

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: Central London Civil Justice Centre

Country: England, UK.

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

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

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	no
B. Job and operations processes	yes	no
C. Access to justice, communication to court users and the public	yes	no
D. Human resources and status of judges and prosecutors	yes	no
E. Means of justice	yes	no

F. Please specify the actions undertaken in these fields :

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

YES NO

A. On which tools are they based ?

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| 1. Satisfaction surveys? | | yes | no |
| Inspection (inspectorate body, High Council of the Judiciary, other) ? | | yes | no |
| 2. Peer evaluation ? | yes | no | |
| 3. Other tools ? | | yes | no |
| Which are they ? | | | |

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IV. Do you have indicators for measuring quality ? YES NO

If yes, which ones :

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|---|--|-----|----|
| 1. Rate of annulment/challenge of court decisions | | | |
| By higher courts ? | | yes | no |
| 2. Continuous training ? | | yes | no |
| 3. Others ? | | yes | no |
| If yes, which ones ? | | | |

Free comments :

We do not have a programme of measuring the 'quality' of justice; however, we do have vigorous management systems surrounding the justice system. These are designed to alert the administration to any factors which may affect the quality of justice, for example, we have a system of analysing complaints from court users. We also have targets around ensuring that the administration supporting the judiciary are as efficient as possible in order to assist them in their work.