

ELEMENTS OF MODERN COURT ADMINISTRATION



DANMARKS DOMSTOLE
– FOR RET OG RETFÆRDIGHED



BUILD AWARENESS - MANAGEMENT INFORMATION

Management information

- Activity (weighted cases)
- Number of staff (full-time equivalent)
- Productivity
- Review time
- Case flow (received, finalized and pending cases)
- Activity: received, concluded and pending cases in the court



BUILD AWARENESS - MANAGEMENT INFORMATION



NØGLETAL: SAGSFLOW OG SAGSBEHANDLINGSTIDER

BYRETTERNE OG TINGLYSNINGSRETEN

1.-4. kvartal 2015	Modtagne sager		Afsluttede sager		Bunkeeffekt ¹
	- antal -	- pct. -	- antal -	- pct. -	
Straffesager	190.132	↑ 8%	190.780	↑ 10%	🟢
Civile sager	45.773	↓ -0,4%	46.689	↓ -2%	🟢
Fogedsager	346.762	↓ -2%	344.907	↓ -2%	🔴
Skiftesager ²	67.898	↑ 4%	68.180	↑ 4%	🟢
Notarialforretninger			70.145	↓ -3%	
Tinglysning (hele 1.000)	2.061	↑ 18%	2.062	↑ 18%	🟢

1.-4. kvartal 2015	Gnst. afgørelsestid	
	- mdr. -	- udvikl. - ⁶
Nævningsag	4,4	🟢 -1,3
Domsmandssag	4,2	🔴 0,4
Alm. civil sag m. HFH	16,5	🔴 0,2
Småsager m. HFH	8,8	🟢 -0,1
Alm. fogedsag	2,1	🔴 0,2
Konkursboer ⁴	15,8	🔴 0,4

DE OVERORDNEDE RETTER INKL. SØ- OG HANDELSRETEN

1.-4. kvartal 2015	Modtagne sager		Afsluttede sager		Bunkeeffekt ¹
	- antal -	- pct. -	- antal -	- pct. -	
Højesteret³					
Civile sager	157	👉 0%	202	👇 -11%	🟢
Straffesager	49	👈 9%	47	👈 24%	🔴
Landsretterne³					
Civile sager	5.286	👇 -18%	5.795	👇 -14%	🟢
Straffesager	5.917	👇 -4%	6.094	👇 -4%	🟢
Sø- og Handelsretten⁷					
Civile sager	802	👈 64%	653	👈 62%	🔴
Skiftesager	4.789	👈 7%	4.332	👇 -18%	🔴

1.-4. kvartal 2015	Gnst. afgørelsestid	
	- mdr. -	- udvikl. - ⁶
Højesteret		
Civil ankesag m. mundtlig HFH	17,2	🟢 -3,2
Straffeankesag m. HFH	4,5	🔴 0,7
Landsretterne⁵		
Civil 1. instanssag	25,4	🟢 -0,8
Civil ankesag	14,5	🔴 0,4
Nævningeankesag	6,0	🟢 -1,9
Straffeankesag	6,4	🟢 -0,2
Sø- og Handelsretten⁵		
Civil 1. instanssag	25,0	🟢 -1,1

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BUILD AWARENESS – ASK QUESTIONS TO THE PROFESSIONALS

Measures feedback from the users

Measure points: contentment with the courts

The service of the court

IT-facilities in the court

Physical features of and in courts

Conducting the meeting

The decisions

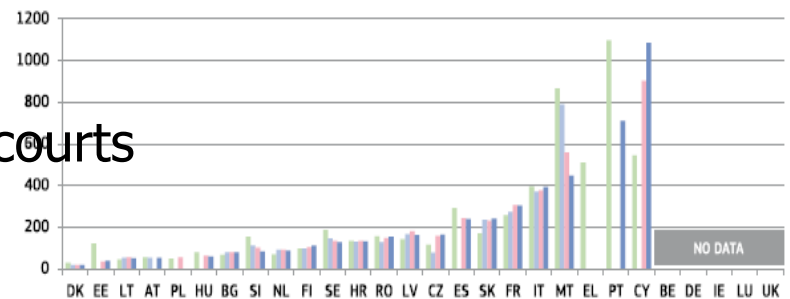
Case handling time

Figure 4

Time needed to resolve civil, commercial, administrative and other cases(*) (1st instance/in days)

