

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: Nedre Romerike tingrett/ Nedre Romerike District Court

Country: Norway

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

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

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|---|-----|----|
| 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 | no |
| E. Means of justice | yes | no |

F. Please specify the actions undertaken in these fields:

National level:

A Strategy and policies: On a national level several programmes are set to improve the overall function with the future development in focus. The Board of the Norwegian Courts Administration (NCA) has adapted strategies both for the NCA in general but also specific

strategies for the development of IT and competence. There are also several ongoing projects targeting the future function of the courts in society. Another example is the regulatory commission, consisting of members from the NCA and the courts themselves. The objective of the commission is to channel needs for regulatory amendments to the Ministry of Justice related to the procedural and judicial legislation.

Together with members from the Norwegian courts the NCA actuates a quality project, starting up in October 2011. The aim of this project is to work out a national quality framework. Based on an overall definition of quality, the ambition is to draw up general quality standards, criteria, and propose how to measure quality in the Norwegian Courts of Justice and NCA.

B Job and operations process: The NCA has since 2005 run modules for chief judges aiming to improve the managerial function of the chief judges. We have also developed and adopted criteria for proper court management. The annual letter of allotment to the courts from the NCA and the follow up report from the chief judges to the NCA constitute a designated tool for improving the functioning of each court. Our steering documents underline an overall view on quality and competence. Based on this basic attitude, the NCA offers competence building programmes for all staff members in the Norwegian Courts of Justice and NCA.

C Access to justice, communication to court users and the public
Several courts are now running user surveys in collaboration with the NCA. We intend to establish national norms or standards for user surveys. The NCA and courts have also established media policies in order to improve the communication.

D Human resources and status of judges
The annual letter of allotment to the courts from the NCA and the follow up report from the chief judges in the NCA constitute a designated tool for improving the functioning of each court. The Parliament has established norms for average case processing time in the courts and the court statistics are designed based on these norms.

E Means of Justice
The means of Justice are safeguarded through the IT strategy and norms for the designation of new court buildings as well as procurement strategies, the means of justice. The NCA is for the time being working on Security norms on a national level.

Regional level: NAP

Courts:

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

YES

So far each Court of Justice carries out a local evaluation. A national programme for evaluating the quality of justice, will in the future be one part of / integrated in the national quality framework .

Nedre Romerike district court carried out a user survey during the autumn 2008. After this user survey we have been working with things that should be approved. During the spring in 2010 we carried out an interview survey among our users.

A. On which tools are they based?

1. Satisfaction surveys? yes

Inspection (inspectorate body, High Council of the Judiciary, other) ?

2. Peer evaluation? yes

3. Other tools? yes

Which are they?

Several courts have started with satisfaction surveys, c.f. above. Peer evaluation is also being tested out in pilot courts for the time being.

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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 ? no

2. Continuous training? yes

3. Others ? yes no

If yes, which ones?

Satisfaction surveys, the use of quality measurement models like CAF et cetera in several courts.

The judges are continuously reading each other's judgments. In Nedre Romerike district court we are going to start a project where judges are going to listen to other judges during court meetings. This both so that judges can learn from each other and also to get feedback from each other. Each judge will also get the opportunity to watch them selves on tape.

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Free comments :

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