

Strasbourg, 1 August 2011

**EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE
(CEPEJ)**

NETWORK OF PILOT COURTS

**6th Plenary Meeting
Strasbourg, Agora building
22 September 2011**

**PREPARATORY QUESTIONNAIRE ABOUT ITEM 5 OF THE AGENDA
"WHICH INDICATORS FOR MEASURING THE QUALITY OF JUSTICE ?"**

Name of the pilot court: Amtsgericht Tiergarten

Country: Germany (Berlin)

I. Is there in your ... a programme or programmes regarding the quality of justice ?

- | | |
|---|-----|
| A. Country | no |
| B. Region (for instance for federal states) | yes |
| C. Court | yes |

**II. If yes, which scopes are concerned by these programmes in the five following fields (to know the content of these fields, please refer to the Checklist for promoting the quality of justice and courts
http://www.coe.int/t/dghl/cooperation/cepej/quality/default_EN.asp) ?**

- | | |
|--|-----|
| A. Strategy and policies | yes |
| B. Job and operations processes | yes |
| C. Access to justice, communication to court users
and the public | yes |
| D. Human resources and status of judges and prosecutors | yes |
| E. Means of justice | yes |

F. Please specify the actions undertaken in these fields :

- 1) Decentralization of the administration of justice by empowering the administration of courts, especially of the lower courts (last years, federal state)
- 2) Introduction and expansion of mediation by courts (last years, still ongoing, federal state)
- 3) Introduction and expansion of peer evaluation (last years, still ongoing, federal state)
- 4) Introduction of teamwork by implementing service teams including service staff and judges/prosecutors (last years, federal state and court), qualifying team leaders and

- team managers (still ongoing, federal state and court) , implementing holistic work of the service staff (still ongoing, court) and initiating team coaching (still ongoing, court)
- 5) Implementation of an internal auditing system concerning the service teams (court)
 - 6) Implementation of a controlling system based on court statistics and audits focussing especially on the timeliness of the proceedings (court)
 - 7) Optimization of the judicial process in several fields focussing also on the service for court users (e.g. bailment, compensation to the witnesses and experts) (court)
 - 8) Participation in a benchmarking project of several courts of different federal states concerning the court administration and several fields of the judicial proceedings including satisfaction surveys (court)

III. Is there in your country a programme for evaluating the quality of justice?

YES (see II, F, 5 and 6)

A. On which tools are they based ?

- | | |
|--|-----|
| 1. Satisfaction surveys? | yes |
| Inspection (inspectorate body, High Council of the Judiciary, other) ? | yes |
| 2. Peer evaluation ? | yes |
| 3. Other tools ? | yes |
| Which are they ? | |

see II, F, 5 and 6 (statistics and audits)

IV. Do you have indicators for measuring quality ? YES

If yes, which ones :

- | | |
|---|-----|
| 1. Rate of annulment/challenge of court decisions | |
| By higher courts ? | yes |
| 2. Continuous training ? | yes |
| 3. Others ? | yes |
| If yes, which ones ? | |

statistics: duration of proceedings, stock of unfinished proceedings (judges), leftover of work (service staff), rate of the staff absence due to illness

audits: audit reports