

OECD POLICY ROUNDTABLE ON EQUAL ACCESS TO JUSTICE

22-23 May 2017

OECD Conference Centre,
Paris





2017 OECD Policy Roundtable

Equal Access to Justice

AGENDA

22-23 May 2017

Room CC4, OECD Headquarters, Paris

The OECD is holding a Policy Roundtable on Equal Access to Justice, on 22-23 May 2017 at its Conference Centre in Paris (France) under the purview of the Public Governance Committee (PGC). The meeting will bring together a group of governmental, non-governmental and academic experts from OECD member and partner states. The meeting will take place in the context of increasing efforts across OECD and partner countries to strengthen equal access to justice for inclusive growth and sustainable development, in particular in the context of the national implementation of the Sustainable Development Goal 16 on inclusive institutions and access to justice.

Building on the OECD 2015 Policy Roundtables on Equal Access to Justice and a series of 2016 high-level events organised jointly with Open Society Foundations, the forthcoming Roundtable aims to deepen the understanding of country approaches for placing people at the centre of legal and justice systems and will discuss evidence-based policy tools and criteria to ensure legal and justice service delivery meets people's needs. The event will showcase country approaches for understanding what works and for assessing the impact of legal assistance provisions and justice services, including their relevance, outcomes, cost-effectiveness and efficiency. Discussion will also focus on practices and initiatives in strengthening legal capability and literacy as a preventive approach and integrating a gender lens into service delivery of justice systems. The discussions will advance OECD work on access to justice and legal services and support the implementation of the OECD Inclusive Growth Initiative and the UN Sustainable Development Agenda.

Day 1

9:00- 9:30	Arrival of participants, welcome coffee
9:30 – 9:45	Introduction
	<p>This session will outline the objectives of the OECD roundtable on Equal Access to Justice and their relevance for the public governance agenda.</p> <ul style="list-style-type: none"> • Ms Mari Kiviniemi, Deputy Secretary General, OECD
9:45 - 10:30	Session 1. Setting the scene
	<p>This session will set the scene for the Roundtable discussions by highlighting the state and importance of access to justice for inclusive growth and sustainable development agenda. Building on the 2015 OECD Policy Roundtables and a series of events organised jointly with the Open Society Justice Initiative in 2016, it will briefly highlight the progress made and the latest available evidence on accessibility of legal and justice services and their impact and ability to enable the resolution of people’s legal problems.</p> <p>Moderator: Mr David Arellano, Head, Legal Affairs Unit, Ministry of Interior, Mexico</p> <ul style="list-style-type: none"> • Mr Rolf Alter, Director, Public Governance Directorate • Ms Romina Boarini, Senior Advisor and Coordinator of the Inclusive Growth Initiative
10:30–11:00	Coffee break
11:00-13:00	Session 2. What works in people-focused legal and justice services?
	<p>This session will highlight the latest developments in people-centred legal and justice service delivery across OECD member and partner countries.</p> <p>It will look at the practices that work in delivering timely, targeted and appropriate legal, justice and out-of-court dispute resolution services to those most in need. This will include discussion of unbundling legal services, self-help services in courts, the use of non-lawyers within the civil justice system and innovations of the for-profit legal community. It will also explore challenges and opportunities in delivering people-focused legal services in different areas of law and making them more responsive and accessible.</p> <p>In addition, the session will explore a range of guiding principles and criteria for service delivery in legal and justice domains to support countries in designing and</p>

	<p>delivering people-centred services.</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • What are successful practices to ensure people-centric provision of different legal, justice and out-of-court services, based on legal needs? In what cases can targeted approaches to legal assistance and legal aid work? What can be considered a timely intervention? What are the challenges and barriers to people-centric approaches? • What are examples of criteria of people and client-centricity and responsiveness in legal and justice services? Could generic criteria be identified for the delivery of legal, justice and out-of-court services to enhance their accessibility, quality and responsiveness? • What lessons can be learned from other sectors? Which sectors could offer relevant insight? <p>Moderator: Ms Melina Buckley, Former Chair, Access to Justice Committee, Canadian Bar Association</p> <ul style="list-style-type: none"> • Ms Helena Corell & Ms Helena Jönrup, Operations and Methods Developers for the Courts of Sweden, National Courts Administration, Sweden • Mr Gianluca Forlani, Magistrate, Ministry of Justice, Italy • Mr Cris Coxon, Head, Civil and Administrative Justice Research, Ministry of Justice, UK • Ms Carolina Berto, Advisor, Cabinet of Secretary of State for Justice, Ministry of Justice, Portugal • Ms Aleksandra Siemianowska, Director, Department of Strategy and European Fund, Ministry of Justice, Poland • Ms Francesca Colombo, Head, Health Division, Employment and Labour and Social Affairs, OECD
13:00- 14:30	<p>Lunch</p> <p><i>Room George Marshall</i></p>
14:30 – 16:00	<p>Session 3. What works in strengthening planning and cost efficiency of people-focused legal and justice services?</p>
	<p>This session will highlight good practice examples of service and policy design to respond to identified citizen needs (e.g., operationalising findings of legal needs surveys, planning resources), as well as successful tools for evidence-based</p>

