

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: Court of Appeal of Western Sweden

Country:

Sweden.....

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

- | | | |
|---|------------|----|
| A. Country | <u>yes</u> | no |
| B. Region (for instance for federal states) | <u>yes</u> | no |
| C. Court | <u>yes</u> | 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 | <u>yes</u> | no |
| B. Job and operations processes | <u>yes</u> | no |
| C. Access to justice, communication to court users and the public | <u>yes</u> | no |
| D. Human resources and status of judges and prosecutors | <u>yes</u> | no |
| E. Means of justice | <u>yes</u> | no |

F. Please specify the actions undertaken in these fields :

.....
 ...A Strategies and policies are agreed on between court leaders on a national and regional level. Some courts have their own local strategies and policies. The most developed field is the treatment of court users where there are strategies and policies agreed on between court leaders on

a national and regional level. Many courts have worked in this field, the longest and the most profound work in this field has been made by the Court of Appeal of Western Sweden. Other fields are how to communicate with the media and the formulation of sentences.

B. Each court decides its own routines and processes.

C....see **A** above

D....There is a national training institute for judges. On a local level some courts have developed systems for knowledge management. The most developed system has been constructed by the Court of Appeal of Western Sweden with support from Swedish National Courts Administration (NCA), regular and structured discussions among judges about different legal questions and ethical matters.

E ...There is a national budgetary process for all courts and technical support developed on a national level. There is a national security policy as well.

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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 ?

- | | | |
|---|------------|-----------|
| 1. Satisfaction surveys? | <u>yes</u> | no |
| 2. Inspection (inspectorate body, High Council of the Judiciary, other) ? | <u>yes</u> | no |
| 3. Peer evaluation ? | yes | <u>no</u> |
| 4. Other tools ? | <u>yes</u> | no |

Which are they ?

Questionnaires about the treatment of court users have been decided to be sent out every five years on a national level. Some courts have interviewed the staff in order to evaluate the quality of justice. Interviews have also been held with court users (compare the method "Internal and External dialogue" developed at the Court of Appeal of Western Sweden).

The inspections mentioned above (2) are performed by the Ombudsman of Justice.

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

If yes, which ones :

- | | | |
|---|------------|-----------|
| 1. Rate of annulment/challenge of court decisions | | |
| By higher courts ? | yes | <u>no</u> |
| 2. Continuous training ? | yes | <u>no</u> |
| 3. Others ? | <u>yes</u> | no |

If yes, which ones ?

Every other year there is a national survey, "Employee satisfaction index" that includes all employees in the Swedish court system. The result often leads to training in needed fields.

On a regional and local level the treatment of court users is measured by interviews or questionnaires followed by measures for improvement in needed areas.

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Free comments :

In Sweden quality management is performed on a local level with the support of The National Court Administration. Some courts have a judge working as an Organizational Developer - working full or part time for the court. For the period 2011 – 2014 all court leaders have agreed on developing quality on a local court level in three fields:

- treatment of users
- contacts with media
- the writing/formulation of sentences

The Swedish government has given The National Court Administration the task of supporting this quality work on a local level.....

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