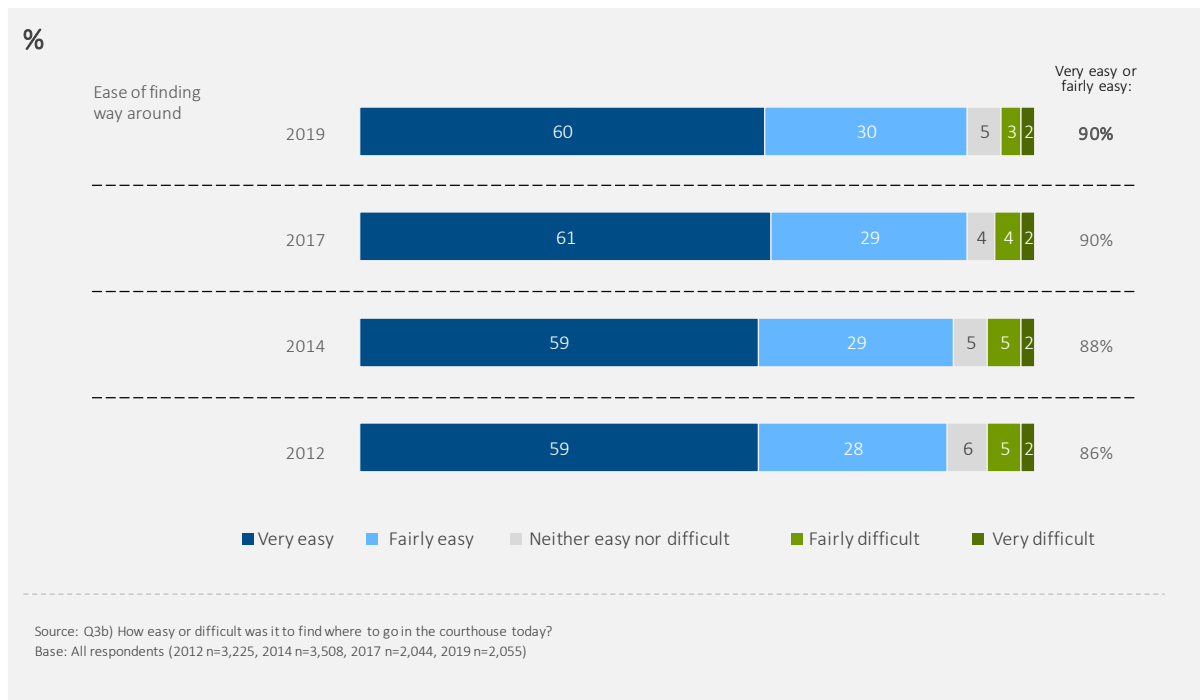
*"The waiting area on level two is very congested. This area is far too small for the number of people here. This building is way too extravagant for its purpose. It's a public service building, it doesn't need to be an architectural statement." [Spectator, Christchurch court]*

# Navigating around the court building and accessibility

## Ease of navigating around the court building

All respondents were asked how easy or difficult it was to find where they needed to go in the courthouse. Results are displayed in the Figure below.

**Figure 16 – Ease of navigating through the courthouse**



90% find it either 'very' or 'fairly' easy to find where to go, the same proportion as 2017.

Groups more likely to find it easy to find their way around the courthouse include those:

- visiting Nelson court (97%).
- visiting for jury service (96%).
- visiting for a matter under the criminal (traffic or youth) jurisdiction (93%).

Groups less likely to find the courthouse easy to navigate include those:

- visiting court for the first time (87%).
- visiting Wellington court (85%).
- visiting for a civil jurisdiction matter (83%).



## **Some comments from court users about navigation around the court building**

*"...We didn't know where the entrance was. Went to a first door, second door, third door, and then came around the corner. There were no signs." [Administrative matters not related to a case, Dunedin court]*

*"I think they need a person downstairs who can direct, or an information booth, and they need clear signs on the sixth floor with the customer service desk being shut, and more comfortable chairs." [Tenancy or Disputes Tribunal cases, Wellington court]*

*"...Customer service should be on the ground floor. More staff around to help people. I got lost and confused on where to go." [Spectator, Wellington court]*

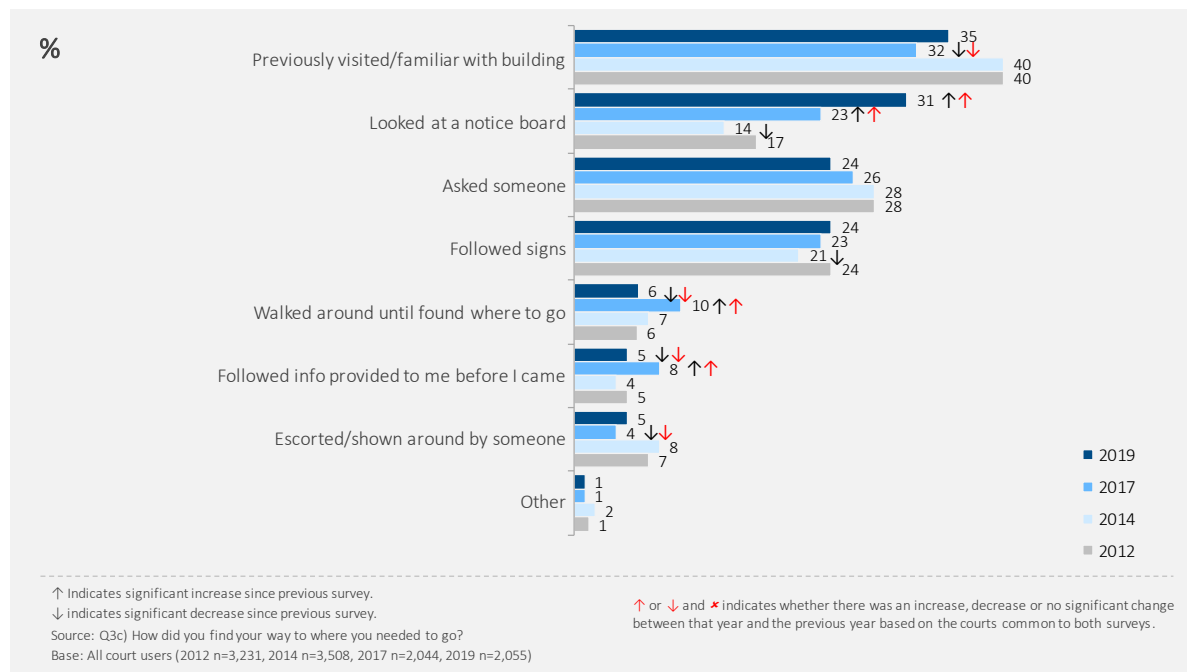
*"Signage outside the various rooms could be bigger. Possible signage in other languages." [Criminal case-accused, Manukau court]*

*"Lack of clear signage for reception. Large obvious signage for visually impaired, using good colour as well for people with colour blindness." [Administrative matters not related to a case, Dunedin court]*

## How court users find out where they need to go

All respondents were asked how they found out where they needed to go within the court building. Results are presented in the following Figure.

**Figure 17 – How visitors find out where to go**



The main reason court users know where to go at court is because they've been there before and are familiar with the building (35%). Common ways court users find out where to go include looking at a noticeboard (31%), following signs, or asking someone (24% respectively).

Compared to 2017, a higher proportion discover where to go by looking at a notice board, and a lower proportion do so by referring to information received before their arrival or simply wandering around until they came across the right place. These differences remain significant when based on the six courts included in both the 2017 and 2019 surveys.

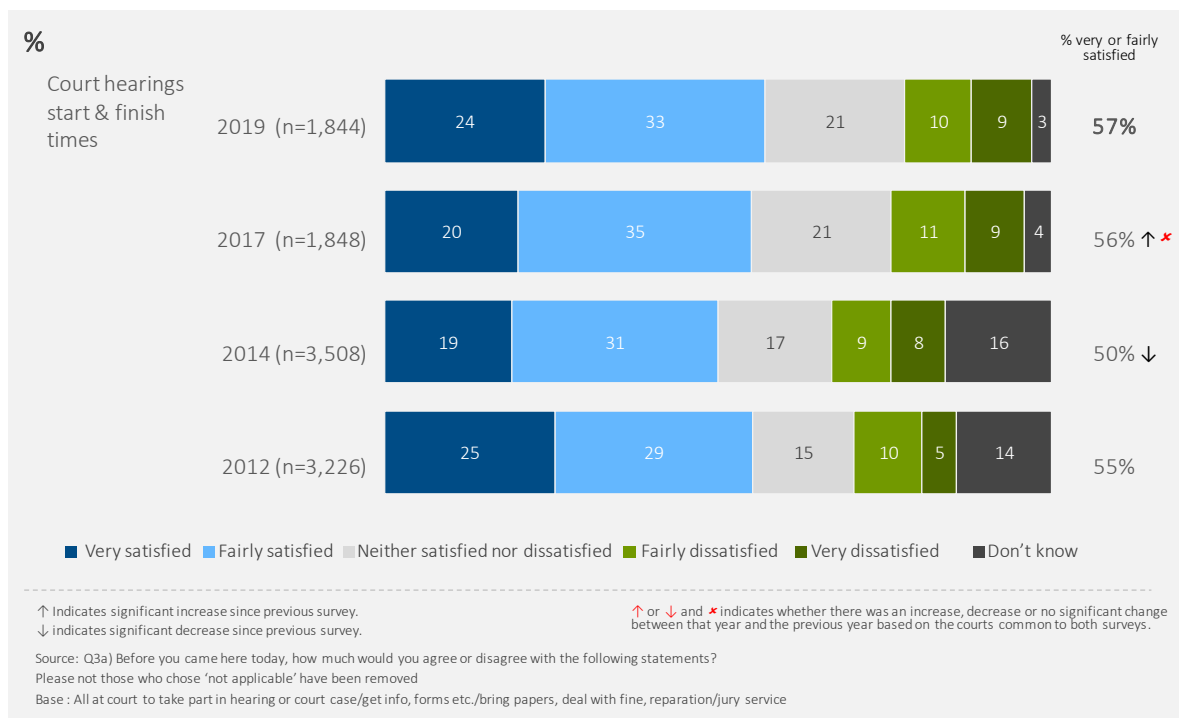
Overall, these more granular results indicate that navigation within the courts has improved, even if the overall perception at Figure 16 has not shifted.

## Convenience of court hearing times

As seen in Figure 1, court hearing times is the second worst performing aspect of the court user experience, and is also highly important in terms of driving overall satisfaction. It is therefore one of the priorities for improvement.

Respondents were asked to rate how satisfied they were with the time court hearings start and finish. Results (excluding those for whom this was not applicable) are shown in the Figure below.

**Figure 18 – Satisfaction with the convenience of sitting times**



57% are either 'very' or 'fairly' satisfied with the timing of court hearings, this is similar to 2017.

Groups more likely to be satisfied with the timing include those:

- visiting Christchurch court (64%).
- visiting to take part in a case or hearing (60%).
- visiting for jury service (68%).
- visiting for a civil jurisdiction matter (71%).
- who've been to the court two to five times before (65%).
- who are New Zealand European (60%).
- who are in paid employment (61%).
- who have an annual household income of over \$100,000 (63%).
- aged 50 years or over (69%).

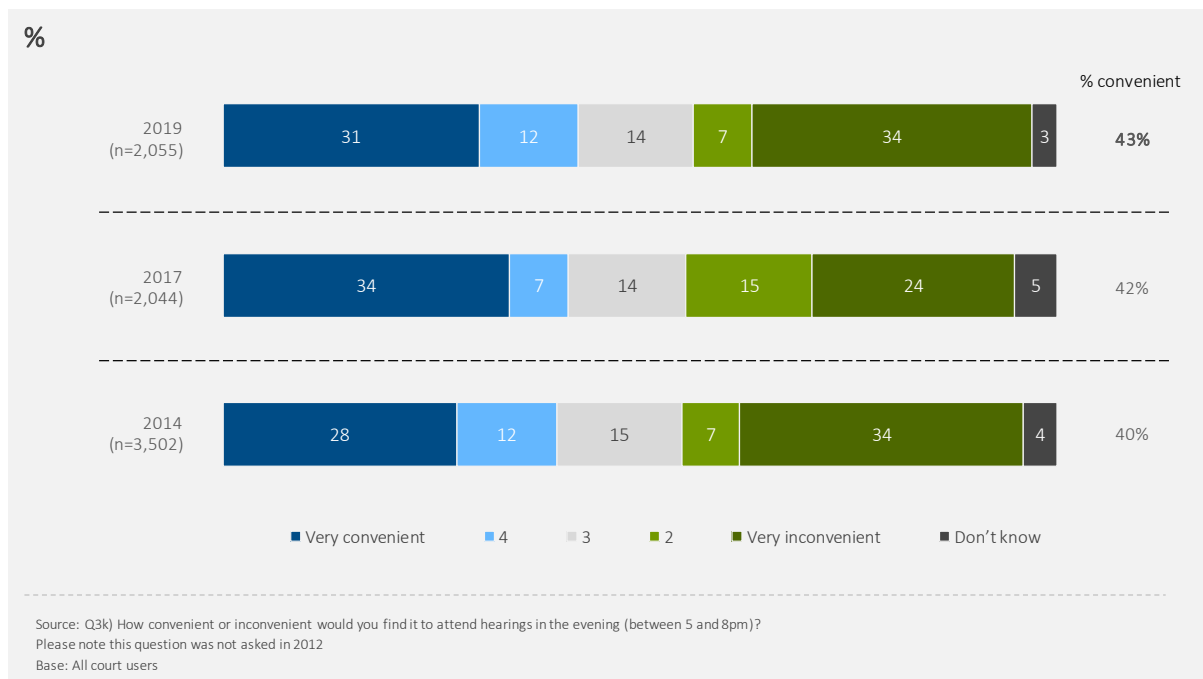
Groups less likely to be satisfied with the timing of court hearings include those:

- visiting Manukau court (51%).
- who've been to the court more than twelve times before (50%).
- who are victims of an offence (35%).
- visiting to support someone else (52%).
- who are unemployed (49%).
- who are Māori (53%).
- aged under 30 years (53%).

## Convenience of evening hearings

Respondents were asked how convenient or inconvenient they would find it to attend hearings in the evening (between 5 and 8pm). They answered using a five point scale where 1 was very inconvenient and 5 was very convenient (or they could say 'don't know'). Results are displayed in the Figure below.

**Figure 19 – Convenience of evening hearings**



Court users have mixed views, 43% find evening hearings convenient (give a 4 or 5 out of 5 rating) and 40% consider them inconvenient (give a 1 or 2 out of 5 rating). This aligns with the 2017 survey.

Groups more likely to consider evening hearings convenient include those:

- visiting Dunedin court (54%), or Christchurch (50%).
- who are NZ European (46%).
- who are in paid employment (47%).
- who have an annual household income of \$30,001 to \$100,000 (49%).
- aged under 30 years (46%).

Groups less likely to find them convenient include those:

- visiting Manukau court (37%).
- visiting for jury service (29%).
- who are retired (29%).
- who describe their occupation as home duties (30%).
- who are Māori (39%).
- aged 50 years or over (37%).

Results suggest that evening hearings have the potential to improve satisfaction among younger court users, but this gain may be neutralised by a decrease in satisfaction among older court users.

### **Some comments from court users about the convenience of hearing times**

*“Court at night would be good. I can be here all day. It takes time to get the cases through. The notice may say 10am but the case may not be heard until the afternoon. It’s a nervous time. Service is good in morning until noon then it fades off. You don’t know what you’re doing.” [Criminal case – accused, Hamilton court]*

*“Jury service was not convenient as kids have term break and it interrupted family time. Selection process was time consuming, it should be decided prior maybe through online medium.” [Criminal case – jury service, Hamilton court]*

*“Stick to court days and times.” [Other, not related to a case or hearing, Christchurch court]*

*“Time. Time off work, and having to be here. Also travel time. Only to be told that the hearing was cancelled until next week. The court seems to have a workload problem. Another person, a witness was unsure for two days about how to organise her work time because she might be called to attend. Today, the need for her to come to court clashed with a previous business appointment which had to be cancelled.” [Family court – supporter, Christchurch court]*

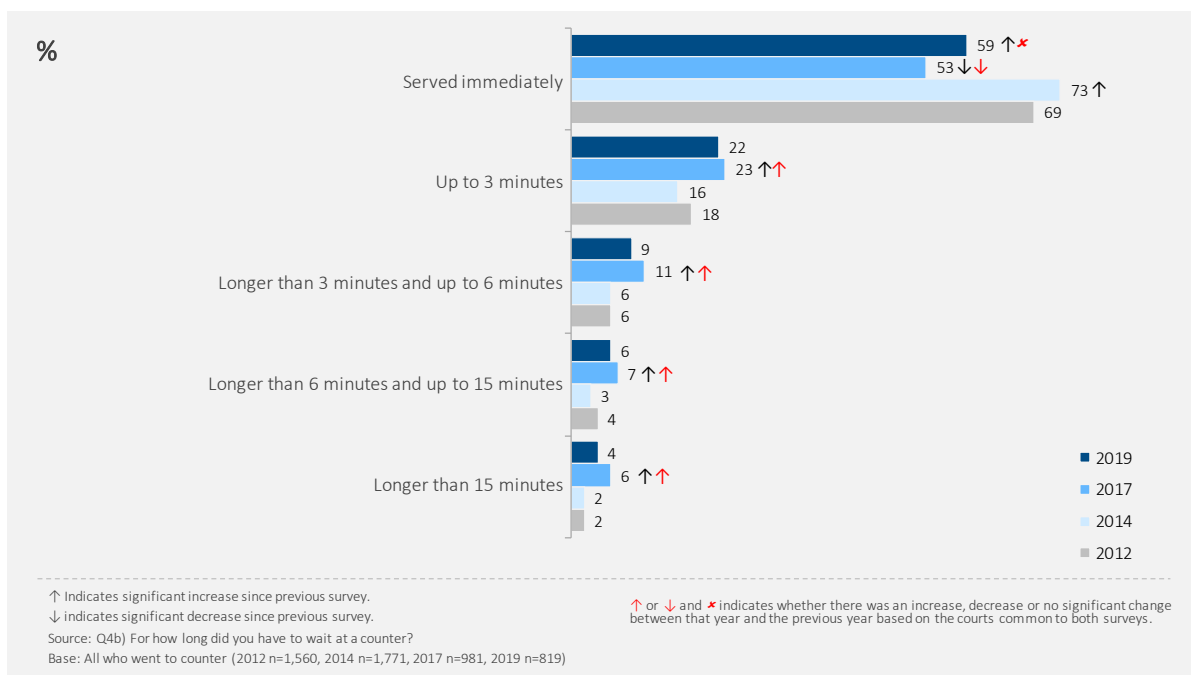
# Waiting times

## Waiting at a counter

Around four in ten court users went to a counter (43%). This is a lower proportion than 2017, and remains significantly lower when based on the six courts in both the 2017 and 2019 surveys.

Those who did go to a counter were asked how long they had to wait before being served. Results are presented in the Figure below.

