

## International Framework for Court Excellence - SELF-ASSESSMENT QUESTIONNAIRE

**Instructions :** Please indicate the options with a 'x'.

		APPROACH AND DEPLOYMENT						RESULTS										
		None	Reactive	Defined	Integrated	Refined	Innovative	Total	None	Limited	Fair	Good	Very Good	Excellent	Total			
		0	1	2	3	4	5								0	1	2	3
Area 1 Court Leadership and Management																		
1.1	Court has published a statement of its vision and mission (purpose) together with details of how it meets its fundamental values (such as accessibility, timeliness and fairness)							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
1.2	Court's leadership is actively involved in setting time and service standards and reviewing judicial and administrative performance against those standards							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
1.3	Court holds regular meetings with court users to provide information on the court and seek feedback							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
1.4	Court actively informs the community and court users on its services, standards and performance and seekd feedback to improve its service							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
1.5	Data is kept and published on key aspects of the court's work							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
1.6	Court plans for the future, reviews feedback and its performance and identifies areas for improvement							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
1.7	Court and its leaders promote a culture of innovation							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes			
<b>Subtotal</b>							<b>0</b>	<b>Subtotal</b>							<b>0</b>			

		APPROACH AND DEPLOYMENT						RESULTS								
		None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5	Total	None 0	Limited 1	Fair 2	Good 3	Very Good 4	Excellent 5	Total	
<b>Area 2 Court Planning and Policies</b>																
2.1	Court has a strategic plan setting out its goals, targets and plans for improvement							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
2.2	Court actively involves judges and staff in planning and problem solving tasks							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
2.3	Court regularly reviews the plan and its performance against its targets							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
2.4	Court has published judicial and court policies that support its values, targets and plans							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
2.5	Court regularly reviews its policies to ensure their continuing effectiveness							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
2.6	Court has a court innovation strategy as an integral part of its strategic planning							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
							<b>Subtotal</b>	<b>0</b>							<b>Subtotal</b>	<b>0</b>

Area 3 Court Resources (Human, Material and Financial)		APPROACH AND DEPLOYMENT							RESULTS								
		None	Reactive	Defined	Integrated	Refined	Innovative	Total	None	Limited	Fair	Good	Very Good	Excellent	Total		
		0	1	2	3	4	5		0	1	2	3	4	5			
3.1	Court manages resources proactively to balance judicial and administrative workloads with timely and quality decision making							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.2	Court has identified training needs of court staff and meets them							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.3	Court conducts regular professional development for judges and staff							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.4	Court provides access to information to support judicial decision making							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.5	Court effectively manages material resources							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.6	Court facilities are adequate and safe							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.7	Court has an appropriate budget process and regularly monitors expenditure							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
3.8	Court provides training, support and recognition for innovation							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
							<b>Subtotal</b>	<b>0</b>								<b>Subtotal</b>	<b>0</b>

Area 4 Court Proceedings and Processes		APPROACH AND DEPLOYMENT						RESULTS									
		None	Reactive	Defined	Integrated	Refined	Innovative	Total	None	Limited	Fair	Good	Very Good	Excellent	Total		
		0	1	2	3	4	5		0	1	2	3	4	5			
4.1	Court ensures it deals with matters efficiently while maintaining quality of decisions							Please enter a 'X' in one of the boxes								Please enter a 'X' in one of the boxes	
4.2	Court has a system for actively managing its cases and looks for improved ways to resolve cases effectively							Please enter a 'X' in one of the boxes								Please enter a 'X' in one of the boxes	
4.3	Court successfully balances workload of judges and court staff							Please enter a 'X' in one of the boxes								Please enter a 'X' in one of the boxes	
4.4	Court maintains efficient case files and records systems							Please enter a 'X' in one of the boxes								Please enter a 'X' in one of the boxes	
4.5	Court encourages innovation in case management							Please enter a 'X' in one of the boxes								Please enter a 'X' in one of the boxes	
							<b>Subtotal</b>	<b>0</b>								<b>Subtotal</b>	<b>0</b>

Area 5 Client Needs and Satisfaction		APPROACH AND DEPLOYMENT							RESULTS								
		None	Reactive	Defined	Integrated	Refined	Innovative	Total	None	Limited	Fair	Good	Very Good	Excellent	Total		
		0	1	2	3	4	5		0	1	2	3	4	5			
5.1	Court surveys and seeks regular feedback from all court users							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
5.2	Court implements changes identified by surveys and feedback							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
5.3	Court reports publicly and regularly on changes made in response to surveys and feedback							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
5.4	Court surveys its users on their satisfaction with its processes, procedures and services							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
5.5	Court uses technology and innovation to deliver higher quality services to all court users							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
							<b>Subtotal</b>	<b>0</b>								<b>Subtotal</b>	<b>0</b>

Area 6 Affordable and Accessible Court Services		APPROACH AND DEPLOYMENT						RESULTS								
		None	Reactive	Defined	Integrated	Refined	Innovative	Total	None	Limited	Fair	Good	Very Good	Excellent	Total	
		0	1	2	3	4	5		0	1	2	3	4	5		
6.1	Court has processes in place that promote affordable court proceedings							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.2	Court publishes information on court services and access							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.3	Physical access to court buildings is easy							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.4	Court provides support for people with disabilities to ensure easy access to its services							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.5	Court has policies to ensure equal treatment for all court users							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.6	Court provides information to assist those who are unrepresented							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.7	Court uses plain language to assist all court users							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.8	Court has electronic and remote access available							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
6.9	Court uses technology and innovation to improve access for all court users							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes	
							<b>Subtotal</b>	<b>0</b>							<b>Subtotal</b>	<b>0</b>

		APPROACH AND DEPLOYMENT							RESULTS								
		None	Reactive	Defined	Integrated	Refined	Innovative	Total	None	Limited	Fair	Good	Very Good	Excellent	Total		
		0	1	2	3	4	5		0	1	2	3	4	5			
<b>Area 7 Public Trust and Confidence</b>																	
7.1	Court publicly accounts for its role and performance							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
7.2	Court makes information on performance against time and service standards available							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
7.3	Court ensures all court users understand the court's processes, services and any decisions made							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
7.4	Court has a complaints policy and reports on its handling of complaints							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
7.5	Court conducts regular independent audits on expenditure							Please enter a 'X' in one of the boxes							Please enter a 'X' in one of the boxes		
							<b>Subtotal</b>	<b>0</b>								<b>Subtotal</b>	<b>0</b>

**WEIGHTED SCORING TABLE**

Categories	Maximum Points	Score Achieved	Multiplier	Resulting Score	Maximun Weighted Score
1 Court Leadership and Management	70		2		140
2 Court Planning and Policies	60		2		120
3 Court Resources (Human, Material and Financial)	80		2		160
4 Court Proceedings & Processes	50		2		100
5 Client Needs and Satisfaction	50		3		150
6 Affordable and Accessible Court Services	90		2		180
7 Public Trust and Confidence	50		3		150
<b>Total</b>					<b>1000</b>