

17 August 2023

Section 9(2)(a)

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Our ref: OIA 105759

Tēnā koe Section 9(2)(a)

Official Information Act request: Summons for jury service

Thank you for your email of 5 July 2023 to the Ministry of Justice (the Ministry) requesting an update on the jury service figures referenced in a previous response (Our ref: OIA 84631). Specifically, you requested:

... updated stats for the same broken down by years 2020/2021; 2021/2022 and (if possible) 2022/2023? Namely:

- 1) Of those summonsed, how many report to court?*
- 2) How many seek a deferred date?*
- 3) How many were excused?*
- 4) How many were cancelled?*
- 5) Please also provide an example(s) of each by which I mean, what reasons can prospective jurors give for having their service deferred, being excused, or having their service cancelled?*
- 6) Can I also please have the results and/or any report relating to the latest jury survey?*

In response to questions 1 – 4, please refer to Table 1. This provides the number of juror summonses and summons outcomes for the 2020/21 to 2022/23 financial years.

It is important to note that judicial protocols were put in place for court operations during the COVID-19 Alert System and COVID-19 Protection Framework, which included the suspension of jury trials in the High Court and District Court for periods of time. This is reflected in the figures for summonses cancelled and attended.

In response to question 5, sections 14B, 15 and 16AA of the Juries Act 1981 outlines the reasons a person may apply to have their jury service deferred or excused. You can read the Juries Act 1981 here: legislation.govt.nz/act/public/1981/0023/latest/whole.html

The reasons the Ministry uses to record applications for deferrals and excusals are provided in Table 2. I can advise that juror summonses will be cancelled by the court when a scheduled jury trial has been cancelled or postponed.

In response to question 6, please find attached the COVID-19 Juror Survey for 2022. Due to the impact of COVID-19 on court operations, a COVID-19 specific juror survey was designed to capture juror experiences under COVID-19 protocols. This replaced the Juror Satisfaction Survey carried out in previous years.

If you require any further information, please contact Media & Social Media Manager Joe Locke at media@justice.govt.nz.

Please note that our response, with your personal details removed, may be published on the Ministry website at: justice.govt.nz/about/official-information-act-requests/oia-responses/.

If you are not satisfied with this response, you have the right to make a complaint to the Office of the Ombudsman under section 28(3) of the Act. The Office of the Ombudsman may be contacted by email to info@ombudsman.parliament.nz or by phone on 0800 802 602.

Nāku noa, nā



Jacquelyn Shannon
Group Manager, Courts and Tribunals, Regional Service Delivery

Table 1: Number of juror summonses and summons outcomes for the 2020/21 to 2022/23 financial years

	2020/2021	2021/2022	2022/2023
Number of summonses	158,330	184,642	193,579
Summonses Attended	34,912	24,350	32,194
Summonses Cancelled	4,617	21,256	7,665
Summonses Deferred	32,739	37,444	41,144
Summonses Excused	43,055	49,309	51,171

Notes for Table 1:

- Financial years start 1 July and end 30 June.
- The data for 'Summonses Excused' is a combination of applications for permanent excusal granted by a Registrar and applications for excusals on a particular occasion granted by a Registrar.
- A person may have been summonsed more than once. Therefore, these figures may overcount the number of people.
- Data is included for both the High Court and District Court.

Table 2: The reasons the Ministry uses to record applications for deferrals and excusals of jury summonses

Deferral and excusal reasons
Aged 65 or Over
COVID-19
Deceased juror
Family Commitments
Health
Ineligible Occupation
Intellectual Disability
Occupation/Business
Outside District
Personal Circumstance
Physical Disability
Previous Excusal
Religious Belief
Service in 2 Years

COVID-19

Juror Survey

2022

Date: 03 October 2022

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Introduction

Purpose

In response to the COVID-19 pandemic, the Ministry of Justice (the Ministry) implemented health, safety, and infection prevention control protocols to court operations. This meant the operational environment of the courts change, and the management of jurors became more complex.

The COVID-19 pandemic presented the opportunity to obtain insights into jury trial operations under unique circumstances. Therefore, a COVID-19 specific juror survey was carried out to gain targeted insights into the juror experience under court COVID 19 protocols.

The purpose of the COVID-19 Juror Survey is twofold:

1. to explore and understand the juror experience under the Ministry's COVID-19 response and protocols and,
2. to provide the Ministry with actionable and insightful feedback regarding the juror experience under the COVID-19 response and protocols.

The annual Juror Satisfaction Survey was suspended in 2022 due to the ongoing impacts of COVID-19 on court operations.

