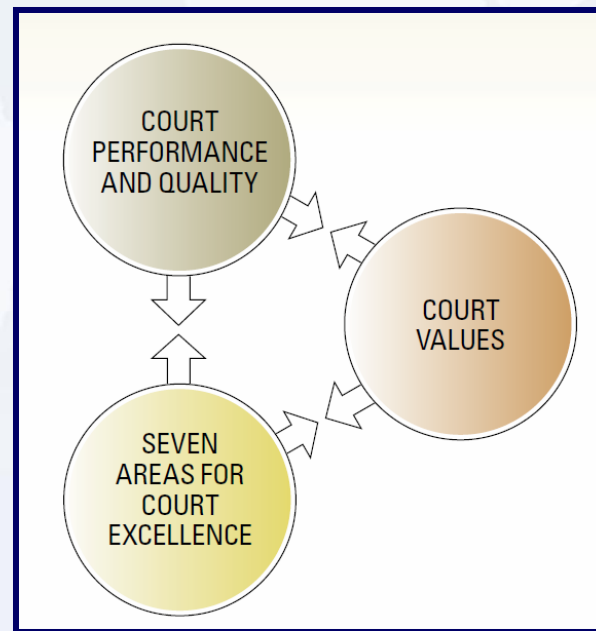




International Framework for Court Excellence



Daniel J. Hall

Vice President

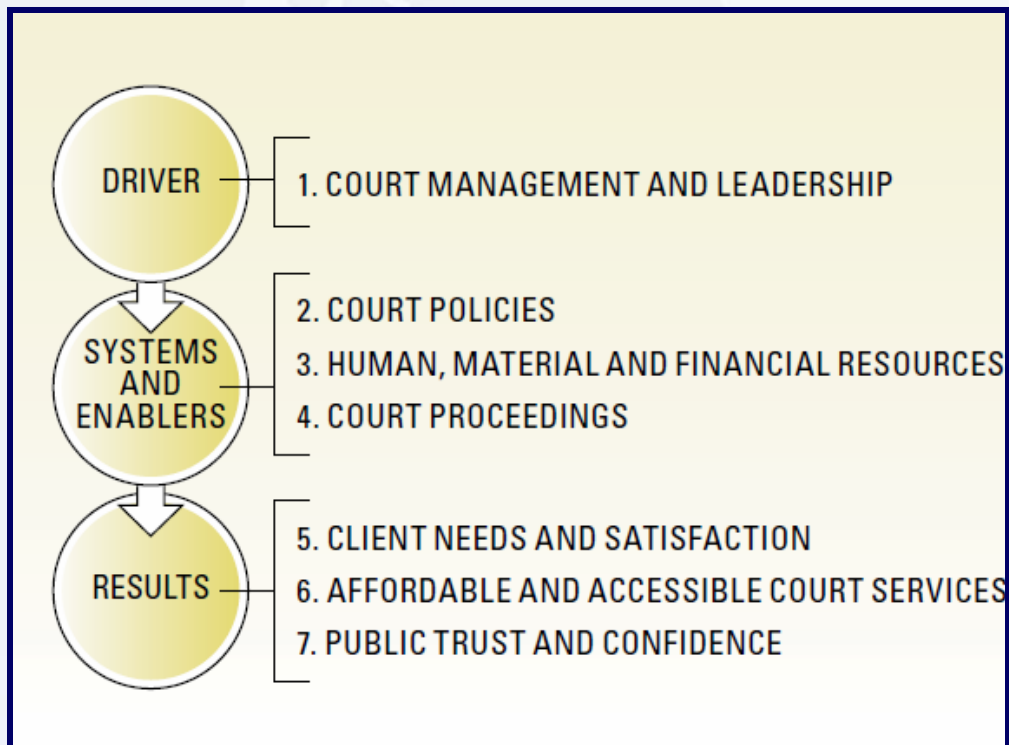
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<http://www.courtexcellence.com/>



Seven Areas of Excellence



1. Inspiring leadership and proactive management are crucial for success and excellence

2. Excellent courts formulate, implement and assess clear policies

3. Human, material & financial resources properly managed by excellent courts

4. Excellent courts have fair, efficient and effective court proceedings

5. Excellent courts assess the needs and perceptions of court users and use the information to improve processes

6. Excellent Courts are affordable and accessible to users

7. Excellent courts have a high level of public trust and confidence



Implementing the Framework

1. **Self-assessment** – this is a health check of the court and involves analysis of performance in the Seven Areas.
2. **Analysis** – builds upon the assessment to determine the areas of the court's work which represent areas capable of improvement
3. **Improvement Plan** – this plan details the areas identified for improvement, the actions proposed to be taken and the results sought to be achieved



Self Assessment Example

1. Court Management and Leadership		No	Can Improve	Yes	Score
1	We publish an annual report describing our purpose, role and the values we adhere to in the court	x			0
2	We set time standards and targets for case management		x		1
3	We keep data on our performance against these standards and targets	x			0
4	We hold meetings with court users, at least twice each year	x			0
5	We review our performance data and feedback	x			0
6	We use data and feedback to plan improvements in our performance and procedures	x			0
7	We regularly provide information to court users and the community		x		1
8	We use the feedback to improve our processes/procedures	x			0
9	We provide continuing professional education including management training to our judges and management staff			x	2
10	We involve court staff in the court's review and planning processes			x	2
11	Our senior judicial officers are actively involved in our review, planning, court user and community education processes			x	2
12	We have developed a court culture consistent with our court values			x	2
Total					10

Sample data is used in these graphs to help illustrate the scoring system.

