

Interactive Working session 9: Designing People-centred Services

Organiser: The Hague Institute for Innovation of Law (HiIL)

Co-Moderators: Zainab Malik, Policy and Advocacy Advisor, HiIL and Martin Gramatikov, Director of Knowledge and Research, HiIL

Duration: 75 minutes from 14:00 – 15:15 on 10 October 2024

Room: Renaissance

Concept

The OECD Recommendation on Access to Justice and People-Centred Justice Systems is constructed around five pillars, with the second focusing on designing people-centred justice services. The recommendation emphasises the importance of a continuum of legal and justice services and ensuring that these services are designed with people at the centre, based on empirical understanding of people's justice needs, preferences and capabilities. Such services should be appropriate and effective at resolving people's most common justice problems, support prevention and contribute to systemic solutions and provide fair outcomes that help deliver on the promise of the rule of law.

Many countries and organisations are working to develop such people-centred justice services, through a mix of policy or regulatory measures, change and reform processes and working to improve services through feedback from people, business and communities and other data-driven and evidence-based practices.

This session aims to bring together country representatives and experts to share their experiences in designing and implementing people-centred justice services. Through this exchange participants will explore how different approaches can help provide meaningful access to justice for all and inspire and inform the development of people-centred justice systems across OECD member and partner countries.

Objectives

- To facilitate learning from practical country experiences and expert insights on designing people-centred justice services.
- To encourage knowledge sharing and the dissemination of relevant data, evidence and insights to inform practices in other countries and organisations that are working to provide more accessible, fair, and effective justice services.
- To identify best practices for identifying and prioritising justice problems, using evidence on people's legal needs and experiences, to guide the design of people-centred justice services.
- To share lessons learned in creating an enabling environment for the design and implementation of people-centred solutions to ensure sustainability and successful integration.

- Participants will contribute their expertise and practical experiences to enrich discussions and identify transferable lessons that can inform the ongoing efforts of OECD members and partner countries.

Format

- This session will be a practical, interactive, knowledge-sharing working session focused on learning from different country experiences and expert perspectives.
- It will include a **panel of experts** that will share practical experiences on designing and implementing people-centred services. The experts will each of 5 minutes and be asked by the moderator to select one justice service and address (one or two of) the following questions in their remarks:
 - What justice problem did the justice service seek to address? How did you identify and prioritise this problem?
 - What process did you follow to design the justice service? How did the process ensure user-centricity in the overall design?
 - What are the challenges in implementation of the designed justice services?
 - How did you ensure the sustainability of the designed justice service? How did you address challenges pertaining to financing and integration in the justice system?
 - What are the lessons you have learned in creating an enabling environment for designing and implementing people-centred services?
- Following the panel of experts, participants will divide into **two breakout group discussions** to identify lessons learned and best practices on the following themes:
 - Breakout Group A: Problem-identification and prioritisation to design data-driven and evidence-based justice services
 - Breakout Group B: Creating an enabling environment for the implementation of people-centred services
- The HiiL team will facilitate discussions with materials (e.g., paper boards, printouts, pencils, post-it notes) to capture key takeaways and group contributions.
- An outcome document will be shared with the participants with the lessons learned from the session.

Panel Experts

- Harriet Ainsworth-Smith, Ministry of Justice, UK
- Andrew Pilliar, Thompson Rivers University, Canada
- Christiane Wolowiec-Musich, GIZ, Germany
- Gustavo Maurino, Universidad de Buenos Aires, Argentina

Proposed Agenda

- 14.00 - 14.05: Welcome and Context Setting - HiiL (5)
- 14.05 - 14.35: Panel of experts (30)
- 14.35 - 15.10: Break-out Groups (35)
- 15.10 - 15.15: Closing