

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

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

		Access Using Points Below						
		No 0	Review- ing 1	Can Improve 2	Can Improve 3	Can Improve 4	Yes 5	Total
<b>Area 1 Court Leadership and Management</b>								
1	Our court leaders have defined the vision, mission and core values of our courts.							Please enter a 'X' in one of the boxes
2	Our court leaders communicate the vision, mission and core values to all staff and stakeholders.							Please enter a 'X' in one of the boxes
3	Our court leaders demonstrate the core values of the courts.							Please enter a 'X' in one of the boxes
4	We have developed a court culture consistent with our court values.							Please enter a 'X' in one of the boxes
<b>Setting Performance Standards and Obtaining Users' Feedback</b>								
5	We set time and service delivery standards and targets for case management aiming to meet and exceed user expectations.							Please enter a 'X' in one of the boxes
6	We measure our performance on a regular basis against these standards and targets.							Please enter a 'X' in one of the boxes
7	We obtain feedback from court users regularly.							Please enter a 'X' in one of the boxes
8	We review our performance data and feedback on a regular basis.							Please enter a 'X' in one of the boxes

9	We use data and feedback to plan improvements in our performance, procedures and processes.								Please enter a 'X' in one of the boxes
<b>Engaging Court Staff and the Community</b>									
10	We regularly provide information to court users and the community.								Please enter a 'X' in one of the boxes
11	Our senior judicial officers are actively involved in our review, planning, court user and community education processes.								Please enter a 'X' in one of the boxes
<b>Innovation</b>									
12	Our leaders actively promote an innovation culture in our courts.								Please enter a 'X' in one of the boxes
13	We seek to identify and adopt innovative ideas and practices to improve our court's performance.								Please enter a 'X' in one of the boxes
14	Our leaders demonstrate and reinforce their commitment to court innovation in day-to-day activities.								Please enter a 'X' in one of the boxes
<b>Subtotal</b>									<b>0</b>

Area 2 Court Planning								
1	We have a strategic plan that identifies the court's values, targets and plans.							Please enter a 'X' in one of the boxes
2	We involve judges and court staff in the court's review and planning processes.							Please enter a 'X' in one of the boxes
3	We have a process for monitoring and reviewing the strategic plan.							Please enter a 'X' in one of the boxes
4	We allocate resources for actions identified in our strategic plan.							Please enter a 'X' in one of the boxes
<b>Court Policies</b>								
5	We have judicial and court policies to support our values, targets and plans.							Please enter a 'X' in one of the boxes
6	We publish our policies and monitor compliance.							Please enter a 'X' in one of the boxes
7	We review our policies regularly to ensure court quality and efficiency.							Please enter a 'X' in one of the boxes
<b>Innovation</b>								
8	We have put in place a court innovation strategy, with short and long term goals, as an integral part of our planning that is aligned with our court's objectives and goals.							Please enter a 'X' in one of the boxes
<b>Subtotal</b>								<b>0</b>

**Area 3 Managing Court Resources and Workload**

1	We manage the workload of judges and court staff so cases are decided in a timely and quality manner.								Please enter a 'X' in one of the boxes
2	We predict and manage our resources to meet anticipated workloads.								Please enter a 'X' in one of the boxes
3	We manage our financial resources efficiently and effectively.								Please enter a 'X' in one of the boxes
<b>Staff Training and Development</b>									
4	We have a professional development program for judges and court staff.								Please enter a 'X' in one of the boxes
5	We provide continuing professional education including management training to our judges and court staff.								Please enter a 'X' in one of the boxes
6	Our judges learn from, and communicate with, each other.								Please enter a 'X' in one of the boxes
7	We provide judges with the information necessary to make fair decisions.								Please enter a 'X' in one of the boxes
8	We have identified the training needs of court staff and our training program meets those needs.								Please enter a 'X' in one of the boxes
<b>Employee Commitment</b>									
9	Court staff and judges are committed to quality work.								Please enter a 'X' in one of the boxes

<b>Courtrooms</b>								
10	We have sufficient courtrooms to permit the timely processing of cases.							Please enter a 'X' in one of the boxes
11	Court users feel safe in our courtrooms.							Please enter a 'X' in one of the boxes
<b>Court Budget</b>								
12	We allocate our budget efficiently and effectively to ensure that there is money for court initiatives and court innovation activities.							Please enter a 'X' in one of the boxes
13	We have a policy on the collection of fees and fines.							Please enter a 'X' in one of the boxes
<b>Innovation</b>								
14	We have strategies and mechanisms to engage staff in innovation.							Please enter a 'X' in one of the boxes
15	We deliver programmes to meet the learning and development needs for court staff for court innovation.							Please enter a 'X' in one of the boxes
16	We recognise and reward staff for contribution towards court innovation.							Please enter a 'X' in one of the boxes
							<b>Subtotal</b>	<b>0</b>