**Figure 20 – Length of wait at a counter**



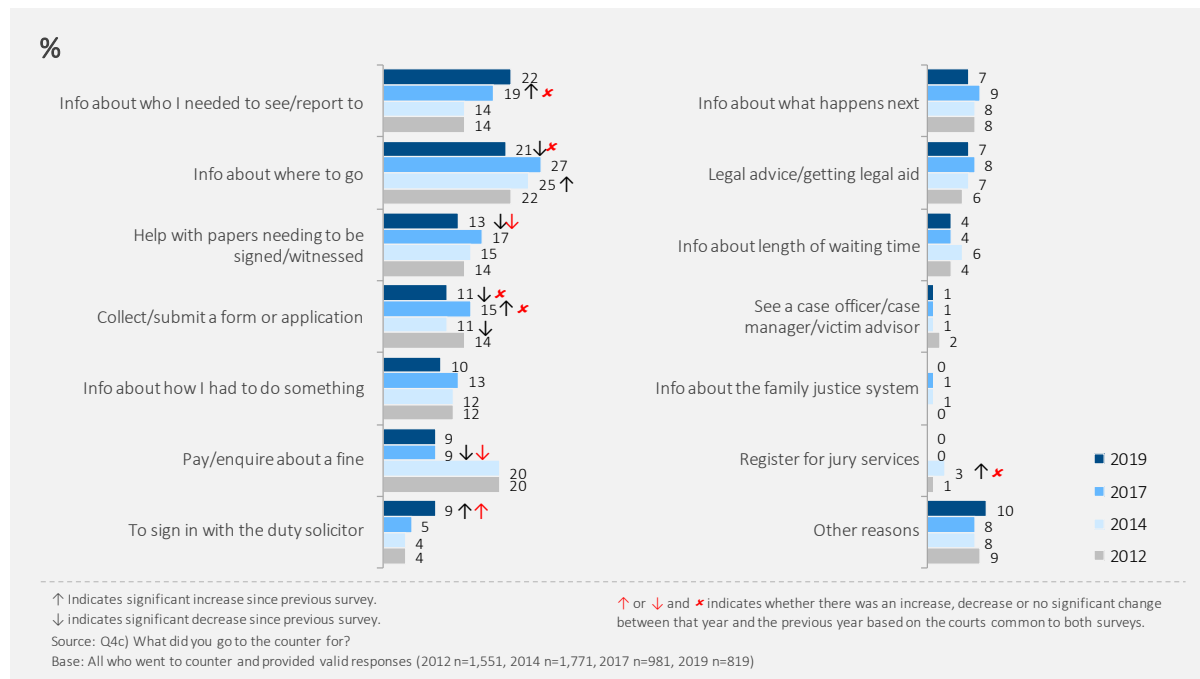
The majority are served immediately (59%), an increase since 2017. However, no change is evident when restricted to the six courts that are common to both the 2017 and 2019 surveys.

A relationship exists between wait time and overall satisfaction. The 4% that waited more than 15 minutes to be served have a below average overall satisfaction level (51% are satisfied with the services and facilities vs. 82% of all court users). While this group is a small proportion of all court users, every effort to speed up service will help contribute (even if in a small way) to the improvement of overall satisfaction.

## Reasons for visiting counter

The Figure below outlines the range of reasons why court users go to a counter.

**Figure 21 – Reason for going to counter**



The most common reasons are to find out who they need to see or report to (22%), or to find out where to go in court (21%).

The proportion visiting the counter to sign in with a duty solicitor has increased since 2017, and the proportion going for help with papers that need to be filed, signed, or witnessed has decreased. These changes remain significant when based on the six courts that are common to the 2017 and 2019 surveys.

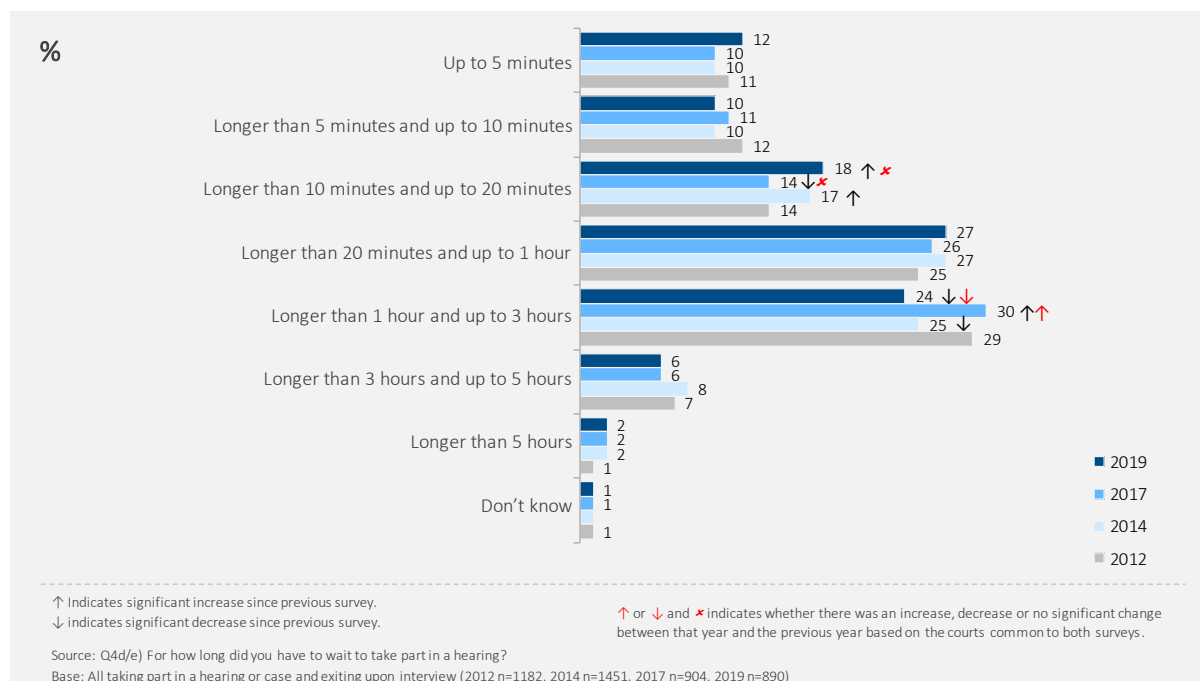
The incidence of going to the counter for information on where to go in court, or to collect or submit a form or application has decreased since 2017, although no difference is apparent when restricted to the six courts in common.

## Waiting times for a hearing or case

As seen in Figure 1, wait times for a hearing or case is the lowest performing aspect of the court user experience. As this aspect has a low level of importance in terms of driving overall satisfaction it is only considered a secondary priority for improvement.

Those attending court to take part in a case or hearing were asked how long they waited to take part (4 in 10 were still waiting at the time). Results are illustrated in the Figure below.

**Figure 22 – Length of wait for hearing or case**



The vast majority wait more than 5 minutes (87%), similar to 2017 (89%). One third wait longer than an hour (32%), which is a lower proportion than 2017 (38%). This decline remains significant when based on the six courts in both the 2017 and 2019 surveys.

Shorter wait times is a positive change, as longer wait times are associated with lower overall satisfaction. Those waiting more than one hour are less likely to be satisfied with the court's services and facilities (71% vs. 82% of all court users).



## **Some comments from court users about wait times**

*“Received information to arrive at 9 but waiting hours were long.” [Fines – to deal with a fine or reparation, Hamilton court]*

*“Proper timing should be given to family members; the wait time is a very long time today. Police should bring arrested people in an hour before hearing as it is also a very long wait time for the person arrested.” [Civil – supporter, Hamilton court]*

*“A lot of time wasting. Should start at 9am. One and half hours for lunch. We are paying for this. It is slow and costs a lot in legal aid to tax payers. Delayed sentences take more court time. Why does the judge not sentence then and there?” [Spectator, Auckland High Court]*

*“Less waiting time. They call too many people in.” [Criminal case – jury service, Auckland District Court]*

# Information before coming to court

Respondents who were at court to take part in a hearing, get information for a case, bring information for a case, deal with a fine or reparation, or for jury service were asked a series of questions about court information.

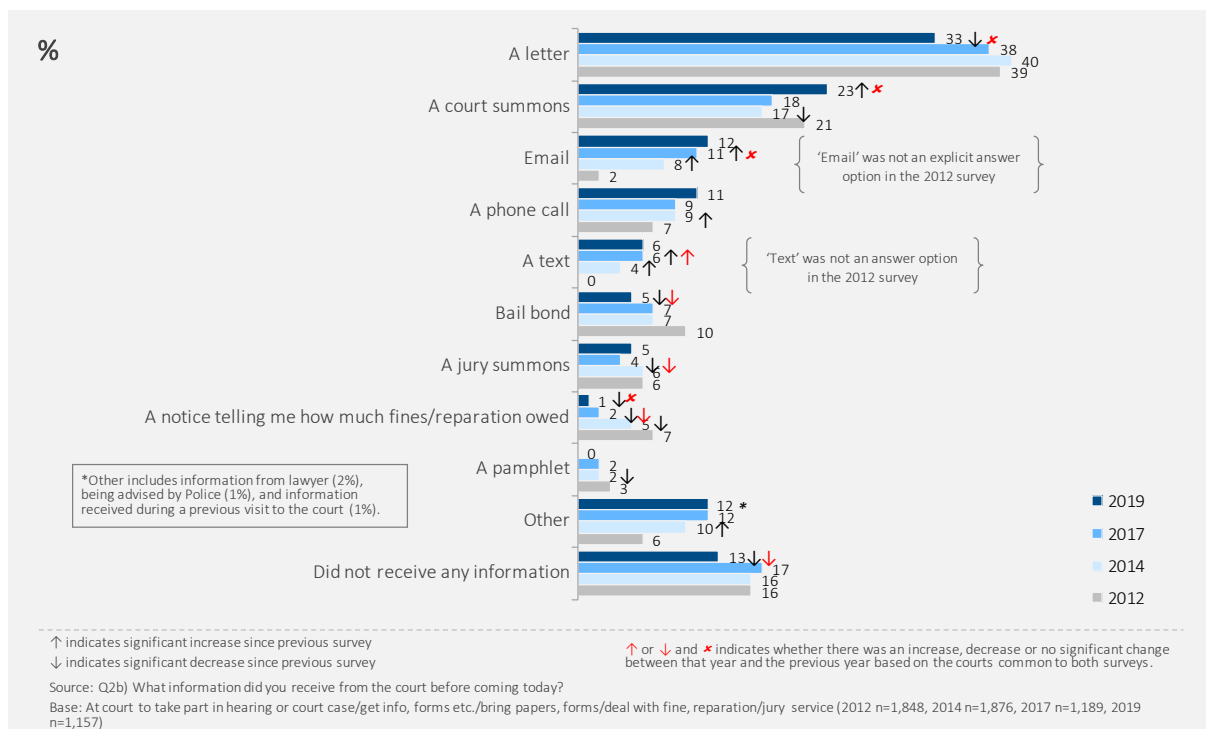
Some visits to court are not directly initiated by the courts, examples include spectators, attending court to support someone else, or attending for administrative matters not relating to a case, such as searching court records, or getting a document witnessed. Respondents who were visiting for these reasons were not asked questions about court information.

## Information received prior to court visit

### Type of information received

Respondents were asked what information they received from the court before their arrival. As the question is focused on information received before coming to court, sources of information primarily obtained at court (i.e. pamphlets) don't feature strongly in the survey results. The results are provided in the Figure below.

**Figure 23 – Information received from court before visit**



84% of court users recall receiving information from the court before they got there, a higher proportion than in 2017 (78%).

As in previous surveys, the most common types of communication court users receive is a letter (33%), or a court summons (23%).

While various changes between 2017 and 2019 are identified, the only ones that remain significant when looking at the six courts included in both surveys, are the decrease in receipt of a bail bond and the decrease in court users receiving no information at all.

Low proportions of court users receive information from court in their ideal way. For example, before coming to court only:

- 48% of those who prefer to receive a letter recall getting a letter from court.
- 23% of those who prefer email recall receiving an email from court.
- 16% of those who prefer a telephone call recall receiving a phone call from court.
- 8% of those who prefer text messages recall getting a text message from court.

Further details about court users’ ideal forms of communication are provided later in the report.

### Information received by main reason for visiting court

Information received varied by the main reason for visiting court, as shown in the table below.

**Table 15 – Information received before coming to court by main reason for visiting court**

	%	%	%	%	%	%
	All respondents	To take part in a case	Get info about a case	Bring info about a case	Fine or reparation	Jury service
Base size	(n=1,157)	(n=870)	(n=54)	(n=49)	(n=41)	(n=143)
A letter	33	32	30	20	39	53
A court summons	23	30	4	14	17	2
An email	12	13	13	8	5	12
A phone call	11	14	11	10	2	-
A text	6	8	6	2	-	-
A jury summons	5	*	-	-	-	54
Bail bond	5	6	2	2	2	-
A notice telling me how much fines or reparation I owe	1	*	-	-	10	-
Other	12	12	11	20	7	8
I did not receive any information	13	9	35	31	17	-

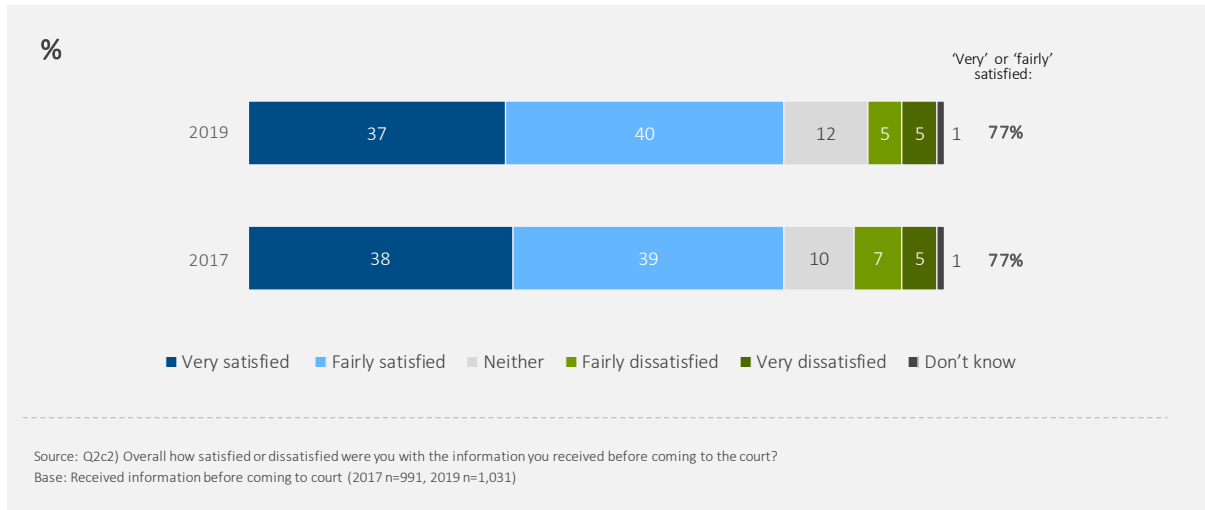
Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Those taking part in a case or hearing are more likely to receive information from a wide range of communication channels.

## Satisfaction with information received before coming to court

Respondents who received information from the court before their arrival were asked for their overall satisfaction with the information. This question was included for the first time in 2017. Results are displayed in the Figure below.

**Figure 24 – Satisfaction with information received before coming to court**



77% of those who receive information from court prior to their visit are either 'very' or 'fairly' satisfied with it. This is consistent with 2017.

Groups more likely to be satisfied with the information they receive include those:

- visiting for jury service (92%).
- visiting for a civil jurisdiction matter (85%).
- aged 50 years or over (84%).
- who are New Zealand European (81%).
- who are in paid employment (80%).

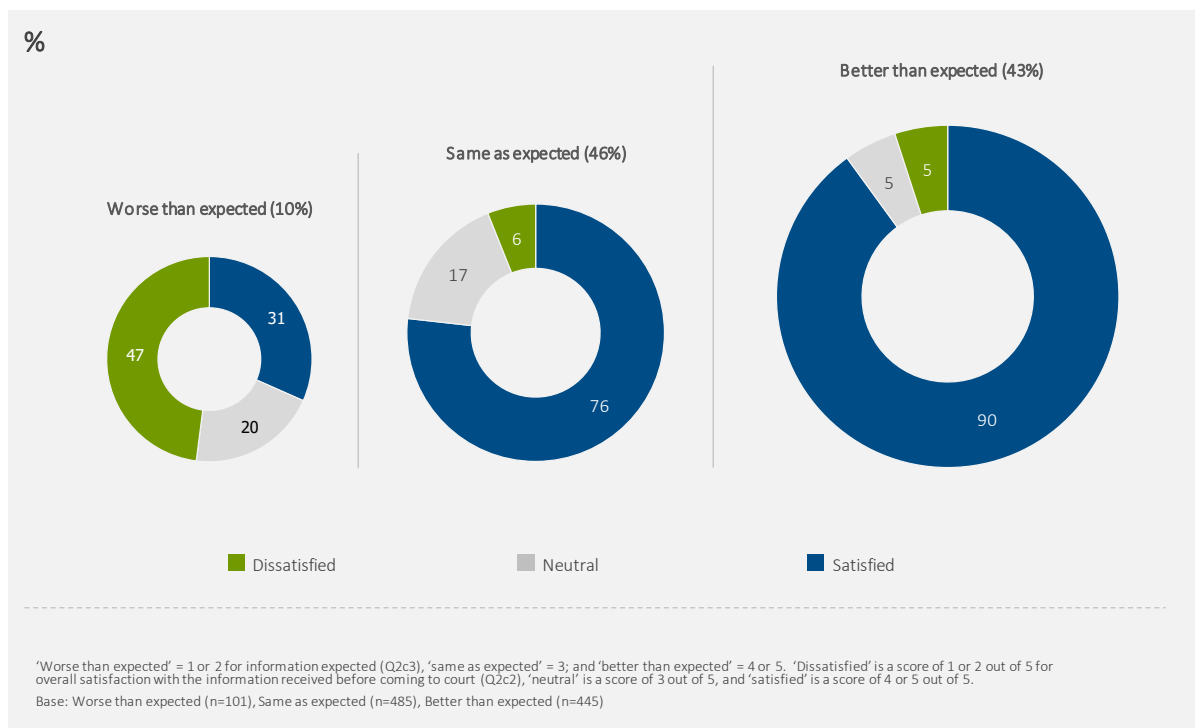
Groups less likely to be satisfied with the information they receive include those:

- who have visited the court six to twelve times before (67%).
- visiting to take part in a case or hearing (76%).
- visiting for a criminal (youth or traffic) jurisdiction matter (75%).
- who are accused of an offence (73%).
- who are unemployed (71%).
- who receive a supported living payment or other benefit (61%).

## Expectations of information

Those who received information from the court before their visit were asked how it compared to what they expected to receive. This question was included for the first time in 2019. Results are illustrated in the Figure below.

**Figure 25 – Satisfaction with information received before coming to court by initial level of expectation**



Around four in ten (43%) say the information they receive is better than expected (4 or 5 out of 5), almost five in ten (46%) indicate it matches their expectations (3 out of 5), and 10% consider it worse than they expected (1 or 2 out of 5).

Almost all court users (90%) indicate the information received from court before their arrival meets or exceeds their expectations (3 to 5 out of 5).