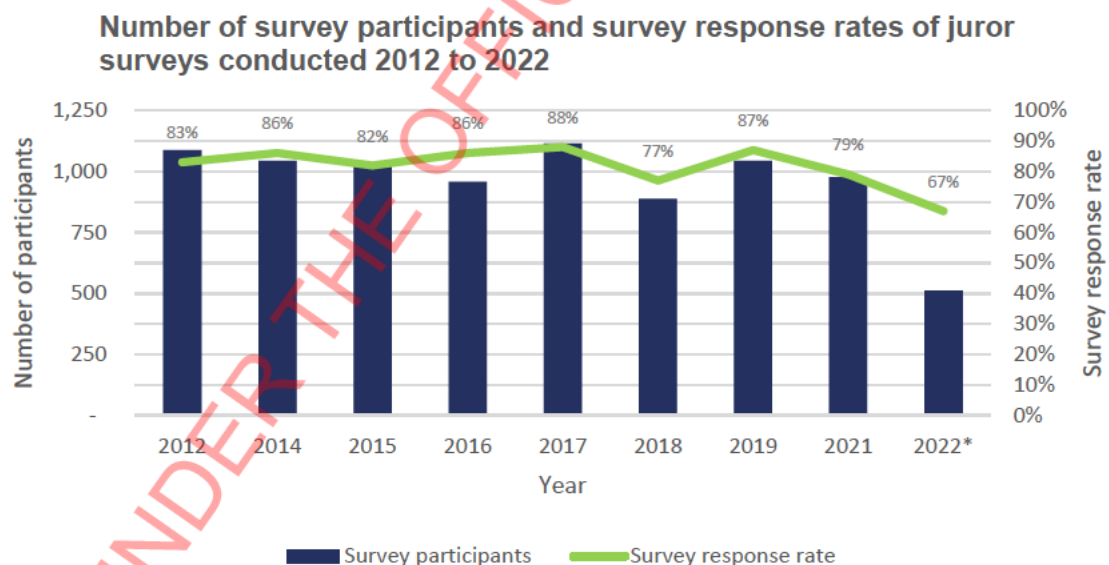
Methodology

The survey took place between 25 August and 26 September. In total, 18 courthouses across 15 sites participated in the survey. Of the 18 participating courts, 3 were High Courts and 15 were District Courts. In total, 511 surveys were completed from 64 trials, giving a response rate of 67%. Of the 511 completed surveys, 48 were from High Courts and 463 from District Courts. A list of the participating courts, their locations and their survey response rates can be found in Appendix three.

Jurors were presented with the opportunity to participate in the survey after the trial they were serving on had finished. Court staff would exercise discretion as to whether distributing the survey would be appropriate. For example, it may have been inappropriate to distribute the survey to a particular panel due to emotional stress the trial may have caused the jurors. A total of 7 trials were considered inappropriate for the survey to be carried out.

Juror Satisfaction Survey Comparisons

The COVID-19 Juror Survey findings cannot be compared to the Juror Satisfaction survey because they do not share the same context or questionnaire. However, the survey methodology was identical, meaning that high level methodology comparisons can be made between the 2022 COVID-19 Juror Survey and Juror Satisfaction Survey 2021.



*From 2012-2021 (excluding 2013 and 2020), the Juror Satisfaction Survey was conducted. In 2022, the Juror Satisfaction Survey was suspended, and the COVID-19 Juror Survey was carried out in its place.

While the methodology between the surveys remained the same, general survey uptake and response rates showed variance. The COVID-19 Juror Survey had 511 participants from 64 trials across 18 courts with a response rate of 67%. This is a significant decrease from the

2021 Juror Satisfaction Survey which had 977 participants from 103 trials across 22 courts with a response rate of 79%. This may indicate that COVID-19 is continuing to have an impact on jury trial operations, and juror survey participation. This decrease may have been caused by the high number of trials being rescheduled, or cancelled observed during the 2022 survey period. For example, Auckland DC was scheduled to have approximately 78 trials take place during the survey period, however, only 14 trials were recorded in the survey. This pattern was also observed in smaller courts. For example, Napier DC had approximately 13 trials scheduled, but only 2 trials were recorded in the survey.

Survey Format

The COVID-19 Juror Survey has a total of 17 questions that are broken into 4 sections:

1. **Communication:** these questions explore and understand the quality and accessibility of information regarding COVID-19 and the juror experience.
2. **Health and safety:** these questions explore and understand if participant's health and safety needs and expectations were met by the Ministry regarding COVID-19 and the juror experience.
3. **Rapid antigen testing:** these questions explore the communication and processes regarding juror rapid antigen testing, and the Ministry's response to positive cases within a jury.
4. **Conclusion:** these questions close out the survey and explore participant's general, overall juror experience and any feedback they had.

Of the 17 questions, 16 are Likert questions scaled on extent of 'agreement', and 1 is an open-ended question. The survey is presented on a double-sided, paper hand-out. A list of the survey questions can be found in Appendix one.

The key strength of using Likert style questions is that the results are easily quantifiable, understandable, and presentable. This allows the Ministry to gain understanding and insights into juror's experience under court COVID-19, and if there are any areas for improvement.

The main benefit of the open-ended question is that the qualitative nature of the responses gives jurors the opportunity to give feedback in their own words. This allows jurors to elaborate on aspects of their experience they feel are important to highlight.

Participants and Sampling

The participants of this survey are jury members who had completed the trial they were serving on. Participants were sampled using a purposive sampling method. This was achieved by court staff distributing the survey to jury members after they had completed their trial while they were still in court (this included jurors who served on multiple trials).

Participation was strictly voluntary and anonymous.

Data Analysis Methods

Quantitative Data

Quantitative data analysis methods were used for processing and interpreting the data from the Likert style questions.

If participants felt that the subject of the question did not apply to their experience as a juror, they had the option to respond with 'does not apply'. These responses affect the overall agreement rating because the calculation includes all survey participants, rather than excluding 'does not apply' responses.

To mitigate this effect, the ratings used in the final report are the percentage of those who the question applied to. An example of how the adjusted values are calculated can be found below. Appendix two outlines both the adjusted and unadjusted agreement ratings.

$$\text{Satisfaction Q1} = \frac{\text{number of jurors satisfied Q1} + \text{number of jurors very satisfied Q1}}{\text{total surveys received} - \text{number of doesn't apply responses Q1}}$$

This calculation only excludes responses where the participants specifically stated that the question did not apply to them. 'Does not apply' responses to questions are excluded from the overall agreement calculations because the purpose of this survey is to gain insights into the experiences of jurors who the questions do apply to.

However, it should be noted that high 'does not apply' to question rates still provide valuable insights into court services and facilities. To highlight, question 12 asked for agreement on whether or not the juror 'found the Rapid Antigen Testing video shown in court helpful and informative.'. This question had a 'does not apply' response rate of 29.5%, which could indicate that 29.5% of jurors were not shown the Rapid Antigen Testing video.

Qualitative Data

A qualitative data analysis method was used for processing and interpreting the data from the open-ended questions. The method used was a descriptive, thematic analysis of the comment's jurors wrote down.