2010 2013 2014 2015

Source: CEPEJ study



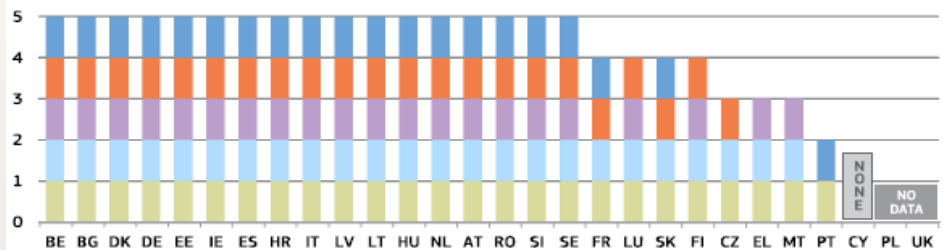
(*) Under the CEPEJ methodology, this category includes all civil and commercial litigious and non-litigious cases, non-litigious land and business registry cases, other registry cases, other non-litigious cases, administrative law cases and other non-criminal cases. Methodology changes in CZ, HR, IT, HU, MT, PT, and FI. Pending cases include all instances in CZ and SK.

Figure 20

Availability of online information about the judicial system for the general public(*)

Information on legal aid Information on composition of costs of proceedings Targeted information for specific groups
Information about the competences of courts Information about starting a proceeding

Source: European Commission (**)



(*) DE: Each federal state and the federal level decide which information to provide online.

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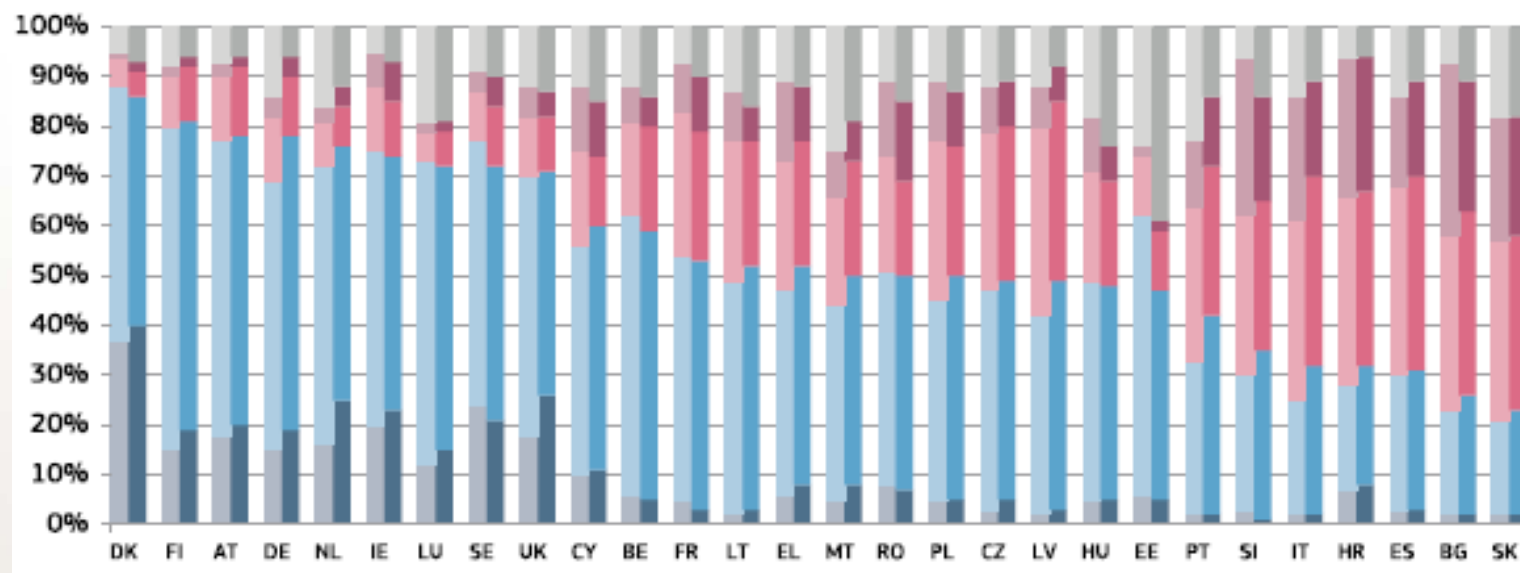
BUILD AWARENESS – ASK THE PUBLIC

Figure S1

Perceived independence of courts and judges among the general public (light colours: 2016, dark colours: 2017)

Very good Fairly good Fairly bad Very bad Don't know

Source: Eurobarometer (90)



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BE OBSERVANT TOWARDS SPECIFIC GROUPS

It can be overwhelming for young people when they have to go to court.