There is a clear relationship between expectations and satisfaction, those who feel the information they receive is better than expected are much more likely to be satisfied with the information (90%), than those who feel the information is worse than they expected (31%).

## Some comments from court users about information regarding the scheduling of hearings

Knowing when or if to turn up for a hearing on a specific day is vital information that court users expect to receive. Some court users continue to feel frustrated by the lack of information about hearing times, or by only being informed their hearing is delayed or cancelled when they arrive at court. As mentioned in the section on waiting times for hearings or cases, those forced to wait for a long period of time for their hearing or case to commence are less satisfied with the court overall.

*“Better information when to be here, did not get anything. Had to write the date on your hand told by the lawyer.” [Criminal case-accused, Manukau court]*

*“I was told verbally on my last appearance the time and date I needed to be here. I came today at 1:40pm which is the time previously advised. When I arrived, I noticed on the board I needed to go to the counter. I was then told I had been issued a warrant for my arrest because the case was at 10am this morning. It would have helped if I had received proper notification.” [Criminal case-accused, Hamilton court]*

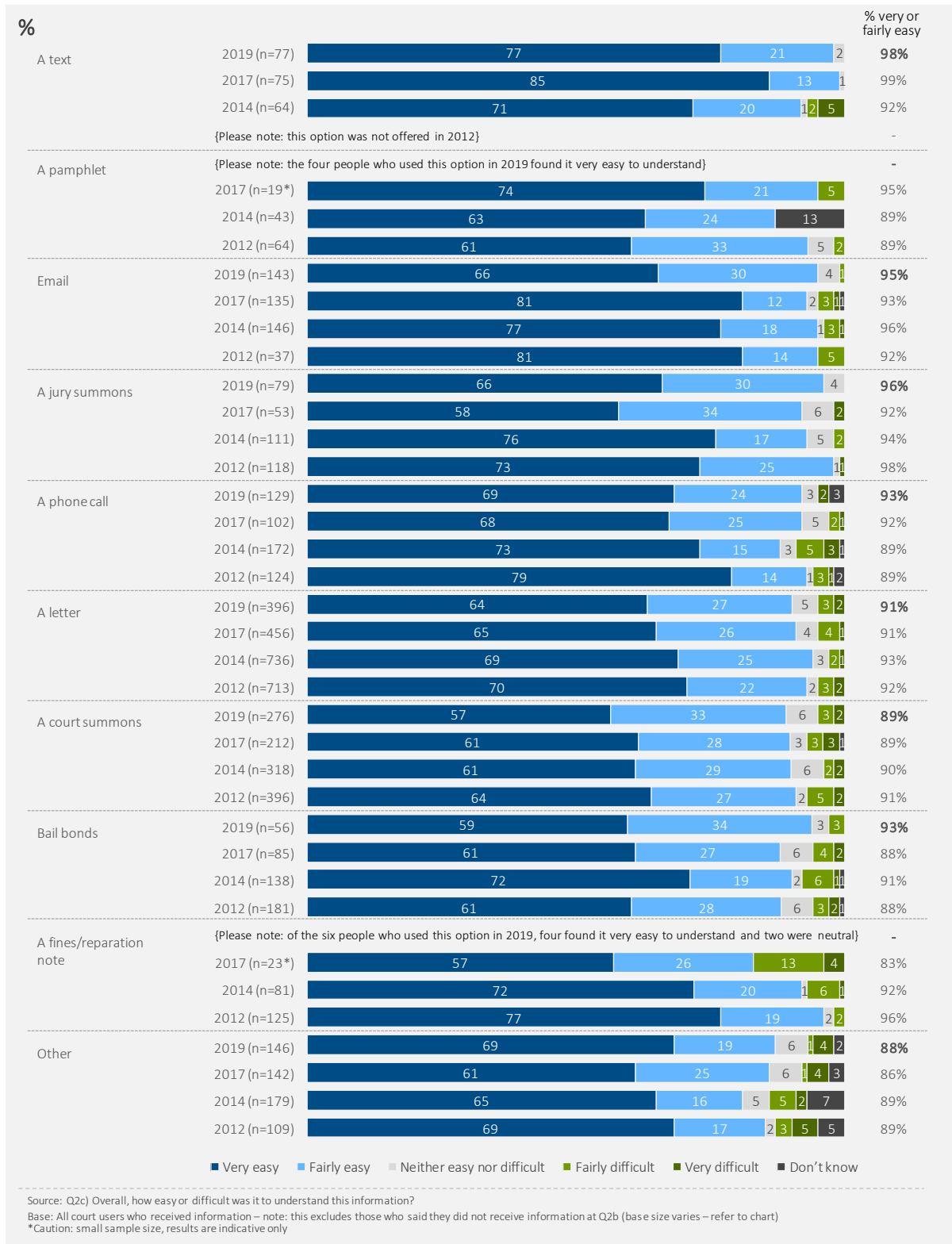
*“More easily finding out about court dates or warrants in general. We are from Papakura so it’s hard to get here.” [Criminal case-other, Auckland District Court]*

*“Just that I would have appreciated a message about what time my son was appearing. It would have saved me a four and a half hour wait.” [Civil-supporter, Manukau court]*

## Ease of understanding information received

How easy or difficult it was for court users to understand the information they were given by the court is presented in the Figure below.

**Figure 26 – Ease of understanding information received**



The vast majority find the information they receive from court easy to understand.

Communications most likely to be 'very' or 'fairly' easy to understand include:

- texts (98%).
- jury summons (96%).
- emails (95%).
- phone calls (93%).
- bail bonds (93%).

These results are in line with previous surveys.

### **Some comments from court users about information received**

*"Make sure people on the phone have ample and correct information [about] what is offered for the public."  
[Administrative matters not related to a case, Hamilton court]*

*"I was disappointed that on the protection order form, it said the court staff could assist me, but they couldn't."  
[Administrative matters not related to a case, Hamilton court]*

*"Jury summons. The information you need is not in one place highlighted e.g. date and time, parking and where to go. I had to hunt through." [Criminal case – jury service, Hamilton court]*

*"First time offenders are not aware of the court processes. They don't know about duty managers etc. My partner has a big problem here. Didn't know what her rights were." [Spectator, Hamilton court]*

*"They need to work on their paperwork, especially for new people to courts." [Tenancy of Disputes Tribunal cases, Manukau court]*

*"I had to use GPS to find the building. There is no address on the summons." [Criminal case-accused, Christchurch court]*

*"When you come to court you don't know what is going on. Need someone at courtroom 1 to help people. Board is confusing for people. Filing system between police and courts is too slow. Updating information needs to be faster." [Criminal case-accused, Auckland District Court]*

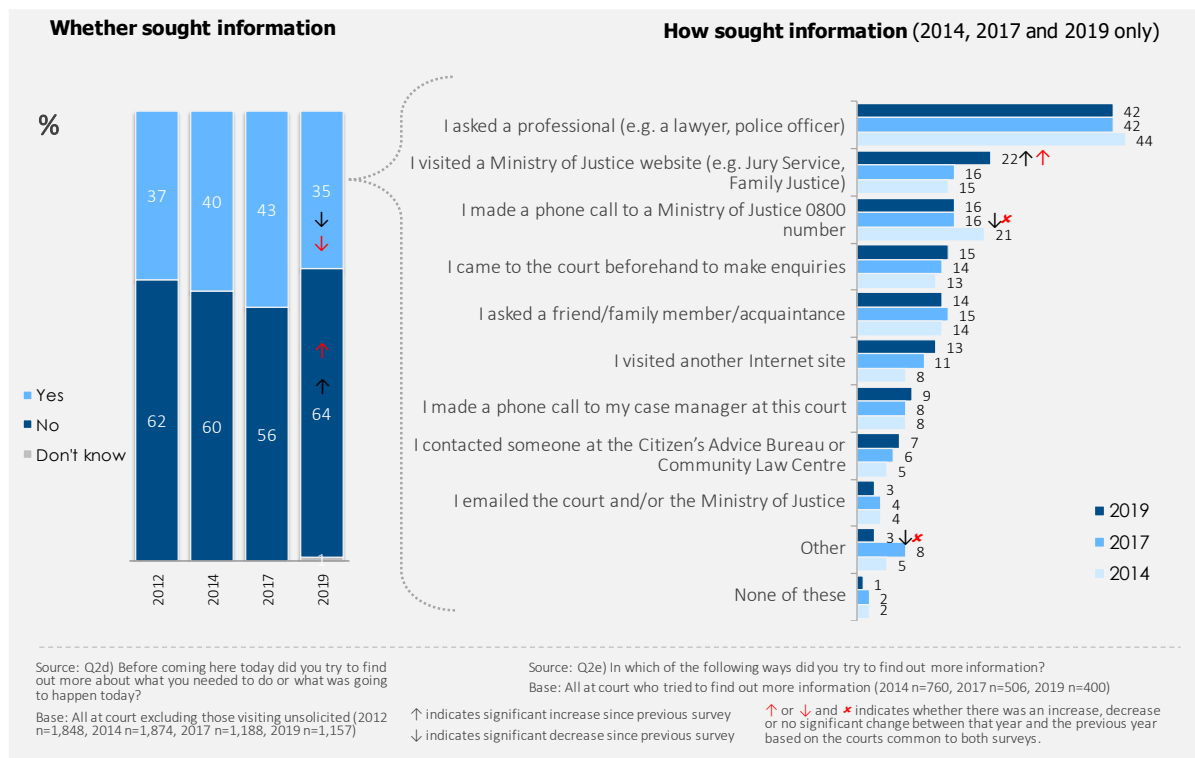
*"I'd like to see who is in court. A notice outside the court room. You don't know if the person is in court. Especially if you are early or late. I have been confused today. Unpleasant. Not sure if paperwork has been done. I got different messages." [Family court-supporter, Hamilton court]*



## Information sought prior to visit

Respondents, including those who were or were not sent information before coming to court, were asked whether they tried to find out more about what they needed to do, or what was going to happen at court, and if so where they sought information from. Findings are shown in the Figure below.

**Figure 27 – Whether sought information before coming to court, and how information was sought**



35% of court users seek information themselves. This is a lower proportion than 2017, and stays significant when based on the six courts included in both surveys. This suggests that more court users are receiving sufficient information before their visit.

Groups more likely to seek additional information include those:

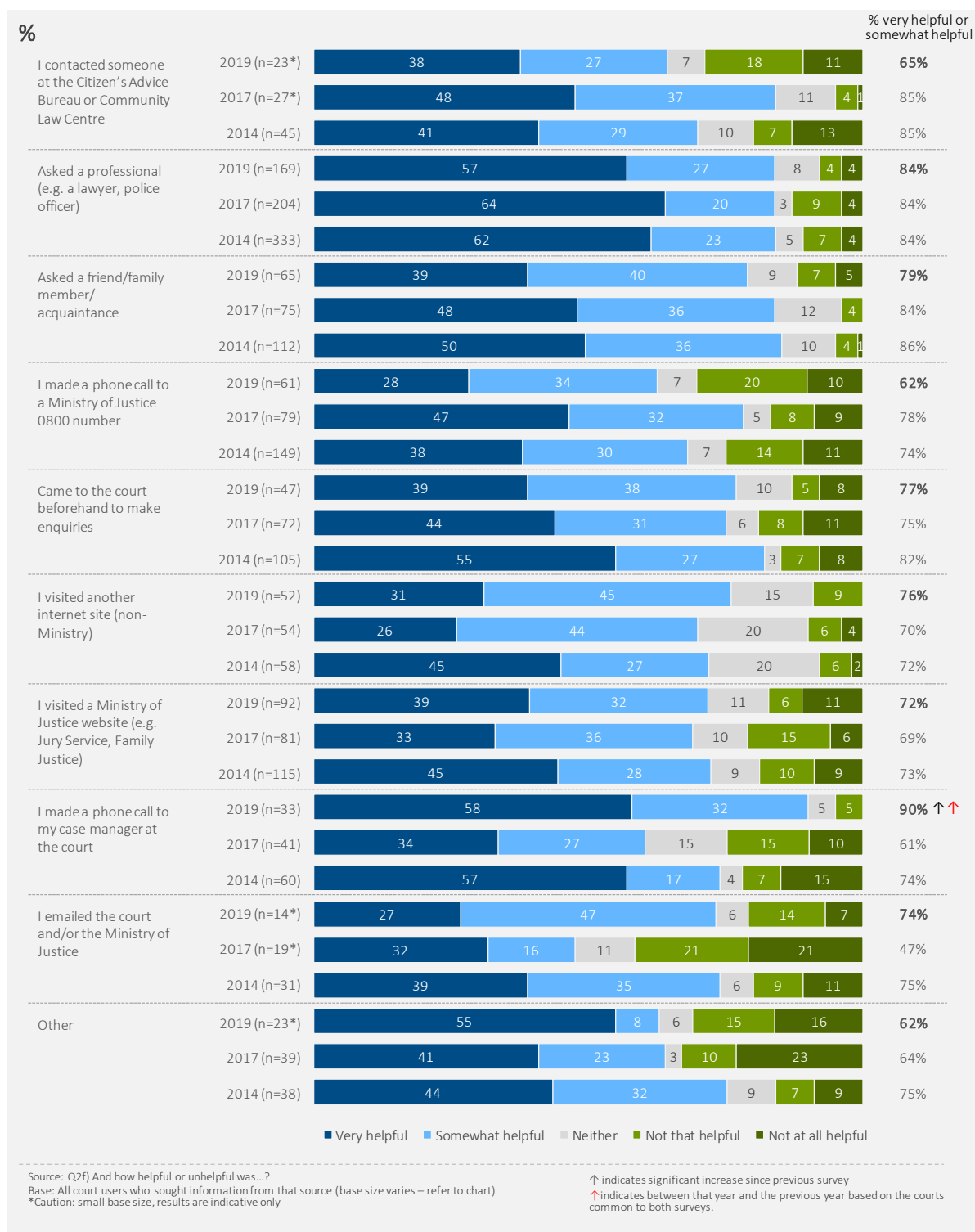
- visiting Auckland District Court (44%).
- visiting for a matter under the Family jurisdiction (44%).
- who didn't receive any information from court before their arrival (46%).
- who find the information they received from court 'very' or 'fairly' difficult to understand (55%).

The main places they go for further information are a professional such as a lawyer, police officer, probation staff, or someone else in the legal profession (42%), or the Ministry of Justice website (22%). The Ministry of Justice website is a more common source than in 2017, this remains significant when restricted to the six courts common to both surveys.

## Helpfulness of information sought

Respondents who sought information were asked to rate the helpfulness of each source they used. Findings are presented in the Figure below.

**Figure 28 – Helpfulness of information sought (by type of information sought)**



As in 2017, court users are most likely to consider channels that include personal contact to be 'very' or 'somewhat' helpful, these include:

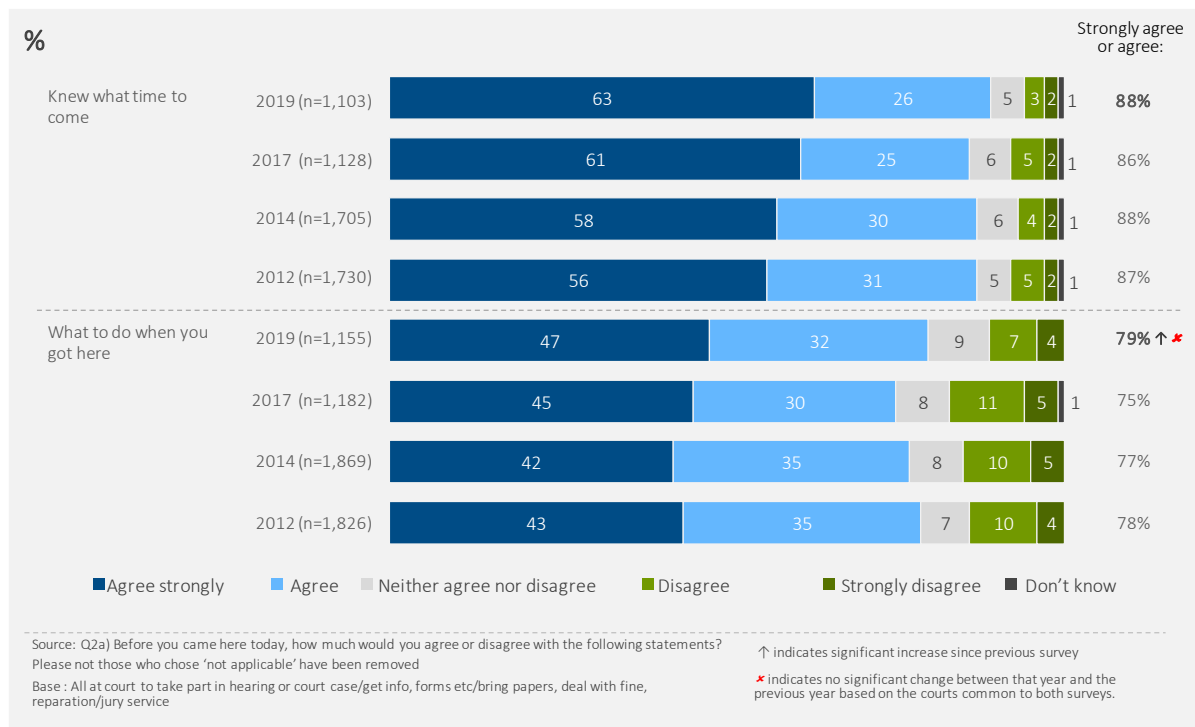
- a phone call to case manager at the court (90%).
- a professional (84%).
- a friend, family member, or acquaintance (79%).
- court (face-to-face visit to court beforehand) (77%).

Court users are more likely to find a phone call with case manager at court helpful than in 2017, this change remains significant when based on the six courts in both the 2017 and 2019 surveys. Results for other channels align with 2017.

## Preparedness for visit to court

Respondents were instructed to think back to before they arrived at court that day, and asked about their knowledge of what was going to happen at court. Results (excluding those for whom it was not applicable) are displayed in the following Figure.

**Figure 29 – Knowledge of what was going to happen before coming to court**



Most court users say they knew what time to come (88%, similar to 2017). The proportion of court users who 'strongly' agree they knew what time to arrive has risen significantly since 2012.

Most say they knew what to do once they got there (79%). While it appears that more court users know what to do upon arrival than in 2017, this is not a significant difference when based on the six courts in both the 2017 and 2019 surveys.

## Difficulties with information at court

### Difficulties getting information or assistance at court

All respondents were asked whether they had any difficulties getting information or assistance at court. Only 9% say they had difficulty (this excludes those for whom the question was not relevant). This is a lower proportion than 2017 (12%), but not significant when restricted to the six courts in both the 2017 and 2019 surveys.

Groups more likely to say they had difficulties include those:

- who have been to court more than 12 times (13%).
- unemployed (13%).
- visiting Manukau court (12%).