Comments were given thematic codes, followed by a sub-theme code which provides more detail about the specifics of the comment – for example, (Theme, sub-theme). Themes and subthemes were then totalled and calculated in response percentages for individual questions.

An example of how a comment was thematically coded is shown the table below.

Participant Comment	Themes and sub-themes
The staff were very friendly. The main waiting area was clean and tidy.	Staff, friendly Areas, waiting area Facilities, clean

Omitted Data

The COVID-19 Juror Survey was carried out during the Orange setting of the COVID-19 Protection Framework. Under this setting, physical distancing was not required in court, however the trial judge could direct its usage. There were no trials directed by the trial judge to require physical distancing during the survey period.

The survey results need to be read and interpreted relative to the what the requirements under the COVID-19 settings were during the survey period. Therefore, because physical distancing in court was not required, and no trial judge directed its usage during the survey period, question 6 has been omitted from the report data and results analysis.

Limitations

While the COVID-19 Juror Survey provides a general understanding of the juror experience under the Ministry's COVID-19 response and protocols, there are limitations which impact the robustness of the findings. The impact of the limitations mean that it is not possible to claim that these results are representative of all jurors nationwide, or representative of all jurors at a particular court; they are only representative of the jurors sampled.

Methodology

The methodology of the COVID-19 Juror Survey presents a number of limitations. Firstly, there is very little control over how many jury trials take place at each court over the survey period. This lack of control results in statistical bias towards larger, metropolitan courts which are more likely to hold jury trials during the survey period. As a result, the survey findings are more reflective of participants from larger courts.

Secondly, only 3 High Courts are represented in the survey, which accounts for 9% of the participants. This is namely caused by the High Courts holding fewer trials in general. This low representation means that the results are heavily reflective of participants from District Courts.

Sample and Timing

The sampling and timing of the survey also presents a number of limitations. Firstly, there was little control what how many participants from what courts would participate. The lack of control around sampling has contributed to the low response rates, and small sample size (n511)

compared to similar surveys, such as the Juror Satisfaction Survey 2021 (n977). This limitation cannot be mitigated as the number of trials during the survey period cannot be controlled.

Survey Questions

The survey questions also present several limitations to the survey. The Likert style questions have limited conclusions that can be drawn due to the closed nature of the responses. These questions are useful for providing insights into jurors' general experience, but cannot necessarily provide insights into why jurors may feel any particular way.

To counter this issue, the survey does include a qualitative, open-ended question where jurors are able to provide more detailed on their experience as a juror under court COVID-19 protocols. While this question provides additional insights, the response rate was below average (85%) at 19%.

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COVID-19 Juror Survey 2022 Summary



Survey participants

18

Courts surveyed



511

Jurors participated

64

Trials surveyed

67%

Response rate



10.5 out of 12

Jurors said that health and safety measures made them feel safe to participate in court in a COVID-19 environment

What did jurors think could be improved?

Trial process information

Jury separation

Time management

Rapid antigen testing process

PPE availability

Security entrance screening

What were juror's suggestions for the rapid antigen testing process?



Testing at home

Other court visitors should also test

Separation while waiting for the RAT results

"I have been very impressed with the thorough processes established to support members of the jury throughout the trial"

Overall, **84% of jurors were satisfied** with the services and facilities at court



91%

Satisfaction with accessibility and quality of COVID-19 information

83%

Satisfaction with support for jury when there was a positive COVID-19 case

93%

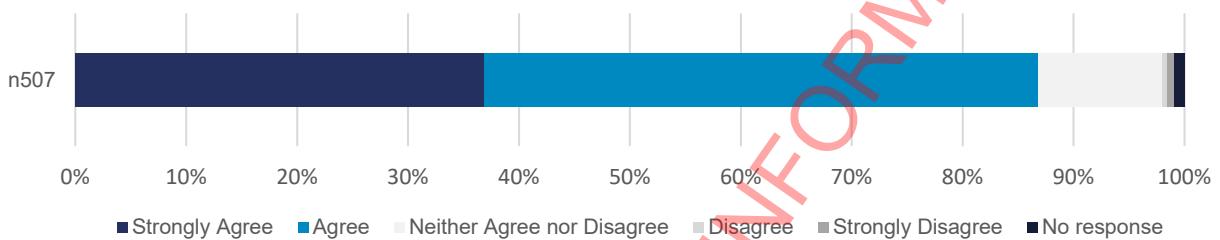
Satisfaction with health and safety measures throughout juror service

Results

Communication

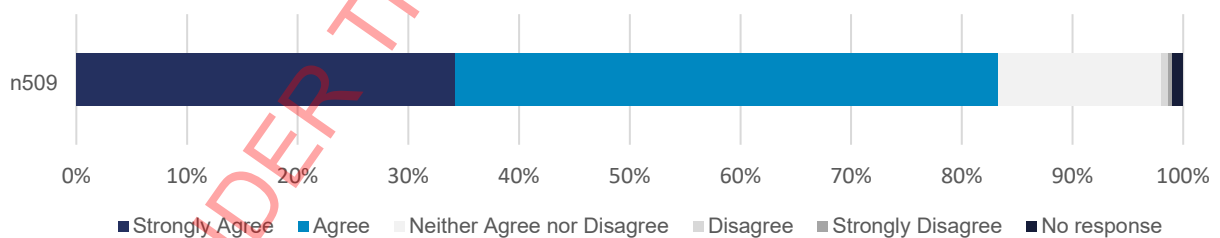
The first section of the survey explored juror's experience regarding the communication and content of COVID-19 information provided by the Ministry.