Når du skal i retten

9.795 visninger • for 1 år siden

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WE ARE NEVER STRONGER THAN THE WEAKEST LINK



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SHARE KNOWLEDGE INTERNALLY



Inheritance renunciation
Foreign estates
Personal debt settlement scheme



International child abduction
Children enforcement
proceedings



Forcible removal of children
Legal costs
Guardianship



Community service
Human trafficking
DNA-proofs

FAMILY LAW

An example of how you may
work across

FAMILY LAW

Praxis was somewhat different – but all within the law

- When and if the child was heard
- Use of child experts
- Conducting the main negotiation
- Use of mediation / ADR

FAMILY LAW

Tasks:

- Establish and describe the various models in cases concerning custody and residence
- If possible propose models of case handling with due respect of the needs of the family members that all courts could offer

RESULT – DRAFT FOR COMMON GUIDANCE TO ALL COURTS



Fra 24 + various methods to 4 common variations

A. Preparatory meeting with a child expert –
and possibly a new meeting/main negotiation



B. Preparatory meeting which could
immediately switch to main negotiation



C. Main negotiation without preparatory
meetings



D. Mediation



BE CURIOS ON HOW YOUR COLLEAGUE ACTS



A Specific project in a Danish District Court

The judge's excel in the legal aspect during the court case, yet they could improve their communication skills:

- Setting the tone
- Taking care of the non-professionals
- Making sure every attendee feels respected

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DISCUSS AND DECIDE YOUR COMMUNICATION GOALS

The Courts of Denmark's communication goals:

1. Expand the knowledge of the courts' role and what they do
2. Tell about the courts' adjudications
3. Ensure cotemporary and understandable letters and adjudications
4. The courts' voice is apparent in the media and the public debate
5. The courts' communication is open, understandable and contemporary



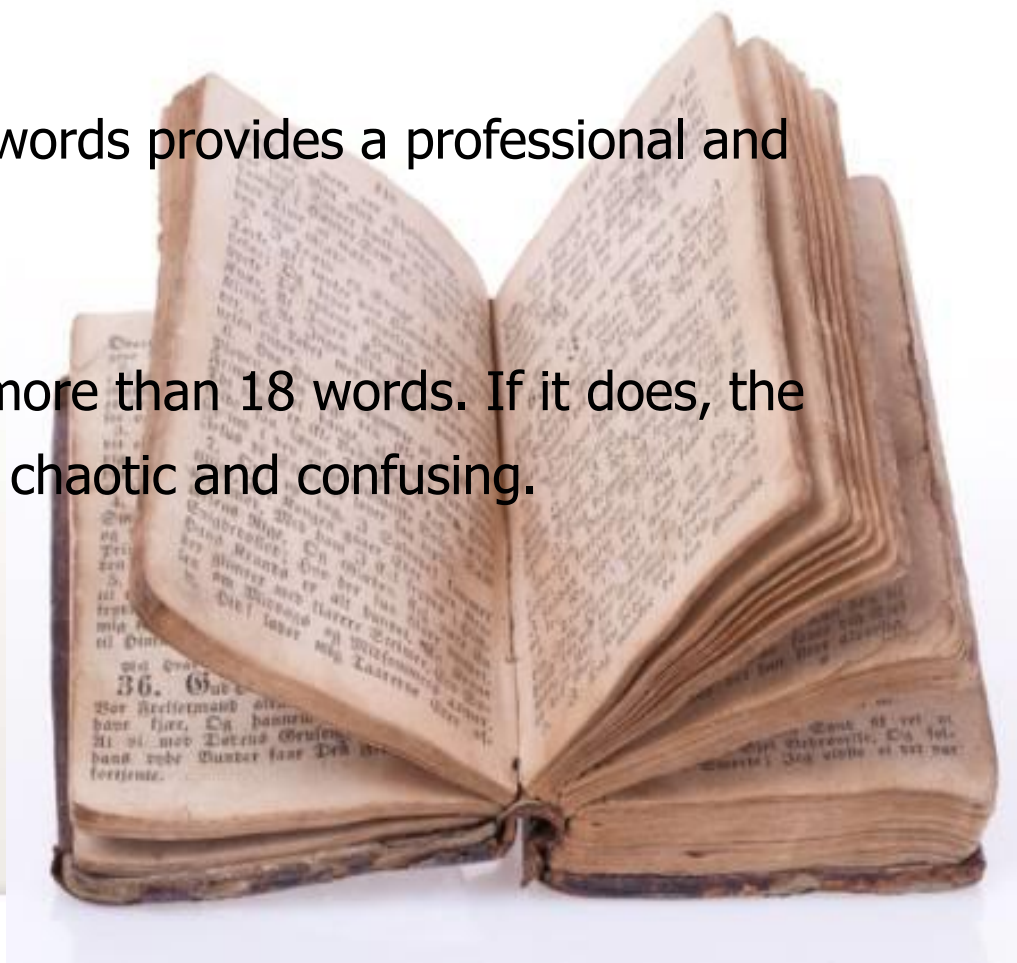
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SECURE CLARITY IN DECISIONS – ALSO ON A PRACTICAL LEVEL

A sentence consisting of 15-18 words provides a professional and readable language.

