## Diagnostic Tool: **Public Trust and Confidence**



This tool helps court leaders evaluate current practices and the importance of this topic. For each statement, rate the level of importance or practice in your court or work unit.

| Low Somewhat High  2. Court leadership is informed of the methods that courts may engage to support confidence in court operations, processes, and judicial outcomes.  1 3 5 Low Somewhat High  3. Court leadership provides orientation and expectation for judges and staff on actions that contribute to trust and on items that may diminish trust in the court.  1 3 5 Unsure Somewhat Yes/High  4. Court leadership is familiar with tools to obtain court user and litigant feedback on access, processes, fairness, a treatment.  1 3 5 Unsure Somewhat Yes/High  5. Court leadership evaluates ways that case assignment, scheduling, and calendar systems might contribute to or diminish trust in the court.  1 3 5 Unsure Somewhat Yes/High  6. Judicial officers and court personnel evaluate operational areas, services, or protocols that may impact public perceptions of the court and its role.  1 3 5 Unsure Somewhat Yes/High | <ol> <li>Court leadership is aware of th</li> </ol> | ne importance of fostering public trust in the co |                                       |
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| 7. Senior court leadership – judicial officers and managers – use feedback measures and data to monitor court user |            |     |  |  |
|--|------------|-----|--|--|
| feedback and inform on public trust and confidence.  |            |     |  |  |
| 1  | 3          | 5   |  |  |
| No   | Don't Know | Yes |  |  |

| 8. Court leadership relies on knowledge about public trust and confidence in courts and seeks to inform the public |            |     |  |
|--|------------|-----|--|
| and funding agency about court operations.   |            |     |  |
| 1  | 3          | 5   |  |
| No   | Don't Know | Yes |  |

**Scoring**: Tally the score for each statement. Total: \_\_ Use the following legend to identify actions.

Score of 33-40: Identify ways to sustain actions for public trust and confidence in the court and its processes.

Score of 17-32: Learn and apply proven practices for change or modification to support public trust and confidence.

Score of 0-16: conduct further study of the concepts and practices that may be used to create trust in the court.