Figure 1: Information in the mail was helpful and informative



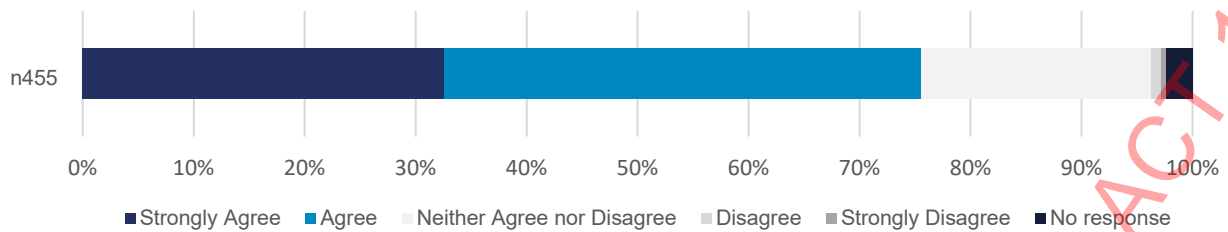
Participants were asked if information about court COVID-19 processes provided in the mail was helpful and informative. This information came with the standard jury summons letter and explained the COVID-19 health and safety measure jurors could expect at court. Overall, 86.8% of jurors agreed that the information was helpful and informative.

Figure 2: Information at court security entrance was helpful and informative



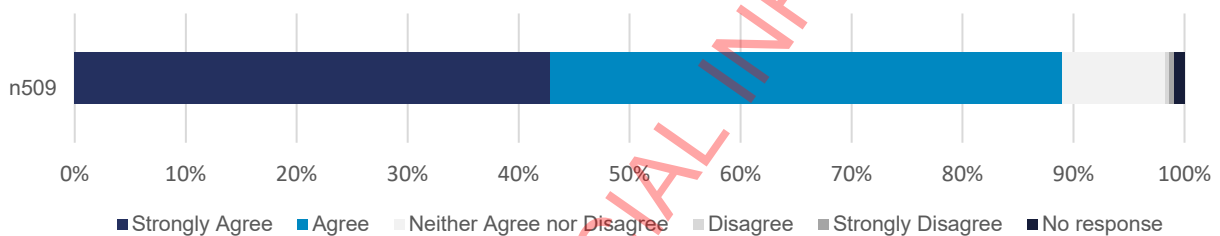
Participants were asked if the information about court COVID-19 processes at the security entrance was helpful and informative. Court entrances contained infographic posters, signs, and instructions regarding court entry requirements. Overall, 83.3% of jurors surveyed agreed that the COVID-19 information at the court security entrance was helpful and informative.

Figure 3: Information on jury website was helpful and informative



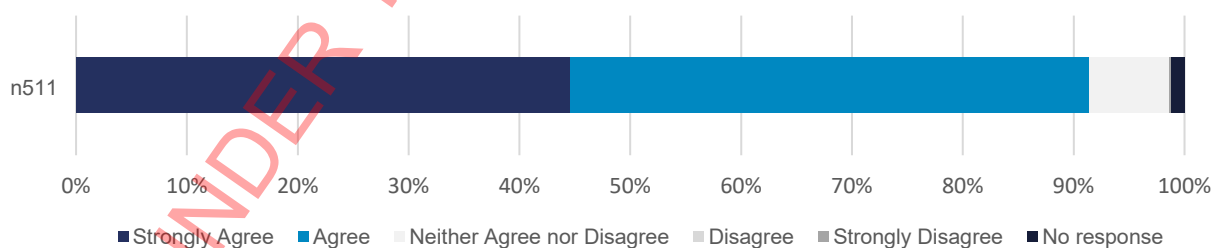
Participants were asked if the information about court COVID-19 processes on the Ministry's website was helpful and informative. Overall, 75.6% of jurors agreed that the COVID-19 information on the jury website was helpful and informative. This is approximately 10% pt. below the survey's average agreement rating of 85.4%. The usefulness and helpfulness of the COVID-19 information on the jury website had the lowest juror agreement rating for the 'Communication' section of the survey.

Figure 4: Information provided by staff was helpful and informative



Participants were also asked if they found the court COVID-19 process information provided by Ministry staff helpful and informative. This had an agreement rating of 89.0%. The usefulness and helpfulness of the COVID-19 information provided by staff had the highest juror agreement rating for the 'Communication' section of the survey.

Figure 5: Overall satisfaction with quality and accessibility of COVID-19 information

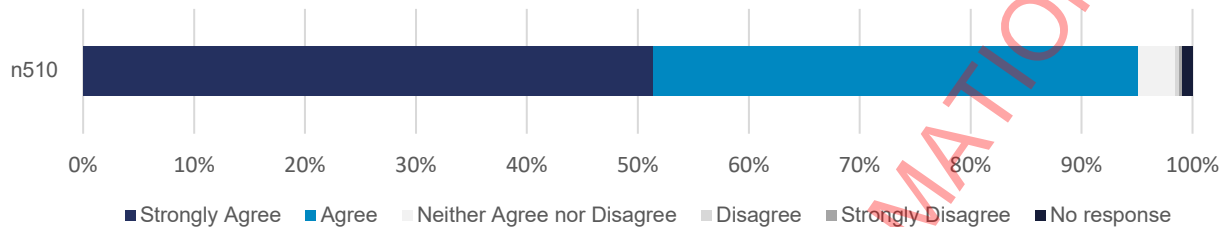


At the end of the 'Communication' section of the survey, participants were asked overall, if they were satisfied with the quality and accessibility of the COVID-19 information throughout their jury service. This had an overall agreement rating of 91.4%, which is 6.0% above the survey agreement average.

