

A practical approach to PCJ Programming

Using Data and Evidence to deliver Justice Services

A Team Europe Democracy (TED) Rule of Law Clinic

Date: October 24, 2024

Time: 15:00 – 17:00 (CET)

Organised by: The Hague Institute for Innovation of Law (Hiil) and World Justice Project (WJP) under the framework of the Team Europe Democracy (TED) Network

Overview

The Hague Institute for Innovation of Law (Hiil) and the World Justice Project (WJP), under the framework of TED Network, will host a “RoL Clinic” titled *A Practical Approach to People-Centred Justice (PCJ) Programming*.

In response to the global challenges of rising public unrest, inequality, and weakened trust in institutions, justice systems that work effectively are more crucial than ever. Support for access to justice and equal access to an independent and impartial justice system are among the principal avenues for promoting democratic governance, the rule of law, citizen security, gender equality and respect for human rights, and thereby peaceful, just and inclusive societies. Fair and effective resolution of conflicts also strengthens social cohesion, economic resilience, and the investment climate, while upholding the core EU values of democracy, rule of law, and human rights.

The clinic will explore how PCJ programming can be practically applied nationally to further rule of law, economic prosperity, peace and stability and other objectives. Participants will be guided through actionable strategies based on the [OECD Council Recommendation on Access to Justice and People-centred Justice Systems](#). In particular, the clinic will focus on learning about problem definition and prioritisation on the basis of data about people’s justice needs and experiences and, based on that, ways to design evidence-based solutions. Through a combination of expert presentations, case studies, and interactive discussions, attendees will gain tools to effectively operationalize PCJ in their respective contexts and contribute to more stable, prosperous societies.

Key learning outcomes

The clinic will aim to provide participants with the following concrete learning outcomes:

- 1. Understanding the 5 Core Pillars of People-Centred Justice (PCJ) programming:**
 - Participants will gain a detailed understanding of the five core pillars that make up a comprehensive PCJ program, learning how these pillars support justice reform efforts



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at the national level. These include principles like accessibility, fairness, and inclusivity within the justice system.

2. **Application of OECD Council Recommendation on Access Justice and People-Centred Justice Systems**

- Participants will explore actionable steps for applying the OECD Council Recommendation on Access to Justice and People-Centred Justice Systems. This includes strategies for adapting these guidelines in their national or local contexts, with a focus on collaboration with stakeholders to support economic resilience, social stability, and the rule of law.

3. **Data-Driven Justice Problem Identification:**

- Participants will learn how to conduct data-driven and evidence-based diagnoses to define and prioritise justice needs. This includes learning to use tools such as **Justice Needs and Satisfaction (JNS) surveys** and **qualitative research methods** to gather and analyse data, identify justice challenges, and define specific areas for intervention in PCJ programming.

4. **Informed Decision-Making with Data:**

- Participants will gain insights on how various types of data can guide decision-making at each stage of the justice policy process. They will learn how to leverage data to design, implement, monitor, and evaluate justice interventions that are responsive to people's real-life justice issues.

5. **Design PCJ Services:**

- Attendees will acquire **human-centred design tools** to create justice interventions that are both grounded in data and politically viable. These methodologies will help craft solutions that not only meet people's needs but are also scalable and financially viable, making them sustainable national and local contexts.

Background

We are living in turbulent times. In 2023, anti-government protests erupted in 83 countries, and as we move through 2024, a crisis of public trust becomes more apparent. Across the globe, "Gen-Z" has taken to the streets, driven by frustration over the lack of economic opportunities, threats to democracy, rampant corruption, and deepening inequality. People have reached a breaking point – they feel unheard, and their grievances remain unaddressed. This growing discontent poses serious risks to both economic stability and social order.

A justice system that works is a key enabler for social cohesion, economic resilience and a strong investment climate. It is the place where conflicts are resolved, rights can be invoked, frustrations channelled, and violence can be prevented. It reinforces the social contract and trust between institutions and people.

The right to access to justice is a fundamental driver to ensure the achievement of the Sustainable Development Goals. Fair and independent justice systems that work are essential to enforce



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people's rights, to maintain social order and prevent conflicts, to hold governments accountable, and to achieve more equitable outcomes. A justice system that can resolve disputes efficiently and fairly, keeping in mind the plurality of needs of people and businesses, is crucial for upholding the EU's core values of rule of law, democracy, and human rights. This can also be applied to private investments channelled through Global Gateway programmes. Infrastructure projects in sectors like health, education, energy, and digital systems may lead to disputes over contract enforcement, land rights, environmental compliance, labour issues, and community rights. For instance, disputes that arise over land use for building roads or power plants must be resolved to provide fair outcomes for local communities, businesses, and governments. Labour rights must be upheld, protecting workers in construction and other industries from exploitation.