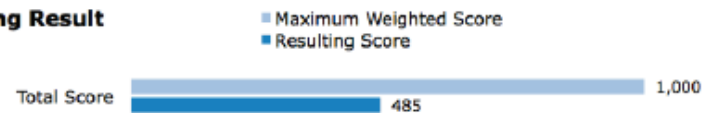
The *Implementation Guide* and the *Scoring and Display Templates* can be accessed at <http://www.courtexcellence.com/products.html>



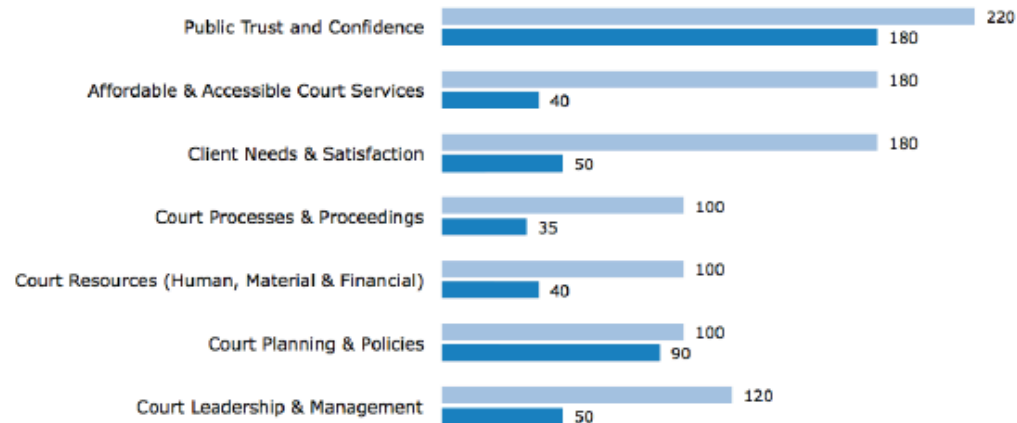
Analysis

Area of Court Excellence		Maximum Score Points	Score Achieved	Multiplier	Resulting Score	Maximum Weighted Score
1	Court Leadership & Management	24	10	5	50	120
2	Court Planning & Policies	10	9	10	90	100
3	Court Resources (Human, Material & Financial)	20	8	5	40	100
4	Court Processes & Proceedings	20	7	5	35	100
5	Client Needs & Satisfaction	18	5	10	50	180
6	Affordable & Accessible Court Services	18	4	10	40	180
7	Public Trust and Confidence	22	18	10	180	220
Total Score		132	61		485	1,000

Total Weighted Scoring Result



Results by Area of Excellence





Identify Areas for Improvement and Measure Progress

Excerpt from a Court Improvement Plan¹

Areas of court excellence (& self assessment scores in March 09)	Action to be undertaken and expected outcome	Steps to achieve action and outcome	Responsibility/ participants	Timing of steps	Performance Indicator
1 Area 1: Court Leadership and Management	To provide organisational leadership that promotes a proactive and professional management culture, pursues innovation and is accountable and open.				
1.1 Articulating the court's purpose (1-1-1) Develop a visionary and aspirational mission statement setting forth the court's fundamental purposes and values including Accessibility, Expedition and Timeliness, Equality, Fairness and Integrity, Independence and Accountability, Propriety and Public Trust and Confidence.	1.1.1 — Statement of purpose Develop, adopt and publicise a statement describing the Court's purpose.	Develop Statement.	LEC, IFCE Working Group	30.06.09	Action taken by target date.
		Adopt Statement.	LEC, IFCE Working Group	31.07.09	Action taken by target date.
		Publicise Statement.	Registrar Gray	30.09.09	Action taken by target date.
1.2 Pursuing working relationships with professional participants and users (2-2-3) Demonstrate external orientation of the court, by developing cooperative working relationships with legal professional and other participants in the administration of justice (i.e. professional law associations, public prosecutors, law enforcement, government agencies).	1.2.1 — Court users' group Continue regular meetings of the Court users' group.	Hold meetings.	Justice Preston		Four meetings a year.
		1.2.2 — Mining users' group Establish a specialist Court users' group for mining matters in the Court and hold regular meetings.	Identify group and invite to first meeting.	LEC, IFCE Working Group	31.07.09
	Hold first meeting, identify dates for future meetings to 30.06.10 and issue dates.			31.08.09	Four meetings a year, first meeting on 31.08.09.
1.2.3 — Additional users' group Consider desirability of other specialist users' groups.	LEC Rules Committee to meet and decide.	LEC Rules Committee	30.09.09	Action taken by target date.	

¹Land and Environment Court of NSW, Australia