

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: Tallinn Administrative Court
Country: Estonia

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

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

.....
.....

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? | no |
| Inspection (inspectorate body, High Council of the Judiciary, other) ? | no |
| 2. Peer evaluation ? | no |
| 3. Other tools ? | yes |
| Which are they ? | |
| Evaluation of judges by court presidents. | |

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 ? | <u>yes</u> |
| 2. Continuous training ? | <u>yes</u> |
| 3. Others ? | <u>yes</u> |
| If yes, which ones ? | |
| Evaluation of judges by court presidents. | |

Free comments :

In February 2011 the Assembly of Estonian Judges (composed of all 225 Estonian judges) adopted a decision which recommends that court presidents hold regular interviews with judges in order to assess and evaluate their work and training needs. The aim of the annual interview is to give feedback to judges about the quality of their work (time-limits, appeals), to assess needs training and development of skills, to acknowledge the needs and wishes of the judge, to promote better cooperation between a judge and court management, improve the staff support, pre-emption of possible problems.