	<p>service planning and policy design.</p> <p>In particular, it will explore planning approaches at national, regional and local levels, as well as planning within individual legal assistance service organisations, given that service priorities are likely to vary between and within jurisdictions, and given differences in current service infrastructure, geography, demographics and the challenges faced.</p> <p>It will also explore examples of service redesign to enhance efficiency in service delivery while meeting legal needs.</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • Effective planning for meeting legal needs: What are some successful examples of service and policy design and planning approaches, which specifically aim to respond to identified people and client needs (e.g., operationalising findings of legal needs surveys, planning resources)? What are the successful tools for evidence-based service planning and policy design in legal, justice and out-of-court services? • Enhancing efficiency while meeting legal needs: How can efficient utilisation of resources be ensured in service delivery? How can cost-efficiency of legal and out-of-court justice services be measured and improved, while ensuring responsiveness and effectiveness in meeting legal needs? How can ineffective spending and waste be tackled? What are some examples of concrete improvements found in OECD member and partner countries? What lessons can be learned? <p>Moderator : Mr Geoff Mulherin, Director, Law and Justice Foundation of New South Wales</p> <ul style="list-style-type: none"> • Ms Lidia Rabinovich, Head of Child Representation, Department of Legal Aid, Ministry of Justice, Israel • Mr Manuel Felipe Diaz Rangel, Expert, Judicial Needs and Statistics Analysis, Directorate of Justice, Security and Government, Department of National Planning, Colombia • Ms Anna Skrjabina, European Structural Funds Project Leader, National Court Administration, Latvia • Mr Trevor Farrow, Chair, Canadian Forum on Civil Justice
16:00–16:30	Coffee break
16:30 – 18:00	Session 4. Putting citizens at the centre: organising legal and justice service delivery

	<p>Experience from other sectors suggests that a user-centred approach promises to raise quality, reduce waste and - most importantly - improve other life outcomes and well-being. This session will focus on identifying practical ways to put people at the centre of organising legal and justice service delivery.</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • What does a people-centric approach to service delivery mean for the organisation and coordination of legal and justice services and systems and its specific streams? How can the variety of legal and justice stakeholders better organise around the needs of service users? • How can citizens be more involved in the design and delivery of legal and justice services? • What are some examples of integrated and coordinated approaches to the delivery of legal assistance and dispute resolution support, including on specific legal needs (e.g., Housing Courts, Problem-Solving Justice)? Also with other services (social, health or business)? What are some examples of mechanisms to facilitate seamless referrals? • Can one-stop-shop models for service delivery in in legal assistance and justice become a reality? What are the barriers to joining-up different legal, justice and social services? How can they be overcome? • What is the evidence on the effectiveness of joined-up legal service delivery? <p>Moderator: Mr Zaza Namoradze, Director, Open Society Justice Initiative</p> <ul style="list-style-type: none"> • Mr Conan McKenna, Assistant Secretary General, Civil Law Reform and Courts Policy, Ministry of Justice and Equality, Ireland • Ms Ulrike Janzen, Head of Unit, Federal Ministry of Justice and Consumer Protection, Germany • Mr Young Gi Kim, Director, Judicial Policy, National Court Administration, Korea • Ms Alyona Semykina, Advisor to the Minister, Ministry of Justice, Ukraine • Mr Stephen Golub, International Development Scholar • Mr Mark Pearson, Deputy Director, Employment and Labour and Social Affairs, OECD
18:00	Cocktail

Day 2

9:00- 9:30	Arrival of participants, welcome coffee
9:30-11:00	<p>Session 5. Strengthening legal capability of citizens: towards legal and procedural literacy</p>
	<p>This session will consider a range of country approaches to strengthening legal empowerment and capability, and enhancing legal and procedural literacy for inclusive growth. Ensuring legal literacy in the population is a key outcome of a successful national strategy for strengthening legal capabilities and education. Effective measurement of the state of legal literacy and capability can enable policy makers to identify gaps, design appropriate responses and benchmark themselves with other countries. The session will also present lessons learned from other sectors, such as financial literacy.</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • What role does legal and procedural literacy and capability play in enabling access to justice and citizen engagement in participatory governance? What are the country approaches to developing citizen legal and procedural literacy and capability? • Are there examples of core competencies in legal and procedural literacy? Are there literacy outcomes that may be considered universally relevant or important for accessibility of justice and citizen-well-being? Could these be differentiated from the broader capability outcomes? What impact can legal and procedural literacy have on inclusive growth dimensions (health, employment and education)? • What are the main barriers in these areas? What lessons can be learned? How can levels of legal and procedural literacy be measured and improved? What are the successful examples? • How can assessment of individual and group legal capabilities be integrated into policy development and service provision? • What lessons can be learned from other sectors (e.g., financial literacy)? <p>Moderator: Mr David Arellano, Head, Legal Affairs Unit, Ministry of Interior, Mexico</p> <ul style="list-style-type: none"> • Ms Carol Batchelor, Director of Protection, Division of International Protection, UNCHR • Ms Chiara Monticone, Policy Analyst, Financial Affairs Division, Financial