Health and Safety

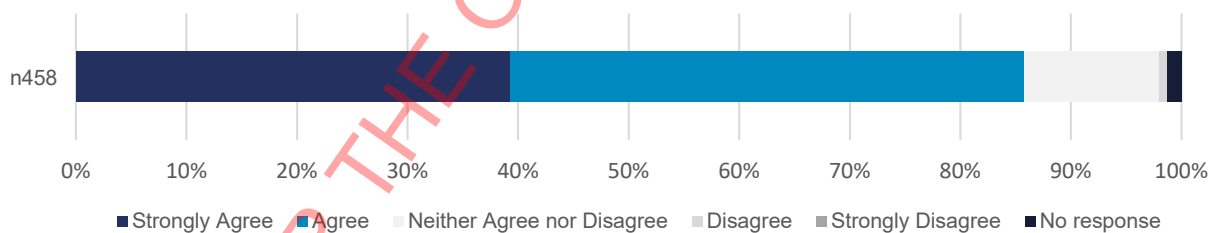
The second section of the survey explored juror's experience regarding the health, safety and infection prevention control protocols for COVID-19 during their service.

Figure 6: Infection prevention materials were readily available



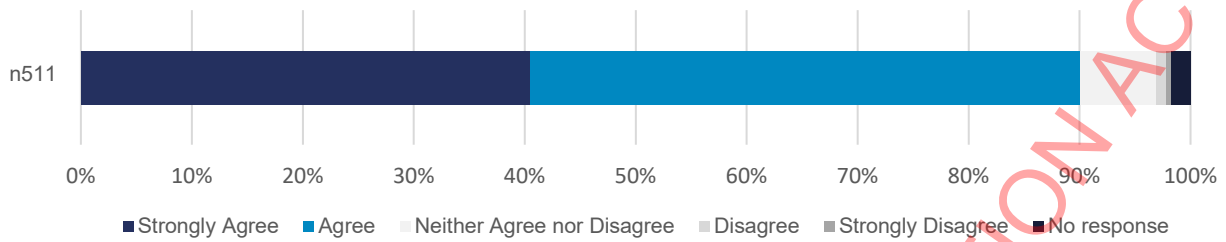
Participants were asked if they found infection prevention materials readily available throughout their juror service. Infection prevention materials includes N95 masks and hand sanitiser. Overall, 95.1% of jurors agreed that these resources and materials were readily available when they needed them during their service. This is the highest agreement rating for the 'Health and Safety' section of the survey. Additionally, this is the highest agreement rating from the survey overall, and approximately 10% pt. above the average agreement rating of 85.4%.

Figure 7: Court staff could answer health and safety questions



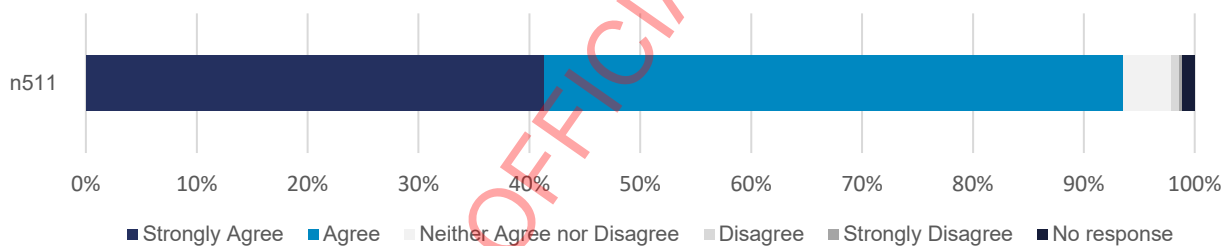
Participants were asked if they agreed that court staff could answer their health and safety question to their satisfaction. Overall, 85.8% of jurors agreed that court staff could answer their health and safety questions to their satisfaction.

Figure 8: Health and safety measures made you to participate as a juror in a COVID-19 environment



Participants were asked if the health and safety measures present at the court made them feel safe to participant as a juror in a COVID-19 environment. Overall, 90.0% of jurors agreed that the health and safety measures used at the court made them feel to participate as a juror in a COVID-19 environment.

Figure 9: Overall satisfaction with the health and safety measures throughout juror service

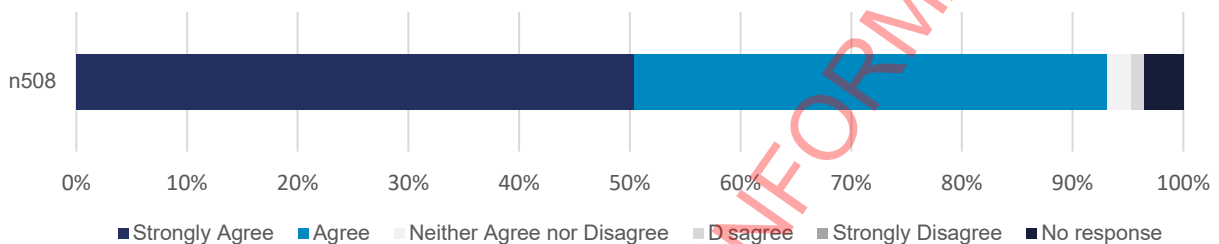


At the end of the 'Health and Safety' section of the survey, participants if overall, they were satisfied with the COVID-19 health and safety measures throughout their service. Overall, 93.5% of jurors were satisfied with the COVID-19 health and safety measures throughout their service. This is third highest agreement rating from the survey, and is approximately 8% pt. above the survey's average agreement rating of 85.4%.

Rapid Antigen Testing

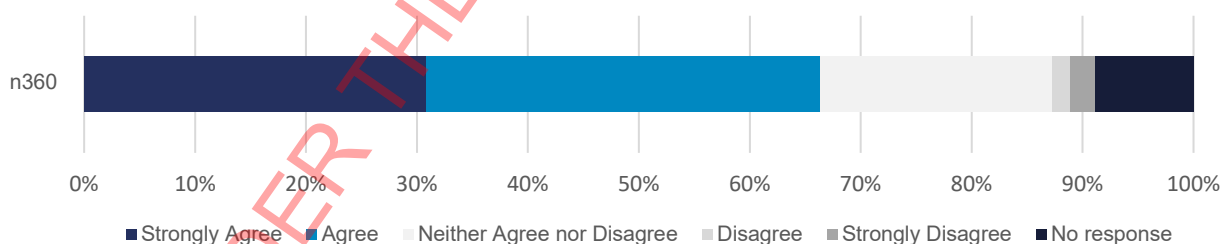
The third section of the survey explored juror's experience regarding rapid antigen testing protocols for COVID-19 during their service. Questions 14 and 15 (Figures 13 and 14), only applied to participants who experienced a positive case in their jury during their service.

