

Area 1: Court Leadership		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
Court Leadership								
1.1	Our court leaders have defined the vision, mission and core values of our courts.							
1.2	Our court leaders communicate the vision, mission and core values to all staff and stakeholders.							
1.3	Our court leaders communicate important information to our judges and court staff in a timely manner.							
1.4	Our court leaders demonstrate the core values of the courts.							
1.5	Our court leaders drive the court's performance and engage staff and key stakeholders in the process.							
1.6	Our court leaders identify future court leaders and develop their leadership skills.							
Court Culture								
1.7	We have developed a court culture consistent with our court values.							
1.8	Our judges and court staff adhere to the applicable code of ethics and code of conduct.							
Court Governance								
1.9	Our court leaders have put in place a governance system that ensures accountability and transparency in court administration.							
Effectiveness of Court Leadership, Culture, and Governance		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
1.10	Based on the measures that we have adopted: (a) Our court leaders are effective in leading our courts; (b) Our court values and culture are well-integrated in our systems and processes; (c) We have a sound and transparent governance system.							

Area 2: Strategic Court Management		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Development and Implementation of Strategies and Policies</i>								
2.1	We develop and implement short-term and long-term strategies that align with our vision, mission and core values.							
2.2	We develop and implement judicial and court policies to support our short-term and long-term strategies.							
2.3	We involve our judges and court staff in developing and implementing the court's strategies and policies.							
2.4	We communicate relevant policies and monitor compliance.							
2.5	We have a risk management plan which is communicated to relevant stakeholders.							
2.6	We have a process for the regular review and monitoring of our strategies and policies.							
2.7	We allocate resources (manpower and financial) efficiently and effectively to implement our strategies and policies.							
<i>Performance Setting and Measurement</i>								
2.8	We set timelines and service delivery standards for case management, which aim to meet and exceed court user expectations.							
2.9	We regularly measure our performance against these timelines and service delivery standards.							
2.10	We use performance measurement data to improve our procedures and processes.							
2.11	We publish our performance against timelines and service delivery standards, and other benchmarks.							

Area 2: Strategic Court Management		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Knowledge Management and Analysis</i>								
2.12	We collect, manage, and provide our judges with information that is necessary for fair decision making.							
2.13	We use data in our review of court processes and court user profile to deliver better services.							
<i>Effectiveness of Court Strategies</i>		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
2.14	Based on measures that we have adopted: (a) Our court strategies and policies are well planned and developed; (b) Our court strategies and policies are well implemented; (c) Our performance measures favourably against targets; (d) Information pertaining to the court is well managed and analysed to drive improvement.							



Area 3: Court Workforce		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Workforce Management</i>								
3.1	We manage the workload of our judges and court staff so that cases are processed on time and to a high standard.							
3.2	We predict and manage our workforce requirements to meet anticipated workloads.							
<i>Workforce Training and Development</i>								
3.3	We identify the training needs of our judges and court staff, and put in place training programmes that meet those needs.							
3.4	We have a continuing professional development programme for our judges and court staff.							
3.5	Our judges and court staff learn from and communicate with each other.							
<i>Workforce Engagement and Well-being</i>								
3.6	We develop a conducive work environment that enhances the health and well-being of judges and court staff.							
3.7	We regularly obtain feedback from our judges and court staff.							
3.8	Our courts encourage judges and court staff to contribute to the community.							
<i>Workforce Performance and Recognition</i>								
3.9	We have performance management system(s) to encourage judges and court staff to achieve high quality work.							
3.10	We adopt a transparent and merit-based system to recognise our judges and court staff.							
3.11	We adopt a transparent and merit-based system for the appointment and promotion of our judges and court staff.							
3.12	We adopt a fair process for the dismissal and discipline of our judges and court staff.							

<i>Effectiveness of Court Workforce</i>		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
3.13	<p>Based on the measures that we have adopted:</p> <p>(a) We manage workload effectively and are well prepared for anticipated workload;</p> <p>(b) Our judges and court staff are satisfied with the training opportunities provided to them, and proactively learn from each other;</p> <p>(c) Our judges and court staff are committed and derive job satisfaction;</p> <p>(d) Our judges and court staff are satisfied with the performance management system in our court.</p>							



Area 4: Court Infrastructure, Proceedings and Processes		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Courtrooms</i>								
4.1	We have sufficient courtrooms to permit the timely processing of cases.							
4.2	Our courtrooms represent a trusted and protective environment for court proceedings to be held.							
<i>Court Records</i>								
4.3	Our court records and case files (both hard copy and electronic) are complete, accurate, and easily retrievable.							
4.4	We put in place security and data integrity measures to ensure court records and case files (both hard copy and electronic) are properly safeguarded.							
4.5	Our reasons for decisions are clear.							
<i>Court Proceedings and Processes</i>								
4.6	We manage cases against benchmarks to ensure that cases are processed on time and to a high standard.							
4.7	We regularly review our processes and procedures (including the role of judges and court staff) to ensure that they are efficient.							
4.8	We provide alternative dispute resolution services to allow court users to resolve disputes amicably and at affordable fees.							
4.9	We explore the use of therapeutic or problem-solving approaches in suitable cases.							