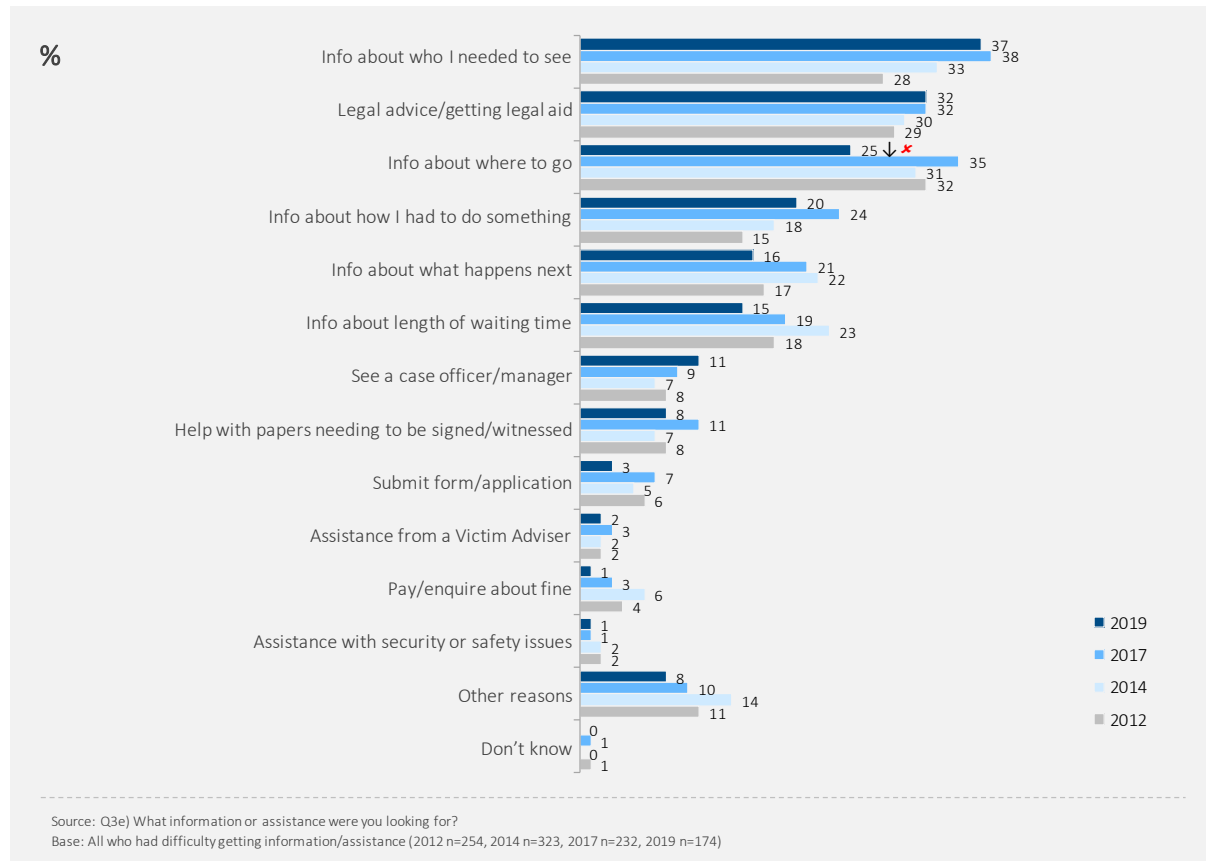
Groups less likely to say they had difficulties include those:

- in paid employment (7%).
- with an annual household income between \$30,001 and \$100,000 (7%).
- visiting for admin not related to a case (4%).
- who have been to court two to three times before (4%).
- visiting Christchurch court (3%).
- visiting for jury service (1%).

## Type of information or assistance sought when difficulties were encountered

Those who encountered difficulties were asked what type of information or assistance they were seeking at the time. Results are displayed in the Figure below.

**Figure 30 – Information or assistance sought when respondent encountered difficulties**



The most common things they seek are information about who they need to see (37%), legal advice or legal aid (32%), or information about where to go (25%). Court users are less likely to be seeking information about where to go (25% vs. 35% in 2017), but this is not significant when based on the six courts in both the 2017 and 2019 surveys.

### Some comments from court users about difficulties encountered

*“It would be great to have someone around to guide us through the process and let me know what's happening. More information from the court about what's happening would be good.” [Criminal case – witness/victim, Wellington court]*

*“Need assistance to give more guidance at the courtrooms and waiting rooms. I didn't know what to do. My solicitor did not tell me. [Criminal case – accused, Auckland District Court]*

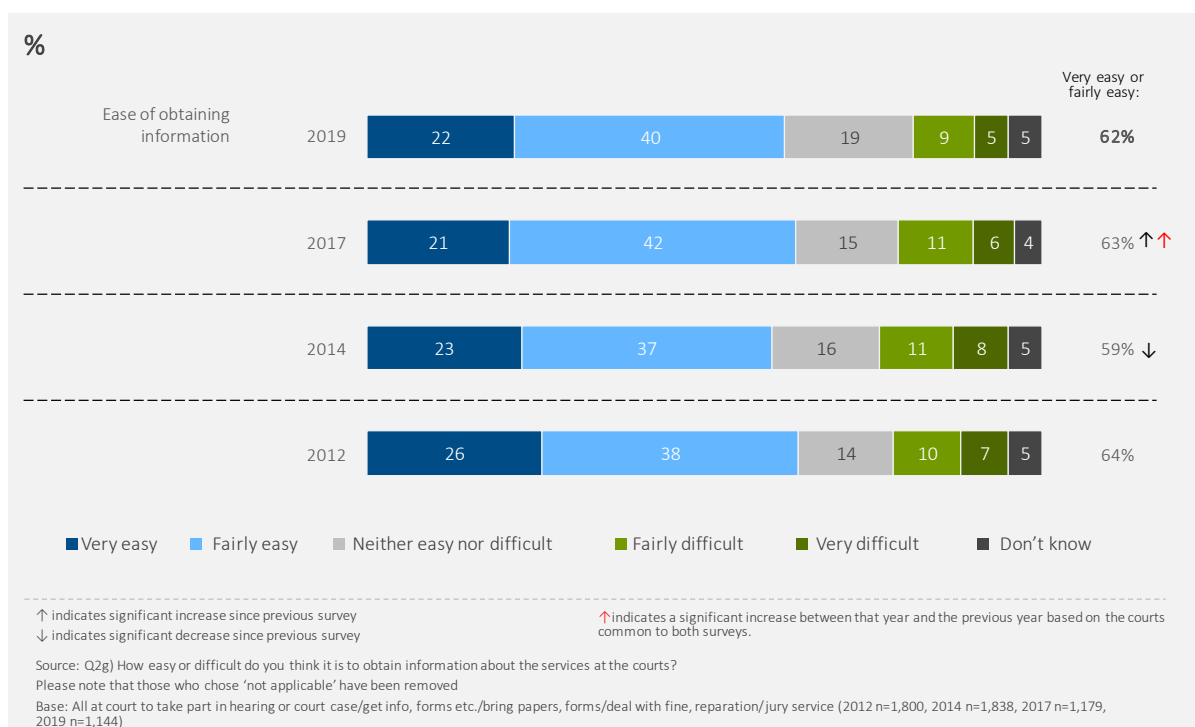
*“Need someone accessible to give general directions.” [Other, not related to a case or hearing, Hamilton court]*

*“Need adequate staff so there would be shorter waiting times. Need to up counter staff during busy times. Not a lot of seating here. Standing for 15 minutes is too long.” [Criminal case – other, Hamilton court]*

## Overall perception of accessibility of information

Respondents were asked to rate how easy or difficult they thought it was to obtain information about the services and facilities of the court. Results are displayed in the Figure below.

**Figure 31 – Perceptions of accessibility of court information**



62% said it was either 'very' or 'fairly' easy, in line with 2017.

Groups more likely to find it easy to obtain information about the services or facilities include those:

- visiting Hastings court (78%), or Christchurch (70%).
- visiting for jury service (70%).
- who have visited court two to three times before (69%).
- under 30 years old (66%).

Groups less likely to find it easy to obtain information include those:

- taking part in a case (60%).
- aged 30 to 49 years (56%).
- visiting court for the first time (55%).
- visiting for a Family Court case (51%).
- visiting Manukau court (51%), or Wellington (47%).

## Some comments from court users

*“There should be a more prominent presence of a receptionist who can easily answer questions. They are tucked away out of sight. Also, the appointment letter should have the courtroom number on it, so you can be sure you're in the right place.” [Tenancy or Disputes Tribunal case, Nelson court]*

*“The 0800 number could do with quicker answer response and more training for staff.” [Civil – participant, Manukau court]*

*“Lack of knowledge in frontline staff. Courtroom attendees list needs to be updated more frequently. Floor 3 customer service counter is unattended. Display board doesn't specify 2nd floor counters.” [Criminal case – other, Hamilton court]*

*“Ringing the 0800 number is frustrating. Face-to-face is better.” [Criminal case – accused, Hamilton court]*

*“Sometimes it's very crowded at the counter and there is not enough staff to serve.” [Criminal case – other, Manukau court]*

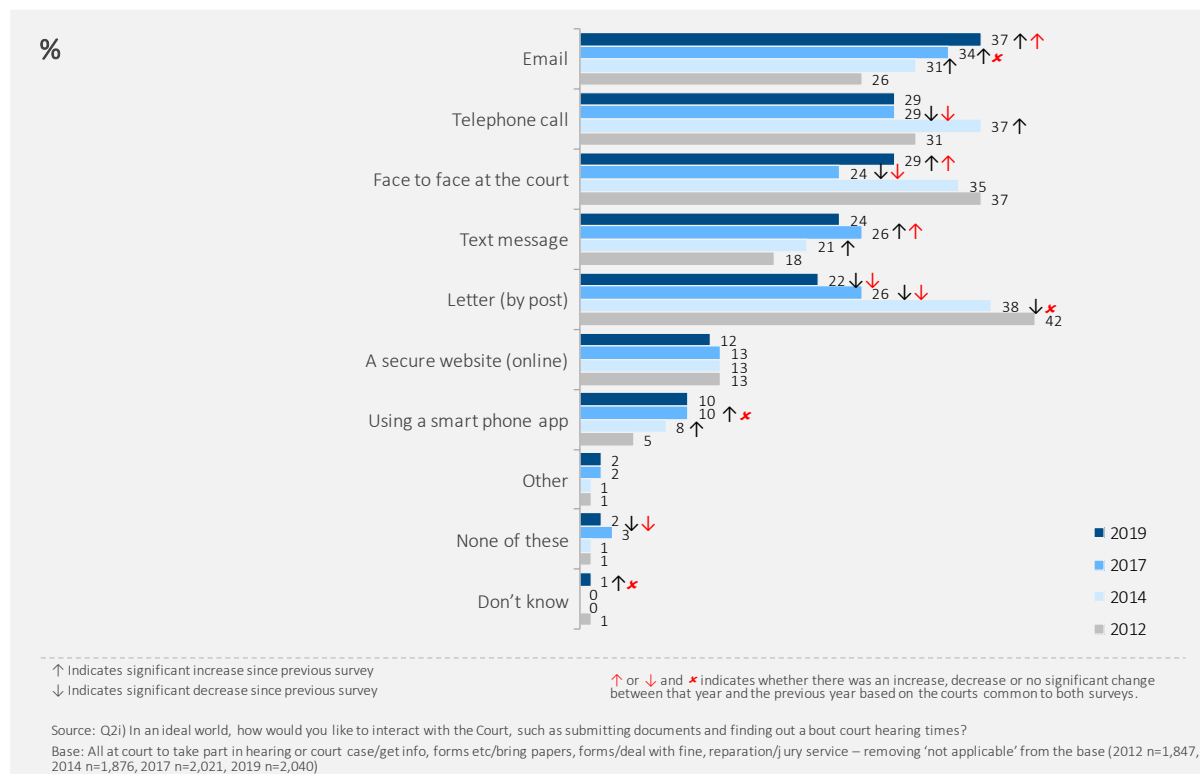
*“Actually have some more access to legal advice. If something arises and their lawyer is unavailable and urgently need someone to speak to for legal advice. Not for hearings but just some advice.” [Criminal case – accused, Dunedin court]*



## Preferred communication channel

Respondents were asked for their preferred communication channel for court interactions (such as submitting documents and finding out about court hearing times). Results are shown in the Figure below.

**Figure 32 – Preferred communication channels**



The most common preferences are email (37%), face to face at the court (29%), or a telephone call (29%). Both email and face to face communication have seen an increase in preference since 2017. Preference for letters by post has declined since 2017 (22% vs. 26% in 2017). These changes remain significant when based on the six courts common to both the 2017 and 2019 surveys.

Analysis shows interest in the smartphone app continues to be higher among younger users (it is preferred by 12% of under 30 year olds, 11% of 30 to 49 year olds, and 7% of those aged 50 years or over).

Channel preference varies by access to ICT (Information and Communication Technology). The following table shows communication channel preference by the types of ICT the respondent has 'easy access' to for personal use.

**Table 16 – Channel preference by access to ICT**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Telephone (land line)	iPhone/Other smart phone	Other type of cell phone (normal)	Computer with broadband Internet	Computer with dial up Internet	Computer printer	Computer scanner	iPad/Other computer tablet	None of these
<b>Base size</b>	(n=2,040)	(n=474)	(n=1,456)	(n=498)	(n=1,097)	(n=44)	(n=522)	(n=417)	(n=521)	(n=71)
<b>Letter (by post)</b>	22	27	20	25	19	15	16	14	18	32
<b>Face to face at the court</b>	29	30	27	32	27	29	24	25	26	39
<b>Telephone call</b>	29	34	26	39	26	22	22	21	23	14
<b>Text message</b>	24	24	26	24	24	13	21	20	27	10
<b>Email</b>	37	44	43	27	47	43	53	50	48	12
<b>A secure website (online)</b>	12	19	15	10	17	11	20	21	20	2
<b>Using a smart phone app</b>	10	11	12	8	12	17	13	14	15	3

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

Those with access to 'none' of the ICT types are less likely to prefer telephone, text, email, or a secure website message.

Generally, those with access to any form of ICT types (bar non-smartphones) are more likely to prefer receiving communications via email or a secure website message. There is also generally less preference for communications via post, or telephone call.

Channel preference also varies by court location as illustrated in the table which follows.

**Table 17 – Channel preference by court location**

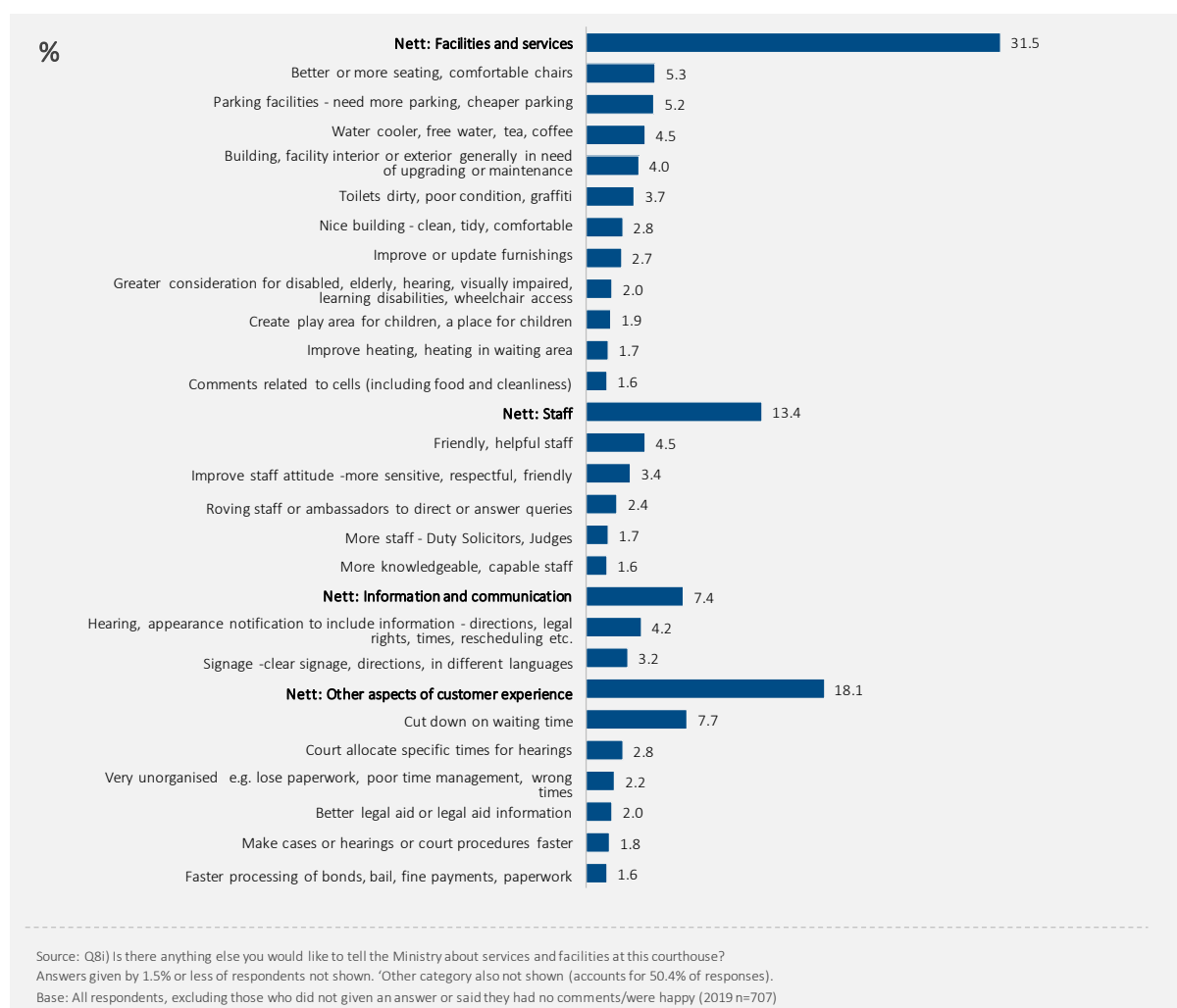
	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(n=2,040)	(n=423)	(n=50)	(n=372)	(n=199)	(n=151)	(n=195)	(n=101)	(n=399)	(n=150)
<b>Letter (by post)</b>	22	25	18	21	25	49	11	34	13	14
<b>Face to face at the court</b>	29	18	11	27	33	15	27	34	34	53
<b>Telephone call</b>	29	25	26	22	36	30	21	37	38	28
<b>Text message</b>	24	31	20	23	35	15	22	27	19	21
<b>Email</b>	37	53	59	28	38	19	39	43	31	40
<b>A secure website (online)</b>	12	15	21	10	13	2	20	12	6	23
<b>Using a smart phone app</b>	10	16	14	7	15	2	8	11	8	13

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

## Other comments given by respondents

All respondents were asked if there is anything else they would like to tell the Ministry of Justice about services and facilities at the courthouse. Six in ten did not give an answer. An additional 5% made general positive comments. The results for the remainder are presented in the Figure below. Decimal places are shown in order to differentiate between the large number of varied responses given by respondents.

**Figure 33 – Final comments to the Ministry about the services and facilities**



Around half of all comments fit into the category 'other'<sup>6</sup>.

<sup>6</sup> 'Other' consists of comments related to suggested changes to the court system and processes (3.9%), negative comments about the police (1.9%), providing ongoing support for those charged (1.7%), having noticeboards (1.4%), improving sound systems (1.4%), needing a café with healthy, reasonably priced food (1.3%), ensuring counters are manned at all times (1.3%), a board for knowing which Duty Solicitors are present (1.3%), improving communication generally (1.2%), keeping people up to date (1.2%), more visible security (1.1%), provision of children's feeding and changing areas (1.1%), money being better spent elsewhere than on the court building (1.1%), having radio or magazines in waiting rooms (1.0%). All other comments are below 1.0%. An additional 19.2% of comments were coded as one-off miscellaneous 'other' comments.