	<p>and Enterprise Affairs Directorate, OECD</p> <ul style="list-style-type: none"> • Mr Alan Paterson, Director, Centre for Professional Legal Studies, University of Strathclyde; Chair, International Legal Aid Group • Ms Georgia Harley, Justice Sector Specialist, World Bank
11:00–11:30	Coffee break
11:30 - 13:00	Session 6. Access to justice for all: towards gender equality before the law
	<p>This session will identify specific legal needs of women and girls and explore country approaches to integrating a gender lens into service delivery of justice systems. It will focus on identifying ways to address challenges in putting the needs of all women and girls at the centre of legal and justice systems, including in dealing with violence against women. What coordination approaches are needed? What service delivery models prove most effective?</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • What are good practices in embedding gender considerations in legal and justice services? • What role does gender-balance among legal and justice professionals play? • How can the needs of different sub-groups of men and women be accounted for (e.g., migrants, indigenous population, single parents, the elderly, and young or low income groups)? How can services be targeted to meet their needs? • How can the impact be measured? • What lessons can be learned from other sectors in improving gender-sensitivity in service delivery? <p>Moderator: Ms Melina Buckley, Former Chair, Access to Justice Committee Canadian Bar Association, Canada</p> <ul style="list-style-type: none"> • Mr Manuel Felipe Diaz Rangel, Expert, Judicial Needs and Statistics Analysis, Directorate of Justice, Security and Government, Department of National Planning, Colombia • Ms Minna Sipola, Legal Aid Expert, Ministry of Justice, Finland • Ms Daniela Piana, Professor of Political Science, University of Bologna; Associate Fellow, Institut des Hautes Etudes sur la Justice • Ms Carolina Lasén Diaz, Head of the Gender Equality Unit, Council of

	<p>Europe</p> <ul style="list-style-type: none"> • Mr Paul Prettitore, Senior Public Sector Specialist, Governance Global Practice, World Bank • Ms Teresa Marchiori, Gender and Justice Specialist
13:00- 14:30	<p>Lunch</p> <p><i>Room George Marshall</i></p>
14:30-16:00	<p>Session 7. Towards better measurement of what works in access to justice and legal aid</p>
	<p>This session will review approaches for assessing relevance, outcomes, cost-effectiveness, and efficiency of legal assistance and justice services. It will highlight the outcomes of the joint OECD-OSF workshop “<i>Understanding Effective Access to Justice</i>”, which took place on 3-4 November 2016 at the OECD in Paris. In particular, it will discuss ways to advance the measurement of</p> <ul style="list-style-type: none"> • legal needs to facilitate the responsiveness of legal and justice services • delivering people-focused services • understanding cost-effectiveness, efficiency and effectiveness of people-focused services • understanding economic and social impacts <p>It will also explore examples/dimensions of a measurement framework on effective access to justice, including legal needs from a citizen’s perspective, whether these needs are met, links with service delivery, and impacts of meeting/not meeting these needs. Finally, the session will explore current models and challenges in measuring access to justice and the efficiency/effectiveness of different legal assistance models.</p> <p>Questions for discussion</p> <ul style="list-style-type: none"> • What are the most common approaches to measuring legal needs? What are the measurement and data collection challenges at the national level? • Can evidence on legal needs be paired with administrative data on service and policy delivery in legal and justice systems to present meaningful pictures of access to justice? What could a comprehensive measurement framework for citizen-centric legal and justice service delivery and access to justice look like? What could be the indicators of effective access to justice?

	<ul style="list-style-type: none"> • What are the cost effective ways to understand how legal and justice services perform and their impact? How should policy makers know if programmes make a difference? What are the considerations in conducting evaluations? What are the effective methodologies? • How can a return on investment for provision of legal aid and other legal and justice services be best measured? <p>Moderator: Mr Alejandro Ponce, Chief Research Officer, World Justice Project</p> <ul style="list-style-type: none"> • Mr Adrian Franco Barrios, General Director for Government Statistics, Public Security and Justice, INEGI, Mexico • Ms Karine Gilberg, Head, Expertise and Institutional Matters Bureau, SG/Judicial Services Department, Ministry of Justice, France & Ms Stéphanie Forax, Head, Promotion, Innovation and Support – VIA JUSTICE, SG/Judicial Services Department, Ministry of Justice, France • Mr Allen Beck, Senior Statistical Advisor, Bureau of Justice Statistics, Department of Justice, US • Mr Pascoe Pleasence, Co-director, Centre for Empirical Legal Studies, University College of London • Ms Rebecca Sandefur, Associate Professor of Sociology and Law, University of Illinois at Urbana-Champaign • Ms Ines Hartwig, International Relations Officer, General Direction for Justice and Consumers, European Commission
16:00–16:30	Conclusion

For more information: oe.cd/justice



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