



DEPARTMENT: JUSTICE AND CONSTITUTIONAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

INTERNAL MEMORANDUM

TO: All Regional Heads	FILE NO: 1/1/10/ PMF
CC: Area/Cluster Court Managers Court Operations Managers	TEL NO: 315 1016
FROM: S JIJANE	DATE: 25/04/2006

**SUBJECT: Court Managers, Court Operations Managers & Court Services
Meeting on Court Performance management Framework**

1. PURPOSE

The purpose of this memorandum is to engage regional heads to send area/cluster court managers and court operations managers to a meeting on 09 May 2006 at national office on the development and implementation of a court management performance framework.

2. BACKGROUND

Pursuant to a decision of the Chief Operations Officer and the DG, it was found necessary that Court Services must engage Court

Operations Managers and Area Court Managers from all provinces at national level on uniform court management performance standards.

2.1 The intention is to ensure that Court Operation Managers and Area Court Managers are appraised of the challenges national office is faced with re complaints from lawyers and other court stakeholders to the DG on the standard of performance in the courts. To also ensure that courts are clear of expected standards to ensure efficient court support services.

2.2 To initiate this process, EXCO directed Court Services to action as a matter of urgency, general court management service delivery improvement processes and to specifically prioritise the following :

- The development of a minimum standards Checklist for courts
- Performance agreement framework for Court Managers
- The devolvement of court related projects to the regions (already initiated with regional heads)

3. **PROPOSALS**

It is suggested that where Area and Court Operation Managers are not yet appointed, court managers at cluster level be available for this purpose.

The intention is that Area and Court Operation Managers as well as Cluster Court Managers, will take the responsibility to cascade this process down at District Court Management level in each region.

It may be necessary to limit the number to six (6) per province based on the availability of funds.

4. CONCLUSION

That regional heads be requested to :

4.1 make input on the documents provided before they are discussed with court managers and court operations managers by 03 may 2006

4.2 send the area/cluster court managers and court operations managers to the above meeting on 09 May 2006. provide names to Court Services by 04 May 2006 for planning purpose.

4.3 ensure implementation of the framework within their provinces as part of their provincial performance reporting framework to national office.

DEPUTY DIRECTOR-GENERAL: COURT SERVICES

APPROVED /

CHIEF OPERATIONS OFFICER