Figure 10: The court process for rapid antigen testing was clearly explained and understandable



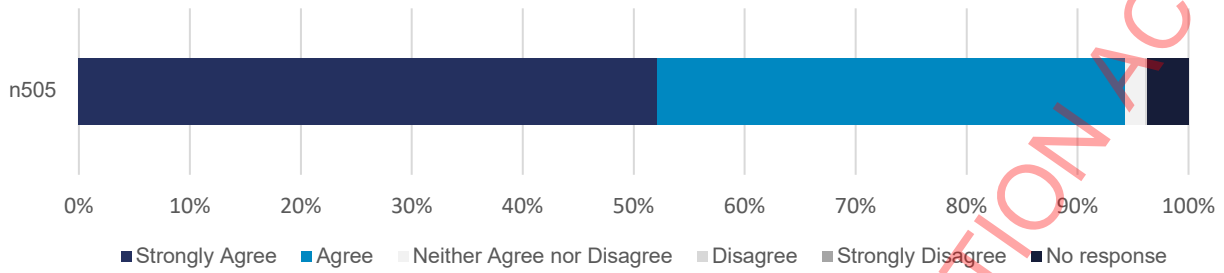
Participants were asked if they found that the court process for rapid antigen testing was clearly explained and understandable. Overall, 93.1% of jurors agreed that the testing process was clearly explained and understandable. This agreement rating is 7.7% pt. above the survey average, and the fourth highest agreement rating overall.

Figure 11: I found the rapid antigen testing video shown in court was helpful and informative



Participants were asked if they found the rapid antigen testing video shown in court helpful and informative. Overall, 72.9% of jurors agreed that the rapid antigen testing video shown in court was helpful and informative. This is lowest agreement rating from the survey, and is 12.5% pt. below the survey average. However, this question also had the highest 'does not apply' rate of survey with 29.5% of participants indicating that this question did not apply to them. This suggests that the rapid antigen testing video was not shown to all jurors in the survey.

Figure 12: The court rapid antigen testing was wasy to carry out

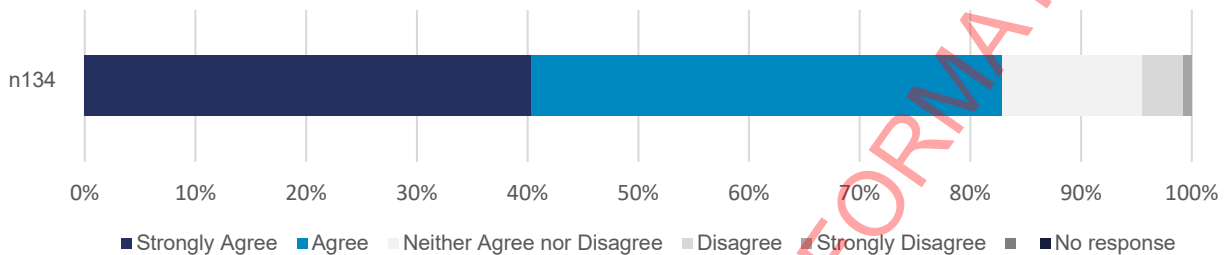


Overall, 94.3% of jurors agreed that the court rapid antigen testing process was easy to carry out. This is the second highest overall agreement rating of the survey and is 8.9% pt. above the survey average.

Positive COVID-19 Cases

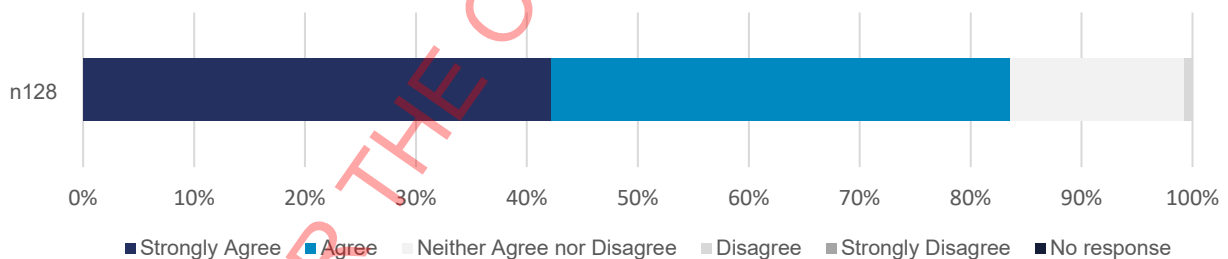
Participants were asked about their experience if there was a positive COVID-19 case on their jury during their service. The survey form indicated that these questions were only to be answered if a participant had experienced a COVID-19 case in their juror during their service.

Figure 13: Informative provided by the court regarding the positive case was helpful and informative



Participants were asked if the information provided regarding the positive case was helpful and informative. Of the jurors who this question applied to, 82.8% agreed that the information provided by the court regarding the positive case was helpful and informative.