Evaluation reports on RoL-justice programmes¹ have concluded that justice sector reform programmes have contributed to achieve some positive outcomes, but they have not addressed well enough people's justice and legal needs, thus leading to missed opportunities. Large-scale institutional capacity-building projects have attracted heavy investments, but delivered limited impact on the prevention and resolution of people's most common justice problems. Community-based initiatives are struggling to scale. There is also a noticeable absence of evidence-based practices within justice services, which leads to poor resolution rates for justice problems. Justice services remain fragmented and inadequate, with an overemphasis on court and litigation-centred "silo" models that undermine the ability of justice systems to provide access to justice for all². A new approach is needed – one that is clearer, more measurable, affordable, more likely to achieve meaningful results.

A practical and actionable way forward

People-centred justice offers a promising approach that is data-driven, evidence-based and innovation-focused. PCJ puts people and the outcomes they need at the centre. In a 2024 survey, EU Member States and EU Delegations highlighted "what does people-centred justice look like" as a key learning requirement to better support the implementation of rule of law programmes.

The Organisation for Economic Co-operation and Development (OECD) has developed an actionable agenda and framework to guide and support the implementation of people-centred justice systems at the national level, and to guide donors in funding these efforts. The OECD Council's Recommendation on Access to Justice and People-Centred Justice Systems serves as a comprehensive roadmap for justice providers, guiding them in translating this vision into concrete actions to close justice gaps. The 5 Pillars of the Recommendation are rooted in data, evidence and reflect extensive experience and best practice in implementing people-centred justice programs in various contexts. In June 2024, the EU formally adopted the OECD Recommendation.

¹ [See, among others, Evaluation of the European Union support to rule of law and anticorruption in partner countries \(2010-2021\)](#)

² [Framework and Good Practice Principles for People-Centred Justice](#) (OECD, 2021)



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Objectives

The clinic will use the OECD Recommendation and international best practice to support EU Delegations, justice providers, and relevant stakeholders in understanding how to effectively operationalise people-centred justice programming in national contexts. In particular, it will engage experts on the following questions:

- How can PCJ approaches be implemented in collaboration with key national stakeholders to advance economic prosperity, stability and other broader priorities?
- How can we conduct a data-driven *diagnosis* to understand the justice needs, frameworks, and political context?
- How can we *design* a continuum of people-centred justice solutions that are grounded in evidence and an empirical understanding of people's justice needs?
- How can different types of data support decision-making throughout various points in the design, implementation and evaluation of justice policies that respond to people's needs?

Format and Approach

Participants will gain insights into implementing PCJ through expert presentations and case studies from HiIL and partner organisations, highlighting best practices and key lessons learned. The learning objectives will be met through a blend of concept presentations, real-world case studies, and interactive activities designed to engage participants. Examples from their own practice will be integrated into small group discussions, brainstorming sessions, and Q&A segments. Training materials will include case studies from HiIL's work on justice measurement, evidence-based guidelines, justice innovation, and political transformation. Following the clinic, participants will be asked for feedback on the learning process and their understanding of PCJ concepts and practices.



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Agenda

15.00 - 15.10 - **Opening Remarks**

- *Valentijn Wortelboer, Senior Policy Officer Rule of Law and Peacebuilding - Netherlands Ministry of Foreign Affairs (co-chair TED WG 1.1)*
- *Sam Muller, CEO - HiiL*

15.10 - 15.20 - **The OECD Council Recommendation on Access to Justice and People-centred Systems**

Maike De Langen, Senior Advisor - OECD

15:20 - 15:30 - **A practical approach to PCJ Programming: Diagnosis, Design and Delivery - HiiL**

Zainab Malik, Policy and Advocacy Advisor - HiiL

15:30 - 15:40 - **A Strong and Responsive Data Ecosystem to Support People-Centred Justice Policies and Programs - WJP**

Alejandro Ponce, Chief Research Officer - WJP

15:40 - 16:00 - **Discussion**

16:00 - 16:45 - **Breakout Groups**

Breakout Group A: **A data-driven and evidence-based approach to problem identification and prioritisation**

Case-study: Justice Needs and Satisfaction Surveys (JNS) in Kenya

Moderated by: Martin Gramatikov, Director, Knowledge and Research - HiiL

Breakout Group B: **Leveraging data and evidence to design people-centred services**

Case-study: Delivery models for resolving domestic violence at the local level in Ogun State, Nigeria

Moderated by: Zainab Malik, Policy and Advocacy Advisor - HiiL

16:45 - 17:00 - **Discussion and Closing Remarks**

- *Closing remarks by Simona Gallotta, Policy Officer Governance - DG INTPA*



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