## Summary of significant changes between 2017 and 2019 surveys

This section summarises the significant increases and decreases between the 2017 and 2019 surveys detailed earlier in the report. The analysis below is based only on the six courts that were included in both surveys: Auckland District Court, Manukau, Hamilton, Wellington, Christchurch, and Dunedin.

**Table 31: Significant changes between 2017 and 2019 based on the six courts in common**

Topic	Measure	2017 (%)	2019 (%)	Change
Information received from the court	Received something	77%	83%	up 6 points
	Bail bond	8%	5%	down 3 points
	Did not receive any information	19%	14%	down 5 points
Seeking additional information	Court user tried to find out more about what they needed to do / what was going to happen (% yes)	45%	37%	down 8 points
Ways court user tried to find out more	Using a Ministry of Justice website	16%	23%	up 7 points
Helpfulness of source used for additional information	Phone call with a case manager at court (% helpful)	61%	88%	up 27 points
Preferred communication channels	Face-to-face at court	24%	32%	up 8 points
	Email	32%	38%	up 6 points
	Letter (by post)	27%	18%	down 9 points
How court user found out where to go	Notice board	23%	31%	up 8 points
	Followed information provided prior	9%	5%	down 4 points
	Walked around	9%	6%	down 3 points
Contact with court staff	Court user had contact with court staff on the day (% yes)	71%	60%	down 11 points
Visiting counter	Court user visited a counter at court (% yes)	49%	43%	down 6 points
Reason for visiting counter	To sign in with duty solicitor	5%	9%	up 4 points
	Help with papers	19%	10%	down 9 points
Time waiting to take part in hearing	One to three hours	31%	25%	down 6 points

<b>Topic</b>	<b>Measure</b>	<b>2017 (%)</b>	<b>2019 (%)</b>	<b>Change</b>
<b>Facilities used</b>	Waiting areas	68%	77%	up 9 points
	Court entrance	72%	61%	down 11 points
	Counters	45%	36%	down 9 points
<b>Rating of facilities</b>	Toilets (% good)	64%	71%	up 7 points
<b>Areas observed court security staff</b>	Court entrance	94%	97%	up 3 points
	Waiting areas	41%	55%	up 14 points
	Customer service areas	15%	23%	up 8 points
	None of these	1%	0%	down 1 point

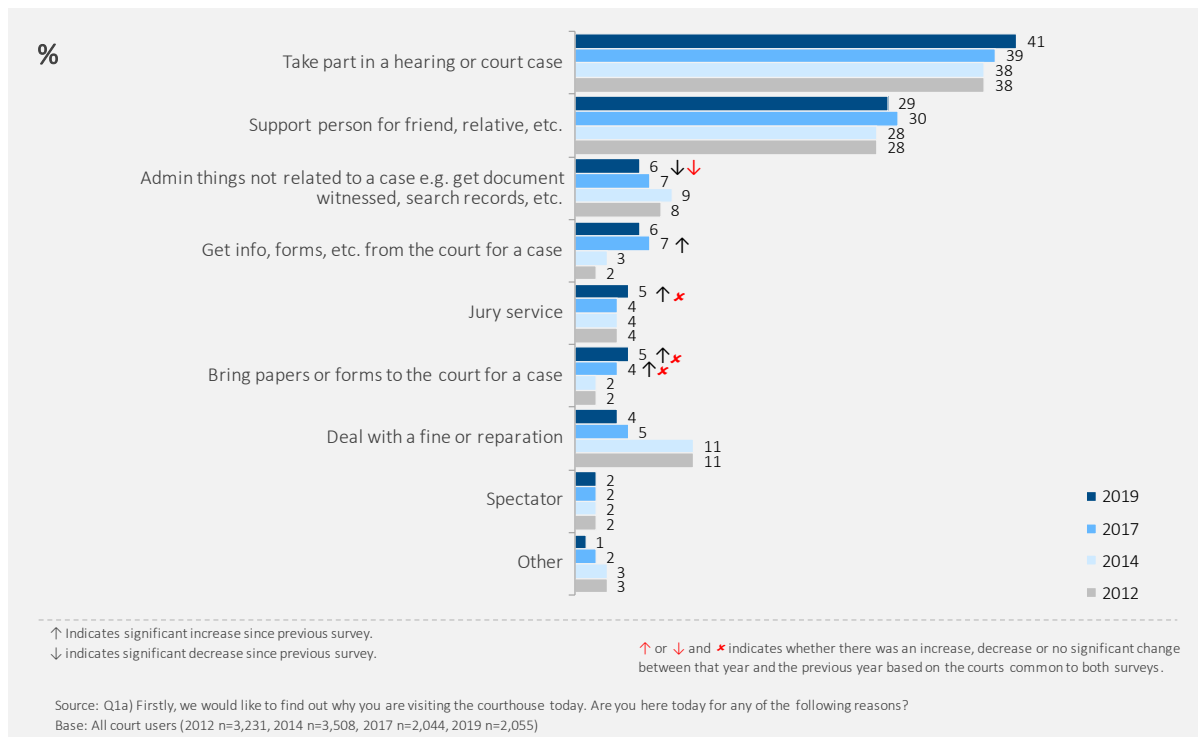
# Profile of survey respondents

This section of the report describes the profile of court users surveyed. A number of the variables included in this section – such as reason for visit, frequency of visit, age, gender, and ethnicity – are used throughout the report to analyse the main findings.

It should be noted that this section profiles survey ‘respondents’. This survey only represents a sample of court users (adjusted by interview targets that ensured minimum numbers of particular types of court users – see Appendix A), conducted at particular courts during the fieldwork period. We cannot verify whether the profile achieved is representative of all users at New Zealand courts and this should be borne in mind when interpreting the findings.

## Reason for using court

**Figure 34 – Main reason for being at courthouse today**



**Table 18 – Main reason for being at court today by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
Base size	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
Take part in hearing / court case	41	<b>53</b>	<b>18</b>	44	<b>22</b>	<b>28</b>	39	<b>27</b>	<b>54</b>	<b>27</b>
Support person for a friend, relative, etc.	29	<b>24</b>	28	<b>41</b>	25	24	<b>19</b>	24	<b>37</b>	<b>16</b>
To get info / forms from court for case	6	<b>3</b>	4	<b>1</b>	<b>16</b>	9	<b>10</b>	6	<b>2</b>	<b>16</b>
Bring papers / forms to the court for a case	5	<b>1</b>	4	4	<b>11</b>	6	<b>1</b>	<b>16</b>	<b>1</b>	<b>18</b>
To deal with a fine or reparation	4	<b>2</b>	4	2	<b>8</b>	<b>12</b>	7	2	-	<b>9</b>
Jury service	5	<b>13</b>	<b>23</b>	5	6	-	<b>1</b>	-	<b>3</b>	-
Admin not related to a case, e.g. get document witnessed, search records, etc	6	<b>2</b>	-	-	7	<b>16</b>	<b>12</b>	<b>22</b>	<b>1</b>	<b>11</b>
Spectator	2	2	<b>18</b>	*	1	1	<b>8</b>	-	<b>1</b>	2
Other	1	*	-	1	3	4	1	3	1	1

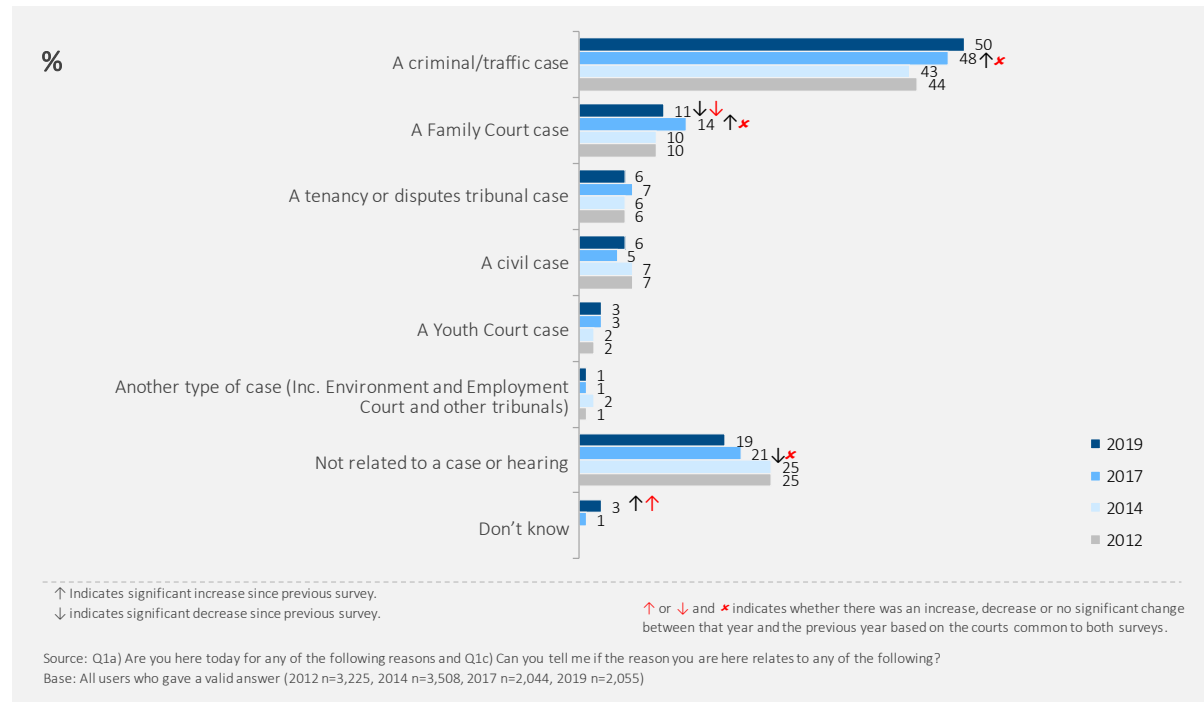
Red percentages are significantly lower than the average, blue percentages are significantly higher than average.



## Type of court case

All respondents who were at court for a case or hearing were asked what type of case they were involved with. Those who were present for jury service have been amalgamated with those who said they were at court for a criminal or traffic case in the Figure which follows (it is not possible to separate out criminal and traffic cases as these were one response code in the questionnaire).

**Figure 35 – Type of case or hearing**



**Table 19 – Type of case or hearing by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
Base size	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
Criminal/traffic case	50	51	24	59	40	46	42	32	69	36
A Family Court case	11	12	4	13	12	8	10	14	8	14
A Tenancy or Disputes Tribunal	6	7	2	8	2	-	6	10	6	12
A civil case	6	6	20	3	10	7	3	7	4	5
A Youth Court case	3	2	-	5	2	2	*	6	5	2
Another type of case (e.g. Environment and Employment Court and other Tribunals)	1	1	2	1	2	1	3	2	*	1
Not case related	19	19	45	9	26	32	30	27	6	23

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

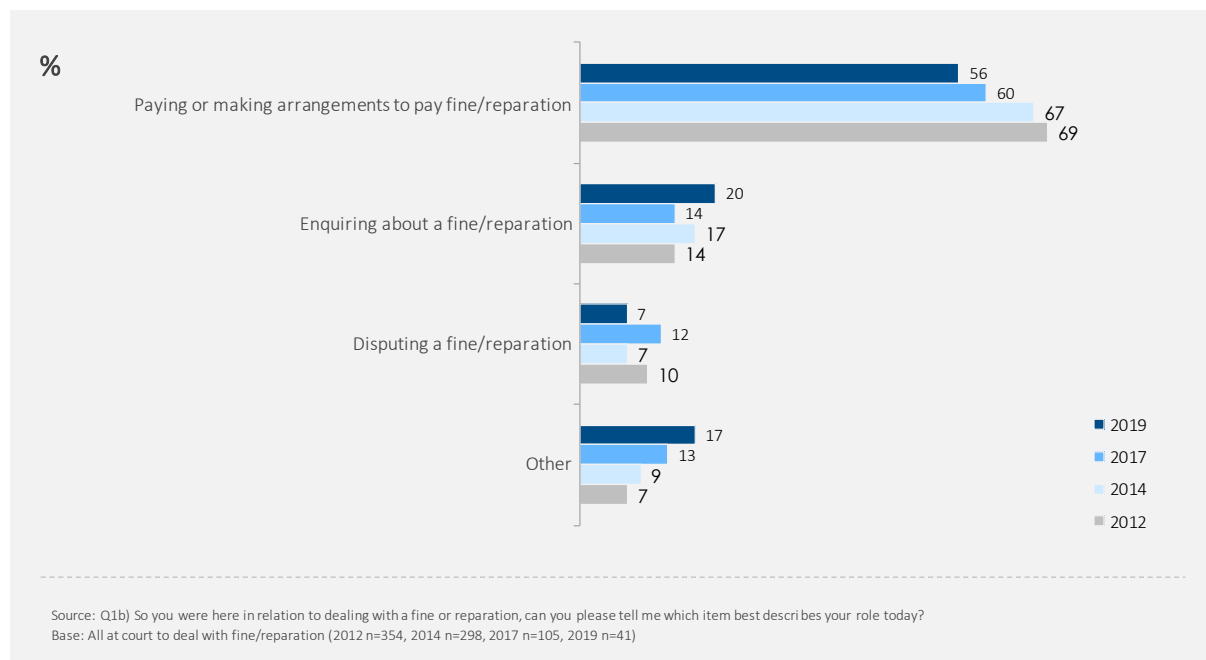
## More detail on reason for visit

Those who were visiting to pay a fine or reparation and those visiting for a criminal, traffic or youth case were asked for more detail about their visit.

### Visiting for a fine or reparation

Those visiting because of a fine or reparation were asked to describe their role (on the day of interview). Results are illustrated in the Figure below.

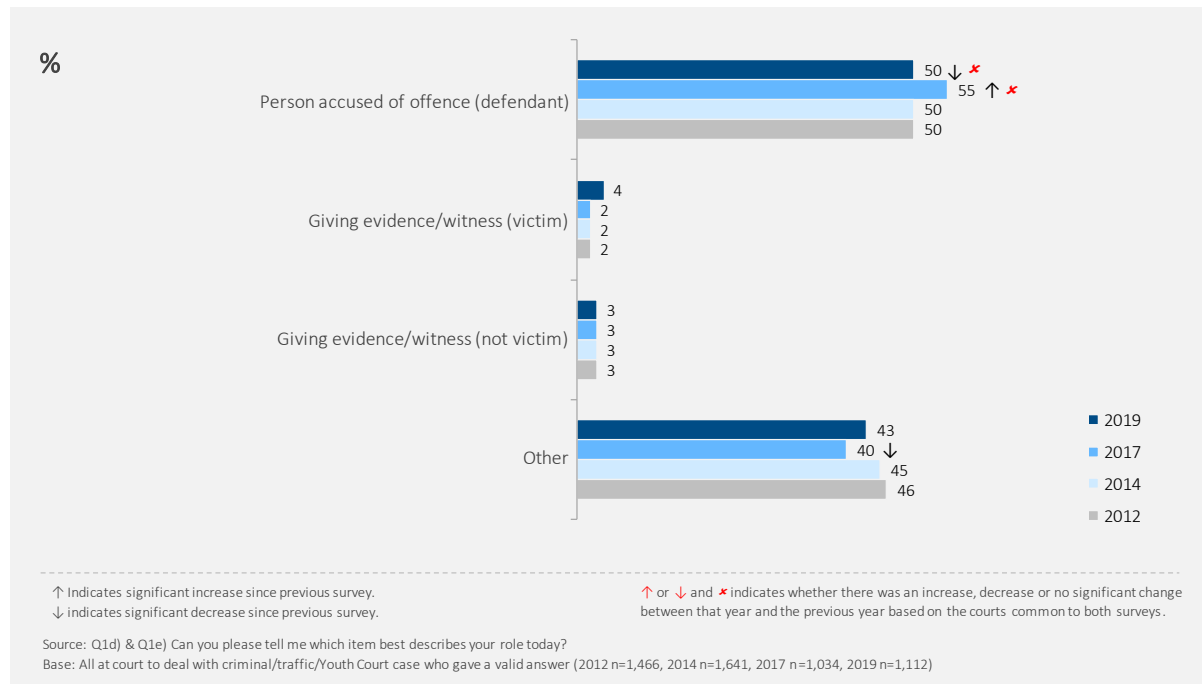
**Figure 36 – Details of the fine or reparation activity**



## Accused or giving evidence for criminal or traffic cases

Those who were in court for a criminal, youth or traffic case were asked for more detail about their reason for visiting. Due to small base sizes for Youth Court users these respondents have been merged with those involved in criminal or traffic cases for the analysis. Results are displayed in the Figure below.

**Figure 37 – Whether defendant or giving evidence (for criminal, traffic or Youth Court cases only)**



## Detailed reason for visit

At the analysis stage a new variable was created which combined three questions asking about the respondent's reason for visiting court<sup>7</sup>. This variable provides a number of categories which give detailed information about the reasons respondents were visiting court. Some categories, such as Youth Court, cannot be broken down further because of small base sizes. The proportion of court users in each category is presented in the table below.

**Table 20 – Detailed reason for visit**

Detailed reason for visit	2012 %	2014 %	2017 %	2019 %
<b>Total sample</b>	<b>(n=3,193)</b>	<b>(n=3,343)</b>	<b>(n=2,044)</b>	<b>(n=2,055)</b>
Criminal case – accused	23	23	<b>28</b>	26
Criminal case – witness – victim	1	1	1	2
Criminal case – witness – not victim	1	1	1	1
Criminal case – other – includes bringing papers or forms to the court for a case	19	19	18	<b>21*</b>
Criminal case – jury service	4	4	4	<b>5*</b>
Youth Court case	2	2	<b>3</b>	3
Family Court – participant	4	5	5	5
Family Court – supporter	4	4	5	4
Family Court – other – includes bringing papers or forms to the court for a case	2	2	<b>3</b>	2
Civil – participant	3	3	<b>2</b>	3
Civil – supporter	2	3	<b>1</b>	1
Civil – other – includes bringing papers or forms to the court for a case	2	2	<b>1</b>	2
Tenancy or Disputes Tribunal case	6	6	7	6
Another type of Court, Tribunal	1	2	2	2
Fines – to deal with a fine or reparation	11	11	<b>5</b>	4
Administrative things not related to a case	9	9	<b>6</b>	6
Spectator	2	2	2	2
Other	4	4	5	4

Red percentages are significantly lower than the previous period, blue percentages are significantly higher than the previous period.