A sentence should not contain more than 18 words. If it does, the sentence would often be too chaotic and confusing.



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DEAL WITH THE NEWS – WHAT CAN YOU DO FOR THEM?



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BEWARE OF THE TIME



SPEED IS IF THE
ESSENCE

THERES IS NO
TIME FOR YOU TO
INVENT.

PREPARE
STANDARD

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SHARE WHAT YOU FIND WITH THE PUBLIC

**THE RESULTS OF YOUR CASE
HANDLING TIME
THE USER REPORT
THE GUIDANCES YOU MAKE
(THE TECHNICAL ONES AND
THE ONES WITH THE
CONTENT)**



THE COURTS ARE RESPECTFUL – SO THE COURTS SHOULD ALSO BE TREATED RESPECTFULLY PROMOTE / TELL / BE AMBASSADORS

- THE COURTS SECURE ORDER AND WITHOUT ORDER THERE CAN BE NO GROWTH
- THE COURTS ARE A PROTECTION FOR THE INDIVIDUAL
- WHEN YOU RISE FOR THE JUDGE YOU RISE FOR JUSTICE
- WHEN A JUDGE MAY NOT BE FIRED OR REMOVED, IT IS FOR THE SAKE OF THE CITIZENS – NOT FOR HIM AS A PERSON

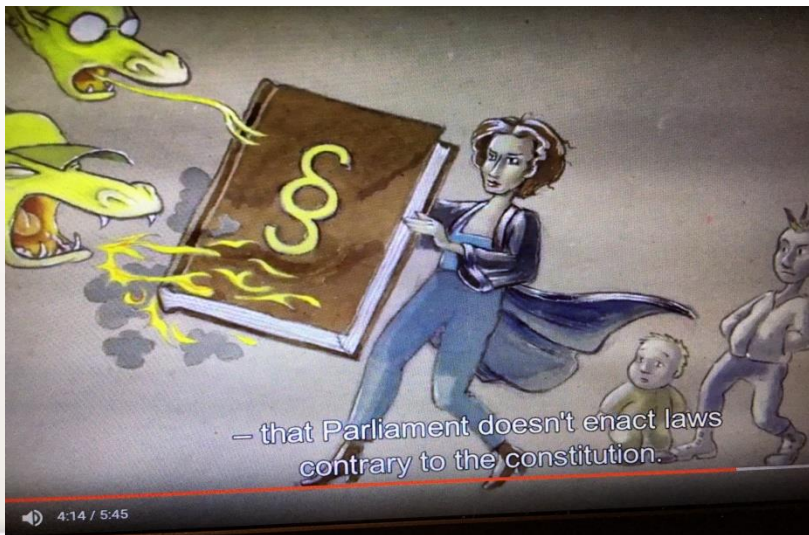
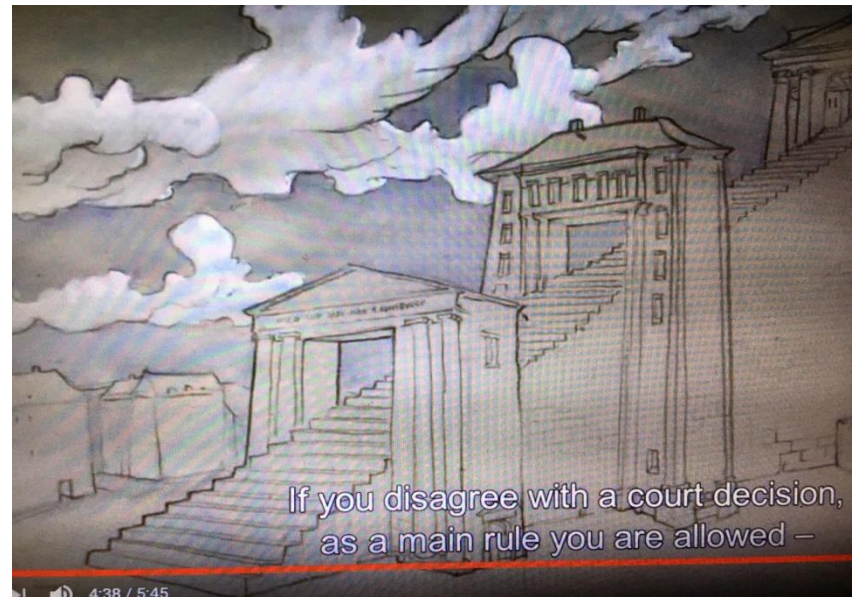
A STORY ABOUT THE DANISH JUDICIAL SYSTEM

<https://youtu.be/5FKxO3HZCa0>



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