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## IMPROVING THE QUALITY OF COURTS

The influence of European and global initiatives to promote measures to improve the quality of justice at the courts resulted also in a number of activities in Ukraine to evaluate and improve the court quality and to enhance the public trust and confidence in the judiciary. An important role is played by the work of the USAID Ukraine Rule of Law project (2006-2011) and the USAID FAIR Justice project. FAIR Justice tries to support the development and implementation of key judicial reform legislation and improve judicial policies and procedures that promote a more effective, accountable and independent judiciary. By contributing to a new legislative and regulatory framework to the judiciary, strengthening the accountability and transparency, professionalism and effectiveness of the judiciary, as well as strengthening the role of civil society organizations in advocating and monitoring the work of the judiciary, the project will contribute to a long term change of the judiciary into a legal organization that can meet all relevant European and global standards on quality and effectiveness of the judiciary.

In the sphere of improving the quality and performance of the courts a standard court performance evaluation framework has been developed by FAIR Justice in cooperation with the Council of Judges of Ukraine and the State Judicial Administra-

tion. The development of this framework started already in 2010 when a Court Performance Evaluation working group was established (CPE working group) to create tools for internal court performance evaluation focusing on the timeliness of the proceedings and quality of court decisions. The testing of these instruments took initially place in six courts. In 2012 the number of participating pilot courts was extended to 13 courts under the guidance of the CPE working group in cooperation with the State Judicial Administration Working Group on Innovation.

The Court Performance Evaluation Framework (CPE Framework) is composed of four evaluation areas: efficiency of court administration, timeliness of court proceedings, quality of court decisions and court users' satisfaction with the court performance. For each of these areas several evaluation tools and criteria have been defined. There are a number of internal court performance evaluation instruments, such as a survey of judges and courts staff and an expert analysis of court decisions and timeliness of the proceedings. In addition to these internal evaluation instruments the CPE Framework contains also two external evaluation instruments, namely a court user satisfaction survey (Citizen Report Card) and an analysis of available court statistics.