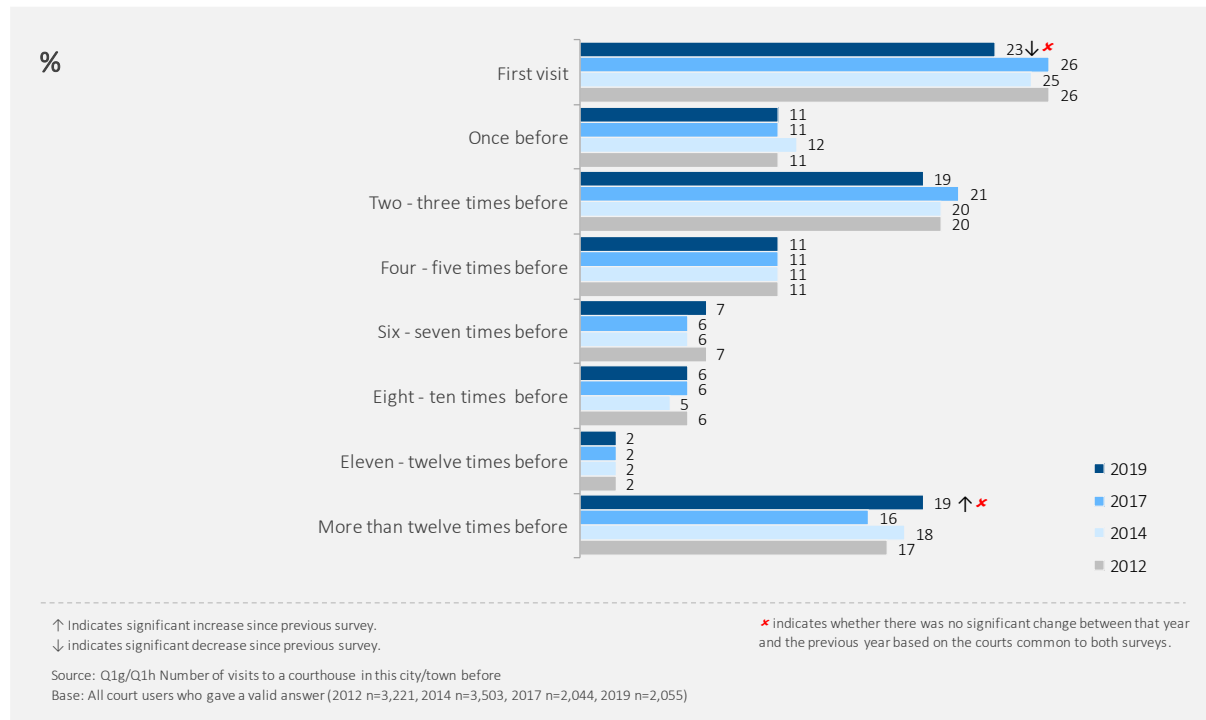
\* indicates there was no significant change between that year and the previous year based on the courts common to both surveys.

<sup>7</sup> Q1a, Q1c, and Q1d were combined to create this variable.

## Frequency of visit

Respondents were asked how many times they had visited a courthouse in the city/town they were interviewed in. Results are shown in the following Figure.

**Figure 38 – Number of visits to a courthouse in same city/town before today**



## Classification information about court users

Respondents were asked a series of classification questions at the end of the survey. The results for all court users are outlined below.

### Gender and age

As shown in the table below, a wide range of ages was surveyed.

**Table 21 – Age group (by gender) 2019 survey only**

Age and gender	%	%	%
	All respondents (n=2,055)	Male (n=1,135)	Female (n=920)
16 to 17 years old	2	2	2
18 to 19 years old	5	6	4
20 to 24 years old	14	15	13
25 to 29 years old	15	16	15
30 to 34 years old	12	11	13
35 to 39 years old	9	8	10
40 to 44 years old	11	10	12
45 to 49 years old	8	7	8
50 to 54 years old	8	8	8
55 to 59 years old	5	5	6
60 to 64 years old	4	4	4
65 years and over	7	9	6

### Ethnicity

The ethnicity profile of court users surveyed is depicted in the table below. Please note that court users could choose more than one ethnicity which is why the column in the table adds up to more than 100%.

**Table 22 – Ethnicity**

Ethnicity	2012	2014	2017	2019
	% (n=3,229)	% (n=3,508)	% (n=2,044)	% (n=2,055)
New Zealand European	54	54	50	52
Māori	34	37	32	33
Samoan	5	5	6	6
Cook Island Māori	3	3	4	3
Tongan	2	2	2	3
Niuean	1	1	1	1
Fijian Indian	1	1	1	1
Other Pacific Islands	1	1	1	*
Chinese	2	2	4	3
Indian	3	3	5	4
Other Asian	2	1	3	3
Other European	4	4	3	4
South African	1	*	-	*
Middle Eastern	1	*	*	*
Other	3	3	3	3

Red percentages are significantly lower than the previous period, blue percentages are significantly higher than the previous period.

**Table 23 – Ethnic group by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
<b>NZ European</b>	52	45	45	30	50	45	56	69	67	83
<b>Māori</b>	33	27	15	40	46	55	25	31	28	19
<b>Pacific</b>	13	18	12	32	8	6	10	4	5	3
<b>Asian</b>	10	17	23	12	14	6	11	3	3	3
<b>Other</b>	8	8	12	6	10	4	11	7	6	9

Red percentages are significantly lower than average, blue percentages are significantly higher than average.

## Assistance in court

1% of respondents said they required an interpreter, and 1% said they needed assistance from language line. Fewer than 1% required induction or hearing loops, Braille or assistance getting around the courthouse (e.g. wheelchair, opening doors etc).

## Employment status

All respondents were asked about their employment status (they could only choose one category which best represented their employment status). The results are provided in the table below.

**Table 24 – Employment status**

Employment status	2012	2014	2017	2019
	% (n=3,231)	% (n=3,508)	% (n=2,044)	% (n=2,055)
Currently in paid employment or self-employment	49	53	55	53
Retired	4	5	4	6*
Home duties	6	6	5	4
Unemployed, receiving unemployment benefit	9	9	16	20*
Unemployed, not receiving unemployment benefit	6	5	5	4*
Receiving Sickness Benefit*	6	5	-	-
Receiving Invalid's Benefit*	3	2	-	-
Receiving Supported Living Payment**	-	-	1	1
Receiving other benefit	6	4	3	3
Student	10	9	9	8
Other	1	1	1	1
Refused	*	*	1	1

Red percentages are significantly lower than the previous period, blue percentages are significantly higher than the previous period.

\* indicates there was no significant change between that year and the previous year based on the courts common to both surveys.

\* These categories were only included the 2012 and 2014

\*\* This category was added in 2017



Employment status varies by court location as shown in the next table.

**Table 25 – Employment status by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
<b>Base size</b>	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
<b>Currently in paid employment</b>	53	55	62	50	52	<b>38</b>	56	59	56	51
<b>Retired</b>	6	5	9	5	4	<b>15</b>	3	<b>12</b>	4	8
<b>Home duties</b>	4	3	6	5	3	7	3	5	5	1
<b>Unemployed, receiving unemployment benefit</b>	20	18	<b>6</b>	<b>27</b>	22	24	<b>13</b>	14	20	21
<b>Unemployed, not receiving unemployment benefit</b>	4	4	2	3	7	6	2	5	4	2
<b>Receiving Supported Living Payment</b>	1	1	-	2	1	1	-	-	2	2
<b>Receiving other benefit</b>	3	<b>5</b>	-	2	3	1	1	2	3	4
<b>Student</b>	8	7	13	6	6	9	<b>15</b>	2	5	11
<b>Other</b>	1	1	-	1	1	1	-	1	-	*
<b>Refused</b>	1	*	2	*	-	-	<b>6</b>	-	*	-

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

## Household income

Respondents were asked their annual household income before tax. All earnings including employment, money from the government, and income from other sources were included. The results are shown below.

**Table 26 – Household income (before tax)**

Household income	2012 %	2014 %	2017 %	2019 %
	(n=3,231)	(n=3,508)	(n=2,044)	(n=2,055)
None/Loss	1	1	3	2↓
\$1 - \$5,000	3	4	3	3
\$5,001 - \$10,000	4	3	3	2↓
\$10,001 - \$15,000	7	7	6	6
\$15,001 - \$20,000	7	7	7	6
\$20,001 - \$25,000	5	6	4	4
\$25,001 - \$30,000	5	5	5	4
\$30,001 - \$35,000	4	4	3	3
\$35,001 - \$40,000	5	6	5	4
\$40,001 - \$50,000	6	7	9	6↓
\$50,001 - \$60,000	5	6	7	6
\$60,001 - \$70,000	5	6	5	5
\$70,001 - \$100,000	8	8	8	9
\$100,001 - \$150,000	6	7	5	8↑
More than \$150,000	5	5	5	6
Refused	3	3	5	4
Don't know*	23	17	19	22↑

Red percentages are significantly lower than the previous period, blue percentages are significantly higher than the previous period.

↑ or ↓ indicates whether there was an increase or decrease between that year and the previous year based on the courts common to both surveys.

\* Cognitive interviewing that Colmar Brunton has conducted in the past suggests that some people do not know their household income for a number of reasons including not being on a fixed salary (for example, receiving income from temporary employment and/or other non-fixed salary income sources), receiving benefits as the main source of income but being unaware of the annual household income received from benefit, and living with parents or other carers. Around one in five were unable to give their household income in each of the surveys. Therefore, analysis by income only includes those who were able to estimate their household income and does not include 22% of respondents. This should be noted when interpreting results involving analysis by household income.

Household income was combined into a smaller number of groupings for the purpose of analysis throughout the report. Household income groupings vary by court location as can be seen in the table below.

**Table 27 – Household income groupings by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
Base size	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
Up to \$20,000	18	12	11	12	18	33	11	15	26	27
Over \$20,000 to \$30,000	8	7	3	4	9	12	9	10	8	14
Over \$30,000 to \$50,000	13	13	6	11	13	13	8	18	16	15
Over \$50,000 to \$100,000	21	28	27	13	25	18	17	23	20	18
More than \$100,000	14	22	26	11	14	8	14	11	10	14
Refused	4	2	14	3	2	1	16	7	3	1
Don't know	22	15	13	44	19	16	25	16	17	11

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

## Access to Information and Communication Technology (ICT)

Respondents were asked whether they had easy access to Information and Communication Technologies for their own personal use. The results are presented below.

**Table 28 – Easy access to Information and Communication Technology (ICT)**

Access to Information and Communication Technology in the home	2012 %	2014 %	2017 %	2019 %
	(n=3,230)	(n=3,508)	(n=2,044)	(n=2,055)
Telephone (landline)	60	55	30	24↓
iPhone/other smart phone	26	53	67	71↑
Other cell phone	69	43	24	25
Computer with broadband Internet access	57	58	44	53↑
Computer with dial-up Internet access	4	3	2	2
Printer	36	32	20	25↑
Scanner	30	26	17	19↑
iPad/other computer tablet	12	28	20	25↑
None of these	4	3	5	4

Red percentages are significantly lower than the previous period, blue percentages are significantly higher than the previous period.

↑ ↓ indicates there was an increase or decrease between that year and the previous year based on the courts common to both surveys.

The decline in telephone (landline) access continues, as does the increase in access to smartphones.

The table below shows differences in access to ICT by reason for being at court.

**Table 29 – Information and Communication Technology (ICT) by main reason for being at court**

	%	%	%	%	%	%	%	%	%
	All respondents	Take part in a case	Support person	Get info on a case	Bring info about a case	Fine or reparation	Jury service	Admin not related to a case	Spectator
Base size	(n=2,055)	(n=888)	(n=621)	(n=63)	(n=54)	(n=42)	(n=143)	(n=150)	(n=55)
Telephone (landline)	24	20	19	25	43	29	37	37	20
iPhone/other smart phone	71	70	67	70	76	55	87	75	91
Other cell phone	25	24	30	27	19	31	13	23	9
Broadband Internet	53	47	49	59	57	52	80	76	71
Dial-up Internet	2	2	3	-	4	-	1	2	-
Printer	25	21	23	21	28	14	48	42	44
Scanner	19	17	19	14	20	5	36	34	35
iPad/other tablet	25	22	26	24	28	14	43	31	31
None of these	4	4	3	6	2	10	-	3	-

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

ICT access varies by court location as shown in the table below.

**Table 30 – Information and Communication Technology (ICT) by court location**

	%	%	%	%	%	%	%	%	%	%
	All respondents	Auckland District Court	Auckland High Court	Manukau	Hamilton	Hastings	Wellington	Nelson	Christchurch	Dunedin
Base size	(n=2,055)	(n=426)	(n=51)	(n=375)	(n=200)	(n=151)	(n=197)	(n=102)	(n=402)	(n=151)
Telephone (landline)	24	28	48	11	21	23	30	41	14	40
iPhone/other smart phone	71	88	87	76	59	50	82	71	47	87
Other cell phone	25	13	18	13	38	36	12	22	47	17
Broadband Internet	53	58	83	47	49	42	69	53	44	66
Dial-up Internet	2	2	-	3	1	2	2	1	2	3
Printer	25	30	50	24	17	18	25	24	21	33
Scanner	19	25	51	21	12	12	21	22	12	25
iPad/other tablet	25	33	55	24	19	16	23	29	16	35
None of these	4	1	-	7	5	9	4	1	3	1

Red percentages are significantly lower than the average, blue percentages are significantly higher than average.

## International comparisons

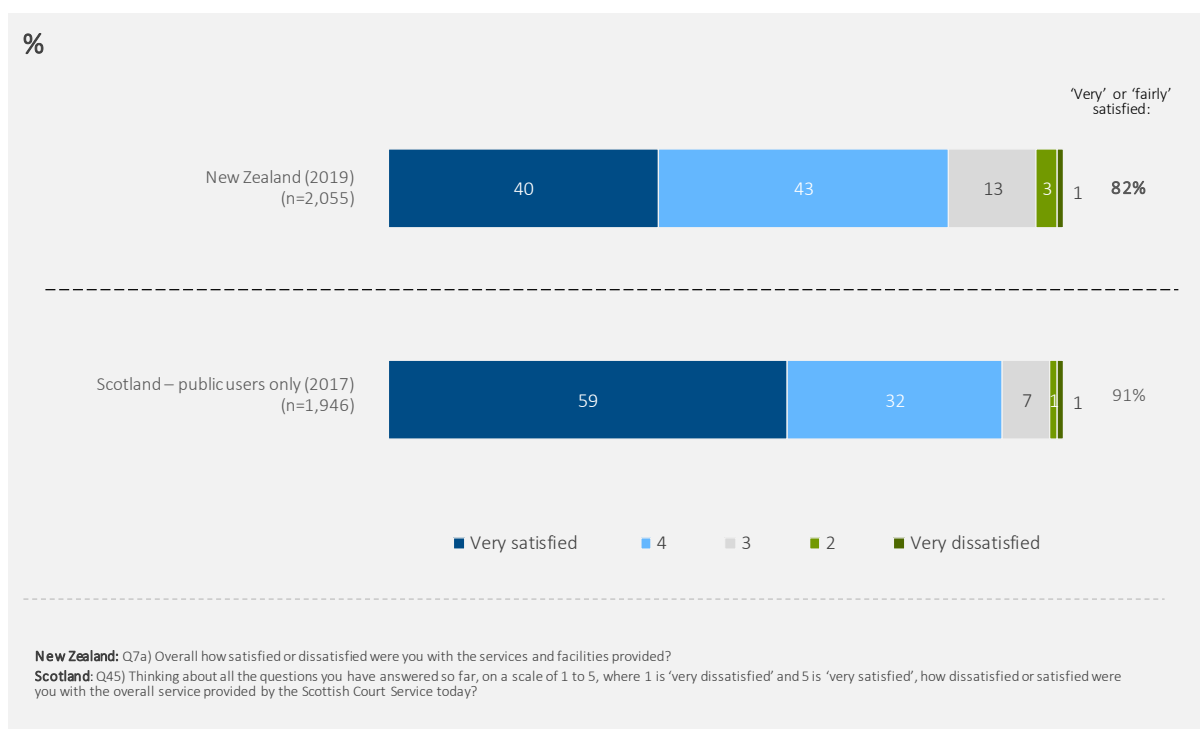
This section compares results from the New Zealand 2019 Court User Survey with the equivalent survey in Scotland – *the Scottish Courts and Tribunals Service Court User Satisfaction Survey 2017*. The survey in Scotland includes professionals such as solicitors and police, but these have been excluded from the data presented in this section. As far as Colmar Brunton can identify, there has not been a recent court user survey conducted in England and Wales.

Although there are minor variations in how the questions were asked overseas, results to three questions are broadly comparable with the results in New Zealand:

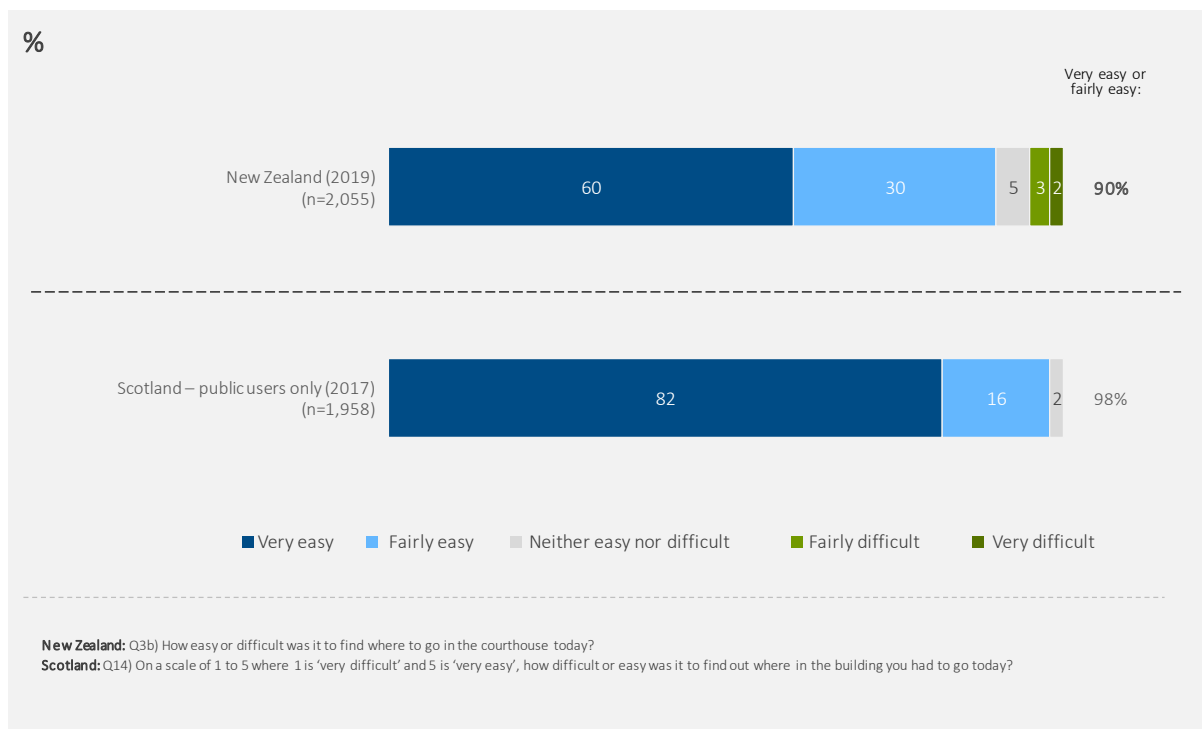
- Overall satisfaction.
- Ease of navigations through the courthouse
- Helpfulness of court staff

Results are illustrated in the following three Figures. Survey results are more favourable in Scotland than New Zealand for all three measures.