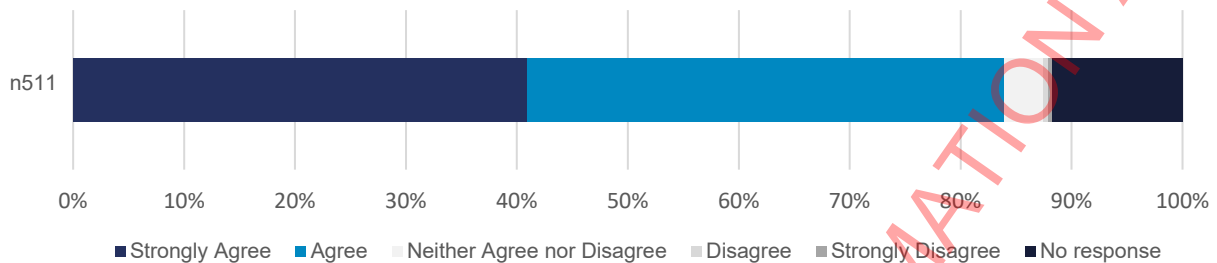
Figure 14: I felt that the jury and the positive case were well supported by the court



Additionally, participants were asked if they felt that the jury and positive case were well supported by the court. Of the jurors who this question applied to, 83.6% of jurors agreed that they felt that the jury and positive case were well supported by the court.

Overall Satisfaction

Figure 15: Overall satisfaction with the services and facilities provided throughout service



At the end of the survey, jurors were asked overall how satisfied they were with the services and facilities provided throughout their service. Overall, 84.0% of jurors were satisfied with the services and facilities provided throughout their service.

Juror Comments

Jurors were given the opportunity to provide written comment on the jury service COVID-19 processes. This gave jurors the opportunity to provide feedback on what went well, and what could be improved. Overall, 165 jurors responded to the open-ended question, which makes up 32% of participants. Of the 165 jurors who responded, 67 commented that they could not think of any feedback to provide.

Of the remaining 98 participants, 17.3% of jurors were generally positive about their experience and did not highlight any areas for improvement. While physical distancing was not required, 15.3% of jurors thought physical distancing should have been required and more strictly enforced throughout the courthouse. Additionally, 12.2% of jurors commented that the rapid antigen testing processes could be improved by allowing testing to take place at home before arriving to court, and having better separation between those who have and have not been tested in court. Lastly, 11.2% of jurors who provided feedback highlight health and safety as an underlining concern in their comment, which included topics such as physical distancing, rapid antigen testing, mask usage and air ventilation.

Appendix one: Survey questionnaire

Participants were asked to what extent did they agree or disagree with the following statements.

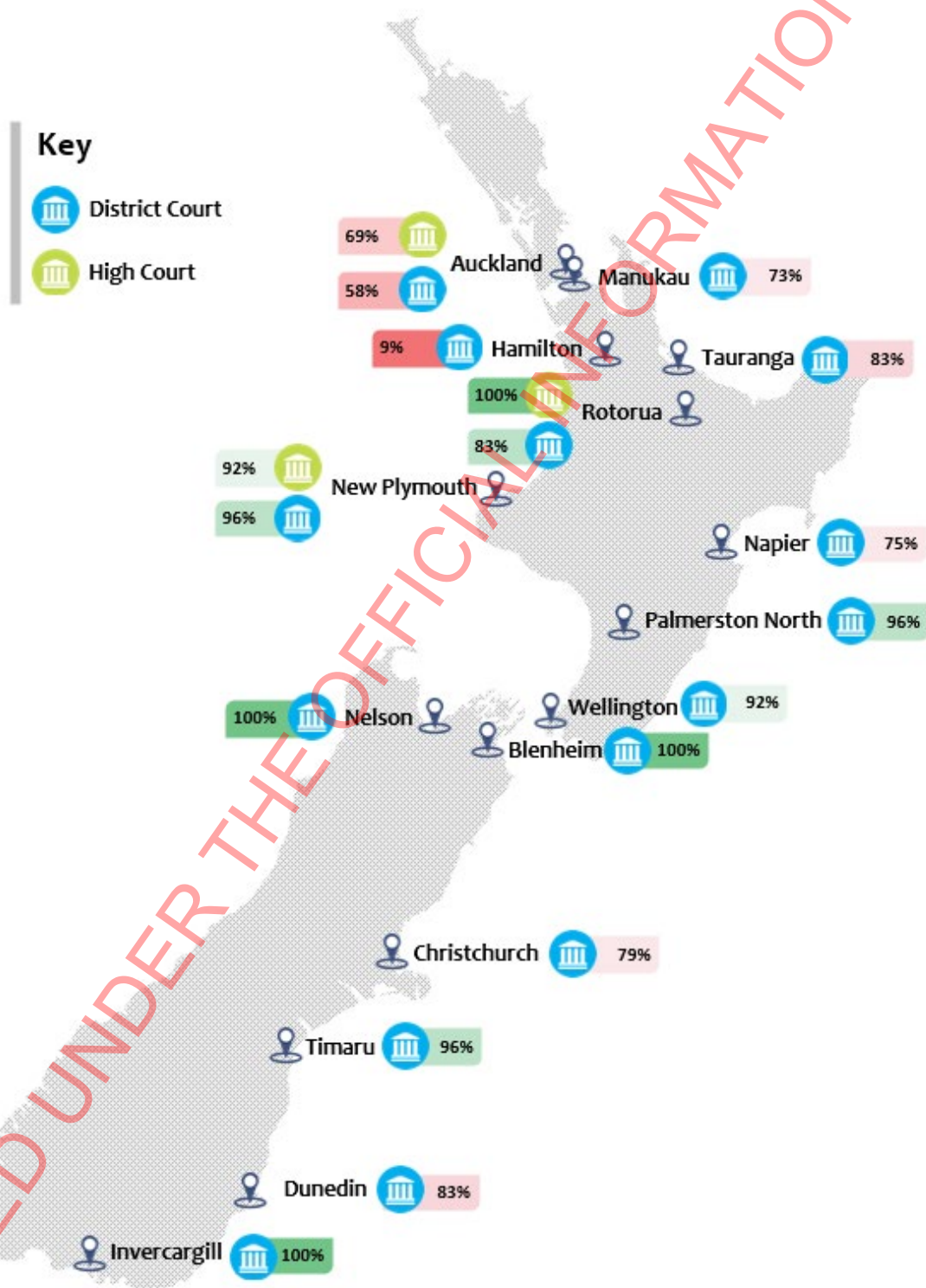
Question	
COMMUNICATION	
1	Information about COVID-19 processes provided in the mail was helpful and informative.
2	Information about COVID-19 processes provided at the court security entrance was helpful and informative.
3	Information about COVID-19 processes on the jury website was helpful and informative.
4	Information about the COVID-19 processes provided by staff was helpful and informative.
5	Overall, I am satisfied with the quality and accessibility of the COVID-19 information throughout my service.
HEALTH AND SAFETY	
6	Physical Distancing was practiced throughout the courthouse during my service to my satisfaction.
7	Infection prevention materials were readily available when I needed them throughout my service (e.g. masks and hand sanitiser).
8	Court staff could respond to my health and safety questions to my satisfaction.
9	The health and safety measures at court made me feel safe to participate as a juror in a COVID-19 environment.
10	Overall, I am satisfied with the COVID-19 health and safety measures throughout my service.
RAPID ANTIGEN TESTING	
11	The court process for Rapid Antigen Testing was clearly explained and understandable.
12	I found the Rapid Antigen Testing video shown in court helpful and informative.
13	The court Rapid Antigen Testing was easy to carry out.
14	Information provided by the court regarding the positive case was helpful and informative.
15	I felt that the jury and the positive case were well supported by the court.
16	Overall, I am satisfied with the services and facilities provided throughout my service.
17	Is there anything about the jury service COVID-19 processes that could be improved?

