

# Our People



# INSTITUTIONAL STRENGTHENING

## International Framework for Court Excellence

In 2016, the Court adopted the International Framework for Court Excellence (IFCE), a quality management system designed to help courts improve their performance based on the concept of continuous improvement.

The framework represents an all-encompassing approach to achieving court excellence, rather than a more limited focus on aspects of court governance, management or operations.

It provides a model methodology for continuous evaluation and improvement that is specially designed for use by courts. It builds upon a range of recognized organizational improvement methodologies while reflecting the special needs and issues that courts face.

The framework provides a path for improvement in the quality of court services. Many courts throughout the world measure performance for specific activities but the IFCE takes a holistic approach to court performance. It represents a process for a whole-court approach to achieving court excellence.

The framework follows a four-step approach which begins with a self-assessment involving an analysis of performance across numerous areas including court leadership and management, court planning and policies, court resources, court proceedings and processes, client needs and satisfaction, affordable and accessible court services, and public trust and confidence.

In September 2016, the Court engaged all employees to participate in a self-assessment exercise as the first step in the framework. Following the analysis of the data, the exercise then moved into its next phase of planning, in which the judges and staff determined what initiatives could be implemented to remedy areas of weakness and bolster high performing areas.

Once this was completed, the Court then moved into implementation of the identified projects. Since then, many of the suggestions have been achieved and the exercise is moving into the evaluation stage to measure the efficacy of the plans implemented. Upon completion of that phase, planning will then resume, as the Court works towards continually improving its service delivery to both our internal and external stakeholders.



The Human Resources Manager, Ms. Susan Campbell-Nicholas, updates the judges and employees on the results of the Employee Engagement survey. The Employee Engagement initiative was just one initiative that was developed during the Court's internal review of its operations using the International Framework for Court of Excellence methodology.

# SOCIAL EVENTS COMMITTEE

In January 2017, it was recommended that a Social Events Committee be formed to recommend, and assist, in organizing social, community and recreational events for the enjoyment of staff members.

This may include staff events, official court functions, community-based initiatives and other ad hoc activities throughout the year. Staff were invited to volunteer for the committee and six employees did: Mr. Darren Shah, Ms. Collette Brown, Ms. Candace Simmons, Mr. Leon Gittens, Ms. Sue Lan Chin and Mr. Ronnie Joseph.

The committee has supported the Public Education and Communications Unit in a number of activities thus far, principal among those was support for the successful Carnival event. The Committee will now move into the second

phase of its plans, developing its own calendar of events. Of note, the Social Events Committee has decided to rotate chairmanship, and other roles, among its members to ensure that each person has an opportunity to serve in a leadership capacity.

## STAFF EVENTS

### Tech Thursdays

In October 2016, the Information Systems Unit (IS) of the Court launched a “brown-bag lunch series” aptly titled “Tech Thursdays”. The launch of this series coincided with the introduction of the new email and file management software platform. The series initially therefore formed part of the IS Unit’s roll-out and implementation plan for the new software.

Each of the Tech Thursdays sessions are held for 30 minutes on every Thursday in the designated month. These sessions are designed to provide an informal and open forum for the sharing of tips and tricks and gives guidelines on the use of information technology tools, both for professional and personal



Mr. Paul AQUI, the CCJ's Court Multi-Media Officer, fields questions during his well-received Tech Thursdays presentation

## Staff Events Cont'd

capacities. Each session is developed and presented by the staff of the IS Unit. They provide practical advice and demonstrations to impart their knowledge and expertise to their co-workers.

During the period, Tech Thursdays sessions were held in October 2016 and April 2017. Some of the topics covered MS Powerpoint and Outlook 2017, Collaboration using OneDrive, Skype for Business, and Best Buys in Tech 2017.

Tech Thursdays was warmly welcomed by staff as each session has been well-supported.

### Some of the feedback from the Tech Thursday sessions:

“ it was well put together and easy to understand ”

“ relaxed but interactive and informative ”

“ the fact that everyone seemed so engaged people even brought their kids...testament to how important people think it is ”

“ presenter was well-informed and able to answer all questions put to him by the audience ”



Employees of the CJJ receiving gift hampers as part of the Court's end-of-year celebrations in December 2016.



CJJ's judges and employees responded enthusiastically to a donation drive for those affected by Hurricane Matthew in Haiti in October 2016, pictured here are just a fraction of the items donated.

## Staff Events Cont'd

### CCJ Carnival 2017

Carnival celebrations at the CCJ are indeed one of the highlight events of the year, as the Court seeks to expose its regional staff members to the cultural elements of Trinidad and Tobago. For Carnival 2017, the CCJ and RJLSC staff and family members enjoyed the various elements of the "Trini" Carnival scene; the Panyard experience, Soca and Calypso music and live performances, Tassa drums and the different "Trini" cuisine favorites and a selection of local food and drinks.



Calypso Lord Relator entertaining the crowd with a number of vintage calypsos.



MX Prime of the Ultimate Rejects performing their hit "Full Extreme."



Members of the Tassa band during their performance, which opened the event.



The event's organizers: Ms. Seanna Annisette, Senior Public Education & Communications Officer; Mrs. Candis Cayona, Senior Executive Assistant; Ms. Semone Moore, Public Education Communications Officer celebrate during the event which was also supported by the Social Events Committee who assisted with promotions.

The Rt. Honourable Sir Dennis Byron, Court President; Lord Relator and guest share a light moment after his performance.