Area 4: Court Infrastructure, Proceedings and Processes		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Innovation</i>								
4.10	Our court innovation process is aligned with our vision, mission and core values.							
4.11	We have a policy and procedure in place to generate, gather and screen innovative ideas.							
4.12	We evaluate and improve the court innovation process on a regular basis.							
4.13	We engage, train and recognise our judges and court staff for their court innovation efforts.							
4.14	We monitor performance of other courts to identify improvements and initiatives which are suitable to our court.							
4.15	We exchange knowledge and best practices with other courts to promote learning and innovation.							
<i>Effectiveness of Court Infrastructure, Proceedings and Processes</i>		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
4.16	Based on the measures that we have adopted: (a) Our court cases are disposed within a satisfactory timeframe; (b) There is a high level of trial dates certainty; (c) We actively implement innovative solutions that improve our court's infrastructure, proceedings and processes.							

Area 5: Court User Engagement		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Court User Feedback</i>								
5.1	We regularly obtain feedback to understand our court user demographic and their requirements.							
5.2	We regularly use feedback to measure satisfaction of all court users.							
5.3	We regularly use the feedback collected to identify areas of improvement, and improve our services to all court users.							
5.4	We obtain feedback on whether our court users understand the court programmes and services experienced.							
<i>Communication to Court Users</i>								
5.5	We report publicly on changes we implement in response to the results of surveys.							
5.6	We publish information on court procedures and fees, as well as the details of our services.							
5.7	We regularly engage court users and the public, and our judges and court staff are actively involved in the engagement process.							
5.8	We listen to court users and treat them with respect.							
5.9	We ensure that all court users are treated equally.							
<i>Effectiveness of Court User Engagement</i>		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
5.10	Based on the measures that we have adopted: (a) There is a high level of court users' satisfaction with the court's administration of justice; (b) There is a high level of court users' satisfaction with the court's services.							

Area 6: Affordable and Accessible Court Services		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Affordable Court Services</i>								
6.1	We regularly review court policies on court fees to ensure that court services are affordable.							
6.2	We work with stakeholders to provide affordable court services.							
6.3	We streamline processes to minimise costs to litigants.							
6.4	We have a clear policy on the charging of fees.							
<i>Accessibility</i>								
6.5	It is easy for court users to find and access the relevant courtroom.							
6.6	Our hours of operation make it easy for court users to carry out their business.							
6.7	We support court users with disabilities and provide them with access to the court and court services.							
6.8	Our website is easy to navigate, contains relevant information and is useful to users.							
6.9	We provide information to assist litigants without representation.							
6.10	Language interpretation services are available to court users who require it.							
6.11	We leverage technology to make court processes more efficient and to make court services more accessible.							
<i>Effective Provision of Affordable and Accessible Court Services</i>		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
6.12	Based on the measures that we have adopted: (a) The cost to the litigants is affordable; (b) There is a high level of access to justice.							

Area 7: Public Trust and Confidence		Don't Know 0	None 0	Reactive 1	Defined 2	Integrated 3	Refined 4	Innovative 5
<i>Accountability and Transparency</i>								
7.1	Our judgments are available to the public.							
7.2	We permit media access to and reporting of court proceedings.							
7.3	We respond to requests for information from court users in a timely manner.							
7.4	We have a policy that outlines the process for making and dealing with complaints.							
7.5	We report on complaints received and their resolution.							
7.6	We properly account for the fees and fines collected.							
7.7	Our accounts/expenditures are independently audited annually.							
7.8	Our published annual report includes: a) Performance data; b) Details of our purpose, role and procedures; c) Information on recent court initiatives.							
<i>Effective Public Trust and Confidence</i>		Don't Know 0	None 0	Limited 2	Fair 4	Good 6	Very Good 8	Excellent 10
7.9	Based on the measures that we have adopted: (a) We resolve complaints received in a manner that is timely and procedurally fair; (b) There is a high level of public trust and confidence in the fair administration of justice in our courts.							