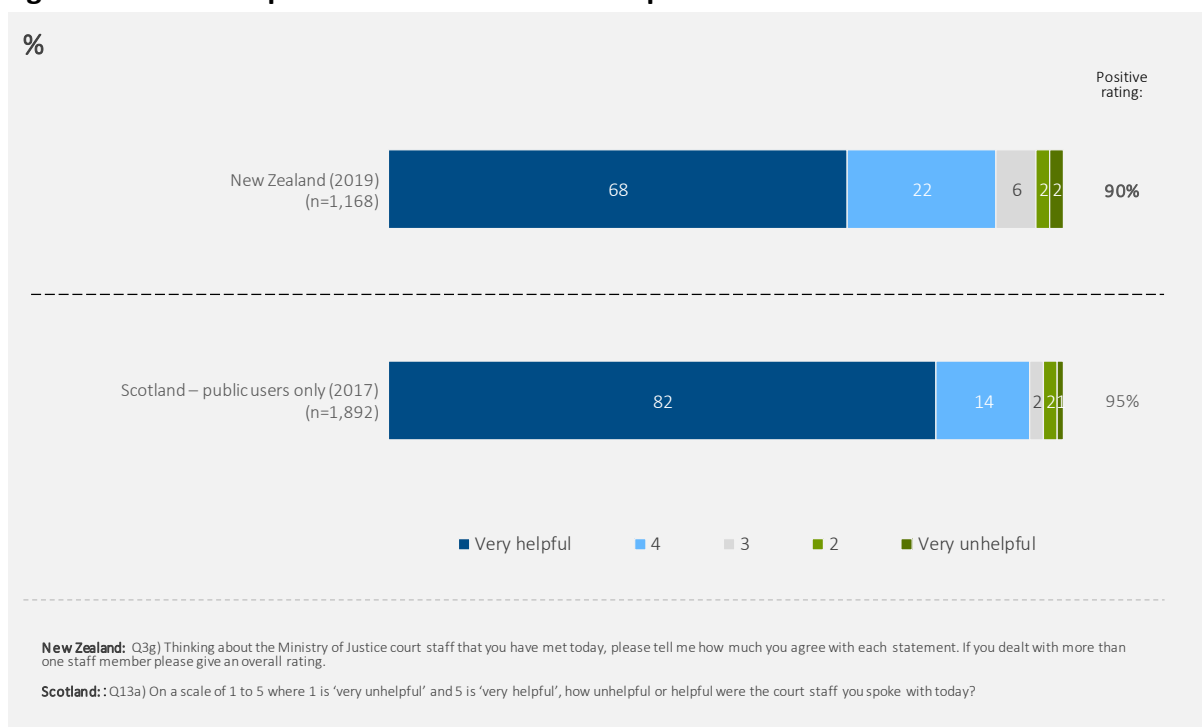
**Figure 39 – Overall satisfaction – international comparison**



**Figure 40 – Ease of finding way around – international comparison**



**Figure 41 – Staff helpfulness – international comparison**



## Appendix A: Detailed Methodology

### Sample

All members of the public aged 16 years or older who visited one of the selected courts during the dates fieldwork was conducted were eligible for the survey. This included members of the public attending court in relation to cases or seeking information from the court, and the people supporting them. Judges, lawyers, court staff, probation officers, Police and the media were excluded from the survey. Those from non-government organisations who provide services to court users (for example, the Salvation Army) were also excluded from the survey.

All interviews were conducted face-to-face. During fieldwork for this survey interviewers approached people waiting for their hearing or case to take place or when the user exited the court building.

It should be noted that there is no population profile of court users in New Zealand which means there is no way to compare the profile of survey respondents with the total court user population. Additionally, the survey only interviewed a sample of court users at a particular point in time, and at particular locations. As a result the reader should keep in mind that findings from the survey are based on 'court user survey respondents' rather than 'all court users'.

The research aimed for a minimum of 2,005 interviews. To ensure a minimum number of respondents in each court location, quotas were set to make sure we achieved a certain number of interviews in each location. These quotas were met or exceeded, although a few respondents were subsequently removed from the Wellington court data as they were determined to be ineligible for the survey.

Overall, we achieved 2,055 interviews (exceeding the target by 50 interviews). Please note that some respondents did not answer every question, for this reason the base size for some questions asked to all respondents is less than 2,055.

The table below shows the number of interviews aimed for at each court location, compared to the actual number of interviews achieved.

**Table 32 – Target versus achieved sample sizes at each court location**

Court location	Target sample size	Achieved sample size
<i>Total sample</i>	<b>2,005</b>	<b>2,055</b>
Auckland District Court	400	426
Auckland High Court	30	51
Manukau	375	375
Hamilton	200	200
Hastings	150	151
Wellington	200	197
Nelson	100	102
Christchurch	400	402
Dunedin	150	151

Because the survey was conducted in a manner that ensured minimum numbers of interviews per location, the spread of the sample may not directly reflect the number of users passing through each court.

Desired targets were also set for key case and court user types: jury service attendees, Family Court attendees, Civil Court users, people visiting for a fine or reparation, Tenancy and Disputes Tribunal users, Youth Court cases, and victims. Numbers fell short of a number of these desired targets as it became challenging to find enough respondents in these groups<sup>8</sup>.

The response rate (calculated by dividing the number of interviews by the number of court users approached) was 30%. This is a conservative estimate of the response rate as it assumes that all those who refused to take part in the survey would have been eligible to participate in the research. It is possible that the response rate would be higher than this if we could determine the eligibility of the people who refused to take part.

## Questionnaire

The Ministry and Colmar Brunton designed a questionnaire consisting largely of pre-coded response questions (i.e. the respondent chose their answer from a list). The questionnaire focused on various elements of the court user experience including: reasons for attending, court user information provided and sought, navigation around the court building, and staff contact, waiting time, court facilities, safety, overall satisfaction, and demographics. The full questionnaire, which took 15 minutes to administer, can be found at Appendix B.

As part of the section on staff contact, as in previous survey waves, respondents were asked a series of standardised questions about the quality of service they received. These questions are drawn from the Common Measurements Tool ('CMT'), which is an approach to measuring satisfaction with public services endorsed by the State Services Commission. In 2007, a State Services Commission report identified eight core CMT questions which acted as drivers of New Zealanders' satisfaction with the quality of service received from public service organisations.<sup>9</sup> These questions have been used by a number of public service agencies that measure customer satisfaction (including Inland Revenue and NZ Police).

A fieldwork pilot was conducted prior to the main-stage of fieldwork. Following this pilot minor amendments were made to the position of the interviewer instructions. No changes were made to the questionnaire.

The 2019 questionnaire was largely the same as the 2017 questionnaire, with the following changes:

- Q8a2 was removed and replaced with a newly worded question to determine whether respondents in Christchurch, Dunedin, Hamilton and Nelson were visiting the District Court or High Court. This new question (S2) was positioned near the beginning of the questionnaire.
- A new question was added to measure the extent to which information received from court pre-visit meets court users' expectations (Q2c3).

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<sup>8</sup> 143 interviews were achieved out of a desired target of 100 jury service attendees, 210 interviews were achieved out of a desired minimum target of 200 Family Court users, 106 interviews were achieved out of a desired 200 Civil Court users, 145 interviews were achieved out of a desired 200 Tenancy and Tribunal Court users, 64 interviews were achieved out of a desired minimum target of 50 Youth Court users, and 35 victims were interviewed out of a desired target of 50.

<sup>9</sup> *Satisfaction and Trust in the State Services ('drivers' survey)* (2007). A report prepared for the State Services Commission by Colmar Brunton, May 2007 (see [www.ssc.govt.nz](http://www.ssc.govt.nz) for publication).



## Analysis and reporting

### Treatment of open-ended data

Answers to 'other-specify' questions were coded upon completion of fieldwork. This process led to the creation of some new response codes which did not exist on the original questionnaire.

A final open ended question was also included: 'is there anything else you would like to tell the Ministry of Justice about the services and facilities at this courthouse?'. The results to this question were coded (and can be found in the section on 'other comments given by respondents'). Some illustrative comments from the responses have been included in relevant places throughout the report. Where possible these comments are used to provide further context to the survey results. Please note that because the spontaneous open-ended question was asked at the end of the survey (rather than being tied to a specific question topic), it is not possible to obtain relevant comments for each section of the report (because there are no comments available for many subject matters). All comments have been checked to ensure they do not reveal the identity of respondents. Where information that can identify an individual was included in the original quote, this was edited to remove the identifying information (a fictitious example of this is replacing "Bill Smith at Queenstown court did a great job" with "[Court staff member] at Queenstown court did a great job". In this example, the person's name has been removed, but the location remains because it does not identify an individual).

### Subgroup analysis

Key analyses of the survey focuses on frequency of attendance at the court, role at the court (e.g., attending a hearing, attending as a support person, dealing with administrative matters, etc.), jurisdiction (e.g., criminal, civil, Family Court, etc.), court location, and key demographic characteristics (such as age, gender, income and ethnicity).

The term 'jurisdiction' is used in some analysis. The following groupings were included in each jurisdiction category (criminal jurisdiction = court users attending for a criminal, traffic, or Youth Court case, or attending for jury service; civil jurisdiction = court users attending for a civil case or a Tenancy or Disputes Tribunal case; Family Court case = those visiting for a Family Court case; to deal with a fine or reparation = those visiting for a fine or reparation; Other = all those not attending for a case, or attending for an unusual type of case including Environment Court, Employment Court, the Coroner's office, or another type of Tribunal case or Authority case).

All differences between subgroups mentioned in this report are statistically significant at the 95% confidence level.

# Appendix B: Questionnaire

## **INTRODUCTION**

Good morning/afternoon. My name is ..... from Symphony Research on behalf of Colmar Brunton and independent market research company.

We are doing some important research for the Ministry of Justice today. We want to find out what people think about the services and facilities here at the courthouse.

The survey will only take about 12 minutes or so depending on your answers and is conducted in complete confidence.

**IF ASKED WHY WE ARE DOING THE SURVEY:** Your answers will help the Ministry improve the experience that people have when they visit a courthouse.

**IF NEEDS REASSURANCE:** We have an official letter from the Ministry of Justice you can look at which explains the research and the fact that we have been commissioned by the Ministry (**RESPONDENT CAN KEEP COPY OF LETTER IF THEY WISH**).

**IF SOMEONE WHO IS VISITING IN A PROFESSIONAL CAPACITY WANTS TO TAKE PART:** We just want to talk to people who are not at court in a professional capacity.

**IF SOMEONE ASKS WHAT 'CONFIDENTIAL' MEANS:** This means your answers will be anonymous and will be combined with others for analysis, so your individual responses will not be identifiable.

**IF RESPONDENT IS CONCERNED ABOUT THE PRIVACY OF THEIR ANSWERS, READ:** As this is market research, it is carried out in compliance with the Privacy Act. The information you provide will be used for research purposes only.

**IF RESPONDENT REQUESTS A COPY OF THEIR ANSWERS, READ:** Under the Privacy Act, you have the right to request access to the information you have provided. If you have any questions, please feel free to call [NAME OF CONTACT PERSON AND PHONE NUMBER].

S1. First, can I check which of these age groups you are in?

**SHOWCARD S1**

Under 16	01	<b>CLOSE</b>
16 to 17 years	02	
18 to 19 years	03	
20 to 24 years	04	
25 to 29 years	05	
30 to 34 years	06	
35 to 39 years	07	
40 to 44 years	08	
45 to 49 years	09	
50 to 54 years	10	
55 to 59 years	11	
60 to 64 years	12	
65 years and over	13	

**ASK THOSE WHO ARE INTERVIEWED IN CHRISTCHURCH, DUNEDIN, HAMILTON OR NELSON (CODES 3, 4, 5 & 8 @ COURT WHERE INTERVIEWED). OTHERWISE GO TO Q1a**

S2. Are you visiting the District or High Court today?

District Court	01
High Court	02
Don't know [DO NOT READ OUT]	03

**SECTION 1: REASON FOR ATTENDING**

I'd like to find out why you are visiting the courthouse today.

Q1a Are you here today for any of the following reasons?

**INTERVIEWER: SELECT ONE ANSWER ONLY.**  
**IF RESPONDENT SAYS 'MORE THAN 1 REASON':** What is your main reason?  
**SHOWCARD Q1a**

To take part in a hearing or court case – for example, if you are on the stand today	01	<b>SKIP TO Q1c</b>
As a support person for a friend, relative etc – if you are not going to be called into the trial itself today but supporting someone else	02	<b>SKIP TO Q1c</b>
To get information, forms etc from the court <u>for a case</u>	03	<b>SKIP TO Q1c</b>
To bring papers or forms to the court <u>for a case</u>	04	<b>SKIP TO Q1c</b>
To deal with a fine or reparation	05	<b>ASK Q1b</b>
Jury service	06	<b>SKIP TO Q1g</b>
Administrative things <u>not related to a case</u> – for example getting a document witnessed, to search court records, collect or pick-up forms/papers etc	07	<b>SKIP TO Q1g</b>
Spectator	08	<b>SKIP TO Q1g</b>
Other (specify)	09	<b>SKIP TO Q1g</b>
..... Don't know <b>[DO NOT READ OUT]</b>	99	<b>SKIP TO Q1g</b>

**ONLY ASK IF Q1a = TO DEAL WITH A FINE OR REPARATION (CODE 5).**

Q1b So you were here in relation to dealing with a fine or reparation, can you please tell me which item best describes your role today.

**INTERVIEWER: SELECT ONE ANSWER ONLY.**  
**READ OUT IF NECESSARY:** And which item best fits your main reason?  
**SHOWCARD Q1b**

Paying or making arrangements to pay a fine or reparation	1
Enquiring about a fine or reparation	2
Disputing a fine or reparation	3
Other	4

**ONLY ASK IF Q1a = CODE 1 – 4. OTHERWISE SKIP TO Q1g**

Q1c Can you tell me if the reason you are here relates to any of the following?

**INTERVIEWER: SELECT ONE ANSWER ONLY. IF THEY ARE SUPPORT PEOPLE WHAT TYPE OF CASE IS THE PERSON THEY ARE SUPPORTING HERE FOR?**

**READ OUT IF NECESSARY:** And what is your main reason?

**SHOWCARD Q1c**

A criminal or traffic case	01	<b>ASK Q1d</b>
A Family Court case	02	<b>SKIP TO Q1g</b>
A tenancy or disputes tribunal case	03	<b>SKIP TO Q1g</b>
A civil case	04	<b>SKIP TO Q1g</b>
A Youth Court case	05	<b>SKIP TO Q1e</b>
An Environment Court case	06	<b>SKIP TO Q1g</b>
An Employment Court case	07	<b>SKIP TO Q1g</b>
The Coroner's office	08	<b>SKIP TO Q1g</b>
Another type of Tribunal case or Authority case (specify)	09	<b>SKIP TO Q1g</b>
Don't know <i>[DO NOT READ OUT]</i>	99	<b>SKIP TO Q1g</b>

**ASK IF Q1c = CRIMINAL OR TRAFFIC CASE (CODE 1). OTHERWISE SKIP TO Q1e**

Q1d So you were here in relation to a criminal or traffic case, can you please tell me which item best describes your role today.

**INTERVIEWER: SELECT ONE ANSWER ONLY.**

**READ OUT IF NECESSARY:** And which item best fits your main reason?

**SHOWCARD Q1d**

A person accused of an offence (a defendant)	1	<b>SKIP TO Q1g</b>
Giving evidence / a witness: victim of the offence	2	<b>SKIP TO Q1g</b>
Giving evidence / a witness: not victim of the offence	3	<b>SKIP TO Q1g</b>
Other	4	<b>SKIP TO Q1g</b>

**ASK IF Q1c = YOUTH COURT CASE (CODE 5). OTHERWISE SKIP TO Q1g**

Q1e So you were here in relation to a youth court case, can you please tell me which item best describes your role today.

**INTERVIEWER: SELECT ONE ANSWER ONLY.**

**READ OUT IF NECESSARY:** And which item best fits your main reason?

**SHOWCARD Q1e**

A person accused of an offence (a defendant)	1	<b>SKIP TO Q1g</b>
Giving evidence / a witness: victim of the offence	2	<b>SKIP TO Q1g</b>
Giving evidence / a witness: not victim of the offence	3	<b>SKIP TO Q1g</b>
Other	4	<b>SKIP TO Q1g</b>

Q1g Have you been in a courthouse in this city/town before?

**READ OUT**

Yes, or	1	<b>ASK Q1h</b>
No - this is your first time	2	<b>SKIP TO Q2a</b>
Don't know <b>[DO NOT READ OUT]</b>	3	<b>SKIP TO Q2a</b>

Q1h Not including today, how many times have you been in a courthouse in this city/town before?

IF NECESSARY: This is how many times you have EVER been in a courthouse in this city/town.

**SHOWCARD Q1h**

Once	1
Two – Three times	2
Four – Five times	3
Six – Seven times	4
Eight – Ten times	5
Eleven – Twelve times	6
More than twelve times	7
Don't know <b>[DO NOT READ OUT]</b>	8
Refused <b>[DO NOT READ OUT]</b>	9

**SECTION 2: INFORMATION**

**ASK IF Q1a = 'TO TAKE PART IN A HEARING OR COURT CASE' (1), OR  
 'TO GET INFORMATION, FORMS ETC' (3), OR  
 'TO BRING PAPERS OR FORMS' (4), OR  
 'TO DEAL WITH A FINE OR REPARATION' (5), OR  
 'JURY SERVICE' (6).**

**OTHERWISE SKIP TO Q2i**

Next we would like to find out about the information relating to this court visit.

Q2a Before you came here today, how much would you agree or disagree with the following statements?

**INTERVIEWER: CODE ONE ANSWER PER STATEMENT ONLY.**

**SHOWCARD Q2a**

		<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know [Do Not Read Out]</b>	<b>N/A [Do Not Read Out]</b>
1	You knew what time to come	5	4	3	2	1	6	7
2	You knew what to do when you got here	5	4	3	2	1	6	7

Q2b What information did you receive from the court before coming?  
**READ OUT LIST CHECKING FOR AN ANSWER AT EACH ROW – SELECT ALL MENTIONS**  
**INTERVIEWER: IF 'I DID NOT RECEIVE ANY INFORMATION' OR 'I CANNOT REMEMBER' CODE AND SKIP TO Q2d**  
**SHOWCARD Q2b**

Q2c And how easy or difficult was it to understand the [...INTERVIEWER: ASK FOR EACH COMMUNICATION MENTIONED AT Q2b...]?  
**INTERVIEWER: IS THAT VERY OR FAIRLY?**  
**INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q2b**  
**SHOWCARD Q2c**

	Q2B: RECEIVED	Q2c					
		Very easy to understand	Fairly easy to understand	Neither easy nor difficult	Fairly difficult to understand	Very difficult to understand	Don't know [Do Not Read Out]
A letter	1	5	4	3	2	1	6
An email	11	5	4	3	2	1	6
A pamphlet	2	5	4	3	2	1	6
A phone call	3	5	4	3	2	1	6
A text	12	5	4	3	2	1	6
A court summons	4	5	4	3	2	1	6
A jury summons	5	5	4	3	2	1	6
Bail bond	6	5	4	3	2	1	6
A notice telling me how much fines or reparation I owe	7	5	4	3	2	1	6
Other (specify)	8	5	4	3	2	1	6
I did not receive any information	9	<b>SKIP TO Q2d</b>					
Can't remember <b>[DO NOT READ OUT]</b>	10	<b>SKIP TO Q2d</b>					



Q2c2 **Overall** how satisfied or dissatisfied were you with the **information** you received before coming to the court?