Appendix two: Adjusted and unadjusted agreement ratings

Questions	Unadjusted	Adjusted
COMMUNICATION		
1	86%	87%
2	83%	83%
3	67%	76%
4	89%	89%
5	91%	91%
HEALTH AND SAFETY		
7	95%	95%
8	77%	86%
9	90%	90%
10	94%	94%
RAPID ANTIGEN TESTING		
11	93%	93%
12	47%	73%
13	93%	94%
14	22%	83%
15	21%	84%
CONCLUSION		
16	84%	84%

Adjusted agreement ratings are calculated by subtracting the 'does not apply' responses from the calculation. See Data Analysis Methods section of the report.

Appendix three: Survey location and court response rate



Appendix four: Question response rates

	QUESTIONS	Overall response rate
COMMUNICATION		
1	Information about COVID-19 processes provided in the mail was helpful and informative.	99.0%
2	Information about COVID-19 processes provided at the court security entrance was helpful and informative.	99.0%
3	Information about COVID-19 processes on the jury website was helpful and informative.	97.8%
4	Information about the COVID-19 processes provided by staff was helpful and informative.	99.0%
5	Overall, I am satisfied with the quality and accessibility of the COVID-19 information throughout my service.	98.8%
HEALTH AND SAFETY		
7	Infection prevention materials were readily available when I needed them throughout my service (e.g. masks and hand sanitiser).	99.0%
8	Court staff could respond to my health and safety questions to my satisfaction.	98.8%
9	The health and safety measures at court made me feel safe to participate as a juror in a COVID-19 environment.	98.2%
10	Overall, I am satisfied with the COVID-19 health and safety measures throughout my service.	98.8%
RAPID ANTIGEN TESTING		
11	The court process for Rapid Antigen Testing was clearly explained and understandable.	96.5%
12	I found the Rapid Antigen Testing video shown in court helpful and informative.	93.7%
13	The court Rapid Antigen Testing was easy to carry out.	96.3%
14	Information provided by the court regarding the positive case was helpful and informative.	39.3%
15	I felt that the jury and the positive case were well supported by the court.	38.4%
CONCLUSION		
16	Overall, I am satisfied with the services and facilities provided throughout my service.	88.3%
17	Is there anything about the jury service COVID-19 processes that could be improved?	13.1%

* Participants were instructed to respond to questions 14 and 15 only if someone in their jury tested positive for COVID-19 during their service.

Appendix five: Survey results summary

	QUESTIONS	Agreement	Variance from average (85.4%)
COMMUNICATION			
1	Information about COVID-19 processes provided in the mail was helpful and informative.	86.8%	1.4%
2	Information about COVID-19 processes provided at the court security entrance was helpful and informative.	83.3%	-2.1%
3	Information about COVID-19 processes on the jury website was helpful and informative.	75.6%	-9.8%
4	Information about the COVID-19 processes provided by staff was helpful and informative.	89.0%	3.6%
5	Overall, I am satisfied with the quality and accessibility of the COVID-19 information throughout my service.	91.4%	6.0%
HEALTH AND SAFETY			
7	Infection prevention materials were readily available when I needed them throughout my service (e.g. masks and hand sanitiser).	95.1%	9.7%
8	Court staff could respond to my health and safety questions to my satisfaction.	85.8%	0.4%
9	The health and safety measures at court made me feel safe to participate as a juror in a COVID-19 environment.	90.0%	4.6%
10	Overall, I am satisfied with the COVID-19 health and safety measures throughout my service.	93.5%	8.2%
RAPID ANTIGEN TESTING			
11	The court process for Rapid Antigen Testing was clearly explained and understandable.	93.1%	7.7%
12	I found the Rapid Antigen Testing video shown in court helpful and informative.	72.9%	-12.5%
13	The court Rapid Antigen Testing was easy to carry out.	94.3%	8.9%
14	Information provided by the court regarding the positive case was helpful and informative.	82.8%	-2.6%
15	I felt that the jury and the positive case were well supported by the court.	83.6%	-1.8%
OVERALL SATISFACTION			
16	Overall, I am satisfied with the services and facilities provided throughout my service.	84.0%	-1.4%

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