**Area 4 Court Proceedings and Processes**

1	We manage cases against established benchmarks of timely case processing.								Please enter a 'X' in one of the boxes
2	We review the role of judges and court staff to ensure efficiency of processes.								Please enter a 'X' in one of the boxes
3	We regularly review our processes and procedures.								Please enter a 'X' in one of the boxes
4	People are able to get their business with the court done in a reasonable time.								Please enter a 'X' in one of the boxes
5	We endeavour to list cases and management cases so as to minimise inconvenience and expense to court users.								Please enter a 'X' in one of the boxes
6	Court orders are enforced in cases of non-compliance.								Please enter a 'X' in one of the boxes
<b>Court Records and Management</b>									
7	Court records and case files are complete, accurate, able to be retrieved quickly and maintained safely.								Please enter a 'X' in one of the boxes
8	Decisions by our court are written clearly and accurately apply the law.								Please enter a 'X' in one of the boxes
<b>Innovation</b>									
9	We have a policy and procedure in place to generate, gather and screen innovative ideas from all sources.								Please enter a 'X' in one of the boxes
10	We evaluate and improve the court innovation process on a regular basis.								Please enter a 'X' in one of the boxes
<b>Subtotal</b>									<b>0</b>

**Area 5 Users' Feedback**

1	We use feedback on a regular basis (including surveys, focus groups and dialogue sessions) to measure satisfaction of all court users.								Please enter a 'X' in one of the boxes
2	We use feedback on a regular basis to improve our services to all court users including: court website users and the media; litigants, prosecutors and lawyers representing users; witnesses and court experts; and registry/office users.								Please enter a 'X' in one of the boxes
3	We analyze surveys and adjust policies and procedures.								Please enter a 'X' in one of the boxes
<b>Communication to Court Users</b>									
4	We report publicly on changes we implement in response to the results of surveys.								Please enter a 'X' in one of the boxes
5	We communicate clearly to defendants and their lawyers.								Please enter a 'X' in one of the boxes
6	We listen to court users and treat them with respect.								Please enter a 'X' in one of the boxes
<b>Court Users' Satisfaction</b>									
7	Advocates and court users assess the court's action as fair and reasonable.								Please enter a 'X' in one of the boxes
8	There is a high level of court users' satisfaction with the court's administration of justice.								Please enter a 'X' in one of the boxes
9	There is a high level of court users' satisfaction with the court's services.								Please enter a 'X' in one of the boxes

	<b>Innovation</b>							
10	We have leveraged on innovation and technology in understanding the needs of our court users better and to enhance the delivery of services to court users.							Please enter a 'X' in one of the boxes
<b>Subtotal</b>								<b>0</b>



**Area 6 Affordable Court Services**

1	We review court policies on court fees to ensure that court services are affordable.								Please enter a 'X' in one of the boxes
2	We ensure court proceedings are resolved in a timely manner to minimise costs to litigants.								Please enter a 'X' in one of the boxes
3	We endeavour to limit the court's requirements to what is necessary to resolve cases efficiently.								Please enter a 'X' in one of the boxes
4	We have a clear and published policy on the charging, waiver or postponement of fees.								Please enter a 'X' in one of the boxes
<b>Accessibility of the Court</b>									
5	We make it easy for people to find the relevant courtroom in which a hearing is taking place.								Please enter a 'X' in one of the boxes
6	We provide people with disabilities with support and easy access to the court and our services.								Please enter a 'X' in one of the boxes
7	Our hours of operation make it easy for users to get their business done.								Please enter a 'X' in one of the boxes
8	Our website is easy to negotiate, contains relevant information and is useful to users.								Please enter a 'X' in one of the boxes
9	We treat members of minority groups the same as everyone else.								Please enter a 'X' in one of the boxes
10	We provide information to assist litigants without representation.								Please enter a 'X' in one of the boxes
<b>Innovation</b>									
11	We have leveraged on innovation and technology to make our court services more affordable.								Please enter a 'X' in one of the boxes
12	We have leveraged on innovation and technology to make our court services more accessible.								Please enter a 'X' in one of the boxes
<b>Subtotal</b>									<b>0</b>

**Area 7 Public Trust and Confidence**

1	We publish our performance against time/service standards and other benchmarks.								Please enter a 'X' in one of the boxes
2	We respond promptly to requests for information from court users.								Please enter a 'X' in one of the boxes
3	We can demonstrate that people leaving court understand the court programs and services they have experienced.								Please enter a 'X' in one of the boxes
4	We have a policy, which we adhere to, that outlines the process for making and dealing with complaints and we report on complaints received and their resolution.								Please enter a 'X' in one of the boxes
5	We publish information on court procedures and our complaints policy.								Please enter a 'X' in one of the boxes
6	We publish details of our services, fees and related court requirements.								Please enter a 'X' in one of the boxes
7	Our accounts/expenditures are independently audited annually.								Please enter a 'X' in one of the boxes
8	Our published annual report includes: a) Performance data and survey feedback, b) Details of our purpose, role and procedures, and c) Information on court reforms/improvements.								Please enter a 'X' in one of the boxes
9	There is a high level of public trust and confidence in the fair administration of justice in our courts.								Please enter a 'X' in one of the boxes
<b>Innovation</b>									
10	We engage the public and court users in an innovative manner, so as to build up public trust and confidence.								Please enter a 'X' in one of the boxes
<b>Subtotal</b>									<b>0</b>

## WEIGHTED SCORING TABLE

	Categories	Maximum Points	Score Achieved	Multiplier	Resulting Score	Maximum Weighted Score
1	Court Leadership and Management	70	0	2	0	140
2	Court Planning and Policies	40	0	3	0	120
3	Court Resources (Human, Material and Financial)	80	0	2	0	160
4	Court Proceedings & Processes	50	0	2	0	100
5	Client Needs and Satisfaction	50	0	3	0	150
6	Affordable and Accessible Court Services	60	0	3	0	180
7	Public Trust and Confidence	50	0	3	0	150
	<b>Total</b>				<b>0</b>	<b>1000</b>