

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: The Rovaniemi Court of
Appeal.....

Country:
Finland.....

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

- | | |
|---|-----|
| A. Country | yes |
| 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 :

The performance indicators of productivity, weighting the number of cases and the length of procedures is the main quality programme conducted by the Ministry of Justice. The data further indicates that the annual targets has been reached.

The annual activity reports of each individual courts have been the main sources or programmes about information about the courts and their performance during the year. Even during the last five years the joined report has been published. The working group for this report consists of the Presidents of The Supreme Court and the Labour Court, the Presidents of the Court of Appeals and seven leading judges from the district courts. This last mentioned report is focused on the quality of the procedure and the functions of the common courts in Finland.

In this connection may also be mentioned the framework done by the Ministry of Justice in the field of the case flow management. The purpose of this task is to define the common case categories in order to measure the workload of the courts.

As to the Rovaniemi Court of Appeal and its jurisdiction many times has been mentioned our Quality Project. See " Evaluation of the Quality of Adjudication in Courts of Law" Oulu 2006.

The newest of our programmes is a total quality management tool called The Common Assessment Framework (CAF). It is only a programme here in the Rovaniemi Court of Appeal without the district courts. It has been carried on with the experts of the University of Lapland and hopefully it will be finished with satisfaction surveys during the next year.

Have I understood the question?

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

.....As to satisfaction surveys they are conducted only by *ad hoc bases*. The Quality Project mentioned above in the Rovaniemi area has organized 2006 a satisfaction survey in order to pilot it. Its results has been reported very carefully.

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IV. Do you have indicators for measuring quality ? YES

If yes, which ones :

- | | |
|---|-----|
| 4. Rate of annulment/challenge of court decisions | |
| By higher courts ? | yes |
| 5. Continuous training ? | yes |
| 6. Others ? | yes |

If yes, which ones ?

.....The main focus in the Quality Programme here in the Rovaniemi Court of Appeal is just now the working methods, first in criminal cases and second in civil cases. The work is done in the groups consisting judges, prosecutors, attorneys and staffs from different offices. The first report will be presented in our next Quality Conference on the 24. and 25. November 2011.

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Free comments :

I hope these last minutes answers are to some extent what you have meant. We have so many working documents to be followed.

Rovaniemi
3.9.2011

Ritva Supponen

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