**SHOWCARD Q2c2**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know <i>[Do Not Read Out]</i>
5	4	3	2	1	6

Q2c3 Looking back, how did the **information** you received before coming to the court compare to what you **expected** to receive? Please answer using a scale of 1 to 5 where 1 is much worse than I expected and 5 is much better than I expected.

**SHOWCARD Q2c3**

Much better than I expected = 5				Much worse than I expected = 1
5	4	3	2	1

Q2d **[INTERVIEWER: IF Q2b = CODES 1 – 8 OR 11 OR 12 ALSO SAY: *Apart from the Information you just mentioned,*** before coming today did you try to find out more about what you needed to do or what was going to happen today?  
**CODE ONE ONLY**

Yes	1	<b>ASK Q2e</b>
No	2	<b>SKIP TO Q2g</b>
Don't know	3	<b>SKIP TO Q2g</b>

**ASK IF Q2d = YES (CODE 1). OTHERWISE SKIP TO Q2g**

Q2e In which of the following ways did you try to find out more information?

**INTERVIEWER: CODE 'NONE OF THESE' IF NOT RELEVANT AND SKIP TO Q2g  
SHOWCARD Q2e**

Q2f And how helpful or unhelpful was [...INTERVIEWER: ASK FOR EACH SOURCE OF INFORMATION...]?

**INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q2e  
SHOWCARD Q2f**

	Q2e	Q2f					
		Very helpful	Some-what helpful	Neither helpful nor unhelpful	Not that helpful	Not at all helpful	
1	I came to the court beforehand to make enquiries	01	5	4	3	2	1
2	I made a phone call to my case manager at this court	02	5	4	3	2	1
10	I used a Ministry of Justice website e.g. Jury Service, Family Justice, or Ministry of Justice	10	5	4	3	2	1
3	I used another internet site	03	5	4	3	2	1
4	I made a phone call to a Ministry of Justice 0800 number	04	5	4	3	2	1
11	I emailed the court and/or the Ministry of Justice	11	5	4	3	2	1
5	I contacted someone at the Citizen's Advice Bureau or Community Law Centre	05	5	4	3	2	1
6	I asked a professional (eg, a lawyer, police officer, probation staff, someone else in the legal profession)	06	5	4	3	2	1
7	I asked a friend/family member/acquaintance	07	5	4	3	2	1
8	Other (specify)	08	5	4	3	2	1
9	NONE OF THESE	09	<b>SKIP TO Q2g</b>				

Now we have a couple of questions about court information in general. This includes information you can get before coming to the courthouse, or at the courthouse itself.

Q2g How easy or difficult do you think it is to obtain information about the services at the courts?

**SHOWCARD Q2g**  
**INTERVIEWER: IS THAT VERY OR FAIRLY?**

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know [Do Not Read Out]	Not applicable [Do Not Read Out]
5	4	3	2	1	6	7

Q2i In an ideal world, how would you like to interact with the Court, such as submitting documents and finding out about court hearing times?

**INTERVIEWER: CODE ALL MENTIONS**  
**USE SHOWCARD Q2i**

Letter (by post)	01
Face to face at the court	02
Telephone call	03
Text message	04
Email	05
A secure website (online)	06
Using a smart phone app	07
Other (specify)	08
None of these <b>[DO NOT READ OUT]</b>	09
Don't know <b>[DO NOT READ OUT]</b>	99

**SECTION 3: WAY FINDING AND STAFF CONTACT**

Q3a Overall, how satisfied or dissatisfied are you with each of the following aspects of accessibility?

**INTERVIEWER: IS THAT VERY OR FAIRLY?  
SHOWCARD Q3a**

		<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>Don't know [Do Not Read Out]</b>	<b>Not applicable [Do Not Read Out]</b>
2	The time the court hearings start and finish	5	4	3	2	1	6	7
3	Easily identifiable staff available to deal with queries.	5	4	3	2	1	6	7

Q3k How convenient or inconvenient would you find it to attend hearings in the **evening** (between 5 and 8pm)? Please answer using a scale of 1 to 5 where 1 is very inconvenient and 5 is very convenient.

**SHOWCARD Q3k**

<b>Very convenient = 5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>Very inconvenient = 1</b>	<b>Don't know [Do Not Read Out]</b>
5	4	3	2	1	6

Q3b How easy or difficult was it to find where to go in the courthouse today?

**SHOWCARD Q3b**

<b>Very easy</b>	<b>Fairly easy</b>	<b>Neither easy nor difficult</b>	<b>Fairly difficult</b>	<b>Very difficult</b>	<b>Don't know [Do Not Read Out]</b>
5	4	3	2	1	6

Q3c How did you find your way to where you needed to go?

**INTERVIEWER: CODE ALL MENTIONS  
SHOWCARD Q3c**

Asked someone	01
Looked at a notice board	02
Followed signs	03
Walked around until I found where I needed to go	04
Previously visited/familiar with the building	05
Followed information provided to me before I came	06
Escorted/shown around by someone (including staff, or a friend or family member)	07
Other (specify)	08
Don't know / can't remember <b>[DO NOT READ OUT]</b>	99

Q3d Did you have difficulty getting information or assistance when you were in the courthouse today?

Yes	1	<b>ASK Q3e</b>
No	2	<b>SKIP TO Q3f</b>
Don't know/can't remember <b>[DO NOT READ OUT]</b>	3	<b>SKIP TO Q3f</b>
Not applicable <b>[DO NOT READ OUT]</b>	4	<b>SKIP TO Q3f</b>

**ASK IF Q3d = YES (CODE 1). OTHERWISE SKIP TO Q3f**

Q3e What information or assistance were you looking for?

**INTERVIEWER: CODE ALL MENTIONS  
SHOWCARD Q3e**

Information about where to go in court	01
Information about who I needed to see / report to	02
Information about the length of time I would have to wait	03
Information about how I had to do something	04
Legal advice / getting legal aid	05
Pay a fine or enquire about a fine	06
To submit a form or application	07
Help with papers that needed to be filed or signed / witnessed	08
Assistance from a Victim Adviser	09
Assistance with security or safety issues	10
To see a case officer / a case manager	11
Information about what happens next	12
Any other reasons (specify)	13
.....	
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	98

**ASK ALL**

Q3f Did you have any contact with court staff today?

Yes	1	<b>ASK Q3g</b>
No	2	<b>SKIP TO Q4a</b>
Don't know/can't remember <b>[DO NOT READ OUT]</b>	3	<b>SKIP TO Q4a</b>

**ASK IF Q3f = YES (CODE 1). OTHERWISE SKIP TO Q4a**

Q3g Thinking about the Ministry of Justice court staff that you have met today, please tell me how much you agree or disagree with each statement? Please answer using a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree. If you dealt with more than one staff member please give an overall rating.

**IF NECESSARY:** not including duty solicitors

**INTERVIEWER: SELECT ONE ANSWER PER STATEMENT ONLY.**

**INTERVIEWER: REMIND RESPONDENT DURING Q3g** 'Remember these questions are just about court staff not people like lawyers or judges'.

**SHOWCARD Q3g**

		<b>Strongly agree = 5</b>				<b>Strongly disagree = 1</b>	<b>Don't know [Do Not Read Out]</b>	<b>N/A [Do Not Read Out]</b>
1	Staff were competent	5	4	3	2	1	6	7
2	Staff were helpful	5	4	3	2	1	6	7
3	Staff did what they said they would do	5	4	3	2	1	6	7
4	I was treated fairly	5	4	3	2	1	6	7
5	I feel my individual circumstances were taken into account	5	4	3	2	1	6	7
6	It's an example of good value for tax dollars spent	5	4	3	2	1	6	7

Q3h Before going to the court for this service, what quality of service did you expect? Please answer using a scale of 1 to 5 where 1 is very poor service and 5 is very good service.

**SHOWCARD Q3h**

<b>Very good service = 5</b>				<b>Very poor service = 1</b>
5	4	3	2	1

Q3i Looking back, how did the service you got from Ministry of Justice court staff compare to what you expected? Please answer using a scale of 1 to 5 where 1 is much worse than I expected and 5 is much better than I expected.

**SHOWCARD Q3i**

<b>Much better than I expected = 5</b>				<b>Much worse than I expected = 1</b>
5	4	3	2	1

Q3j How satisfied were you with the overall quality of service delivery? Please answer using a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

**SHOWCARD Q3j  
P41**

<b>Very satisfied = 5</b>				<b>Very dissatisfied = 1</b>
5	4	3	2	1

**SECTION 4: WAIT TIME**

**ASK ALL**

Q4a Did you do any of these today?

**INTERVIEWER: CODE ONE ONLY**

**IF NECESSARY:** 'An information desk or booth is the same as a counter'.

**SHOWCARD Q4a**

Went to a counter	1	<b>ASK Q4b</b>
Took part in a hearing / going to take part in a hearing	2	<b>SKIP TO Q4d</b>
Both – went to a counter <b>AND</b> took part in a hearing	3	<b>ASK Q4b</b>
None of these	4	<b>SKIP TO Q5a</b>
Don't know <b>[DO NOT READ OUT]</b>	5	<b>SKIP TO Q5a</b>



**ASK IF Q4a = WENT TO A COUNTER OR BOTH (CODE 1 OR 3). OTHERWISE SKIP TO Q4d**

Q4b For how long did you have to wait at a counter?

**SHOWCARD Q4b**

I was served immediately	1
Up to 3 minutes	2
Longer than 3 minutes and up to 6 minutes	3
Longer than 6 minutes and up to 15 minutes	4
Longer than 15 minutes	5
Don't know <b>[DO NOT READ OUT]</b>	6

Q4c What did you go to the counter for?

**INTERVIEWER: CODE ALL MENTIONS  
SHOWCARD Q4c**

Information about where to go in court	01
Information about who I needed to see/report to	02
Information about the length of time I would have to wait	03
Information about how I had to do something	04
Legal advice/getting legal aid	05
Pay a fine or enquire about a fine	06
To collect/submit a form or application	07
Help with papers that needed to be filed or signed/witnessed	08
To get information about the family justice system	15
Assistance with security or safety issues	10
To see a case officer / case manager / victim advisor	11
To sign in with the duty solicitor	12
Information about what happens next	13
Any other reasons (specify)	14
.....	
.....	
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	98

**ASK IF Q4a = *TOOK PART IN A HEARING OR WENT TO A COUNTER AND TOOK PART IN A HEARING (CODE 2 OR 3). OTHERWISE SKIP TO Q5a***

Q4d For how long did you have to wait to take part in a hearing?

**SHOWCARD Q4d**

No wait, or a wait up to 5 minutes	1	<b>SKIP TO Q5a</b>
Longer than 5 minutes and up to 10 minutes	2	<b>SKIP TO Q5a</b>
Longer than 10 minutes and up to 20 minutes	3	<b>SKIP TO Q5a</b>
Longer than 20 minutes and up to 1 hour	4	<b>SKIP TO Q5a</b>
Longer than 1 hour and up to 3 hours	5	<b>SKIP TO Q5a</b>
Longer than 3 hours and up to 5 hours	6	<b>SKIP TO Q5a</b>
Longer than 5 hours	7	<b>SKIP TO Q5a</b>
I have not yet taken part in the hearing or case I am here for	8	<b>ASK Q4e</b>
Don't know <b>[DO NOT READ OUT]</b>	9	<b>SKIP TO Q5a</b>

Q4e How long have you been waiting so far?

**SHOWCARD Q4e**

Up to 5 minutes	1
Longer than 5 minutes and up to 10 minutes	2
Longer than 10 minutes and up to 20 minutes	3
Longer than 20 minutes and up to 1 hour	4
Longer than 1 hour and up to 3 hours	5
Longer than 3 hours and up to 5 hours	6
Longer than 5 hours	7
Don't know <b>[DO NOT READ OUT]</b>	9

**SECTION 5: FACILITIES**

**ASK ALL**

Q5a Which of the following facilities did you use while at the courthouse today?

**READ OUT LIST CHECKING FOR AN ANSWER AT EACH ROW  
INTERVIEWER: IF 'NONE OF THESE' CODE AND SKIP TO Q5c  
SHOWCARD Q5a**

Q5b And how would you rate the [...INTERVIEWER: ASK FOR EACH FACILITY MENTIONED AT Q5a...]?

**IF NECESSARY:** This is about the physical facilities, e.g. comfort and cleanliness

**INTERVIEWER: CODE RESPONSE FOR EACH MENTION AT Q5a  
SHOWCARD Q5b**

		Q5a: USED	Q5b					Don't know [Do Not Read Out]
			Very good	Fairly good	Adequate	Fairly poor	Very poor	
1	Court room / Hearing room	1	5	4	3	2	1	6
2	Waiting area/area outside court room	2	5	4	3	2	1	6
3	Jury assembly room	3	5	4	3	2	1	6
4	Jury deliberation room	4	5	4	3	2	1	6
5	Interview room	5	5	4	3	2	1	6
6	Counters	6	5	4	3	2	1	6
7	Court entrance	7	5	4	3	2	1	6
8	Toilets	8	5	4	3	2	1	6
9	NONE OF THESE	9	<b>SKIP TO Q5c</b>					

**ASK ALL**

Q5c Overall, how would you rate the **facilities** at this courthouse?

**SHOWCARD Q5c**

Very good	Fairly good	Adequate	Fairly poor	Very poor	Don't know [Do Not Read Out]
5	4	3	2	1	6

**SECTION 6: SAFETY**

Q6a Overall how safe or unsafe did you feel throughout your time in the courthouse today?

**SHOWCARD Q6a**

Very safe	5
Fairly safe	4
Neutral – neither safe nor unsafe	3
Fairly unsafe	2
Very unsafe	1
Don't know <b>[DO NOT READ OUT]</b>	6

**ASK Q6C IF FAIRLY UNSAFE OR VERY UNSAFE AT Q6A**

Q6c Why did you feel fairly or very unsafe?

**INTERVIEWER: CODE ALL MENTIONS**

**SHOWCARD Q6c**

Not enough security staff	01
Not many people around	02
Too many people around	03
The type of people that were around me	04
Lack of space/space was too small	05
Being near an ex-partner	06
Being near the accused	07
Hygiene/cleanliness of court or facilities	08
Other (specify)	09
Don't Know <b>[DO NOT READ OUT]</b>	99

Q6d Where did you see court security staff today?

**INTERVIEWER: CODE ALL MENTIONS**

**SHOWCARD Q6d**

Court room	01
Waiting area/area outside court room	02
Customer service areas	03
Court entrance	04
Outside the court building/area	05
Other (specify)	06
None of these	07
Don't know <b>[DO NOT READ OUT]</b>	09

**GOTO Q7A**

**GOTO Q7A**

**ASK IF CODES 1-6 AT Q6d**

Q6e How approachable were the court security staff you saw today? Please answer using a scale of 1 to 5 where 1 is very unapproachable and 5 is very approachable.

**INTERVIEWER: CODE ONE ONLY**  
**SHOWCARD Q6e**

<b>Very approachable = 5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>Very unapproachable = 1</b>	<b>Don't know [Do Not Read Out]</b>
5	4	3	2	1	6

## **SECTION 7: OVERALL SATISFACTION**

### **ASK ALL**

Q7a **Overall** how satisfied or dissatisfied were you with the **services and facilities** provided?

### **SHOWCARD Q7a**

<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>Don't know [Do Not Read Out]</b>
5	4	3	2	1	6

## **SECTION 8: DEMOGRAPHICS**

Q8a **INTERVIEWER: DON'T ASK, CODE GENDER**

Male	1
Female	2

Q8b Which of the following do you have easy access to for your personal use?

### **INTERVIEWER: CODE ALL MENTIONS SHOWCARD Q8b**

Telephone (land line)	1
iPhone / other smart phone	2
Other type of cell phone (normal cell phone)	3
Computer with broadband internet	4
Computer with dial up internet	5
Computer printer	6
Computer scanner	7
iPad / other computer tablet	8
None of these	9

Q8c Which ethnic group do you belong to? You can choose more than one group.

**INTERVIEWER: CODE ALL MENTIONS  
SHOWCARD Q8c**

New Zealand European	01	
Maori	02	
Samoan	03	
Cook Island Maori	04	
Tongan	05	
Niuean	06	
Chinese	07	
Indian	08	
Other ethnic group	09	ASK Q8d
Don't know <b>[DO NOT READ OUT]</b>	99	
Refused <b>[DO NOT READ OUT]</b>	98	

**FILL IN 8d IF Q8c = OTHER ETHNIC GROUP (CODE 9). OTHERWISE SKIP TO Q8f**

Q8d **INTERVIEWER: DON'T ASK THIS QUESTION, ONLY RECORD ANSWER HERE  
IF VOLUNTEERED BY RESPONDENT AT Q8c – MULTICODING ALLOWED**

Korean	01
Fijian Indian	02
Other Asian	03
Other European	04
Other group (specify)	05
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	98

Q8f Do you require any of the following services?

**INTERVIEWER: CODE ALL MENTIONS  
SHOWCARD Q8f**

An interpreter	1
Induction loops or hearing loops (relay service)	2
Braille	3
Assistance to get around the courthouse (e.g., wheelchair, opening doors, etc)	4
Language line	6
I don't require any of these services	5

Q8g Which of the options on the showcard best describes your current employment status?

**CODE ONE ANSWER ONLY  
IF NECESSARY: Which takes up most of your time?  
SHOWCARD Q8g**

Currently in paid employment or self-employed	01
Retired	02
Home duties	03
Unemployed, receiving benefit	04
Unemployed, not receiving benefit	05
Receiving Supported Living Payment	06
Receiving other benefit	07
Student	08
Other (specify)	09
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	98



Q8h Which of these groups does your annual household income fall into? Please include all earnings including employment, money from the government, and income from other sources. Please tell us the rough figure before tax.

**IF NECESSARY:** 'Before tax is gross'

**SHOWCARD Q8h**

\$0 / none / loss	01
\$1 - \$5,000	02
\$5,001 - \$10,000	03
\$10,001 - \$15,000	04
\$15,001 - \$20,000	05
\$20,001 - \$25,000	06
\$25,001 - \$30,000	07
\$30,001 - \$35,000	08
\$35,001 - \$40,000	09
\$40,001 - \$50,000	10
\$50,001 - \$60,000	11
\$60,001 - \$70,000	12
\$70,001 - \$100,000	13
\$100,001 - \$150,000	14
More than \$150,000	15
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	98

Q8i Is there anything else you would like to tell the Ministry of Justice about the services and facilities at this court house?

	1	
Don't know <b>[DO NOT READ OUT]</b>	99	
Refused <b>[DO NOT READ OUT]</b>	98	
NO COMMENTS BOX HERE		

That is the end of the survey. As part of our quality control a percentage of our work is checked, so may I please have your name and phone number (a first name will do) for audit purposes?

Name: \_\_\_\_\_

Number: \_\_\_\_\_