

Innovating Justice

Developing new ways to
bring fairness between people



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and team



This book offers you:



Great examples of justice innovation

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- Advice on how to put your justice innovation act together
-
- Help with creating a justice strategy for your country
-
- Methods for improving your justice system at home, at work or in the community
-
- Inspiration for the hard work that is needed to get it done

This book is based on:

162 cumulative years of research and development in the justice sector by the team of authors

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- Key insights shared with us by more than 60 of the best justice innovators
-
- Experiences with innovations from more than 50 countries
-
- Reviews of the literature on innovation and reform in courts, legal services and law making institutions
-
- What we learned from 70 rule of law experts who lead the Innovating Justice network and the countless projects they did in every corner of the world

In this book we show that innovation in the justice sector is there. But the deep-seated traditions and rituals are much more visible. Now, more than ever, people are speaking up and acting to change that. They break rules of tradition and cure pains that have been lingering for far too long. People's future, and even their lives are at stake. An innovating justice movement can relieve the pain that will continue if courts, crime prevention and other legal services do not deliver what people need in their most difficult moments. It can make relationships between people more secure, prosperous, fair and emotionally rewarding.



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Do you think:

LAWS AND PROCEDURES
SHOULD BE STABLE?

-

JUSTICE IS IMPOSSIBLE
TO ACHIEVE IN
THIS WORLD?

-

LAWYERS ALWAYS
RESIST CHANGE?

-

JUSTICE FOR ONE
IS INJUSTICE
FOR ANOTHER?

-

COURTS OF LAW AND
GOVERNMENTS SHOULD
PROVIDE JUSTICE?

-

Do you?

WORK AT A COURT
OF LAW AND SEE
THINGS YOU WANT
TO IMPROVE?

-

FIGHT FOR JUSTICE
AT TAHRIR SQUARE OR
IN YOUR SOCIETY?

-

THINK ABOUT
TURNING THE GREAT
VALUE OF JUSTICE
INTO MONEY?

-

WANT TO INVENT WAYS
TO COPE WITH CONFLICTS
OR TO GET PEOPLE TO
WORK TOGETHER?

-

LOOK FOR WAYS
TO MAKE A
DIFFERENCE?

-

This book offers you:

- Great examples of justice innovation
- Advice on how to put your justice innovation act together
- Help with creating a justice strategy for your country
- Methods for improving your justice system at home, at work or in the community
- Inspiration for the hard work that is needed to get it done

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What we learned from 70 rule of law experts who lead the Innovating Justice network and the countless projects they did in every corner of the world

Getting your justice innovation act together

FOCUS ON CITIZENS' NEEDS

-

RELEASE THE MIND

-

SHAPE SOLUTIONS

-

REFRAME THE
CONSTITUTION

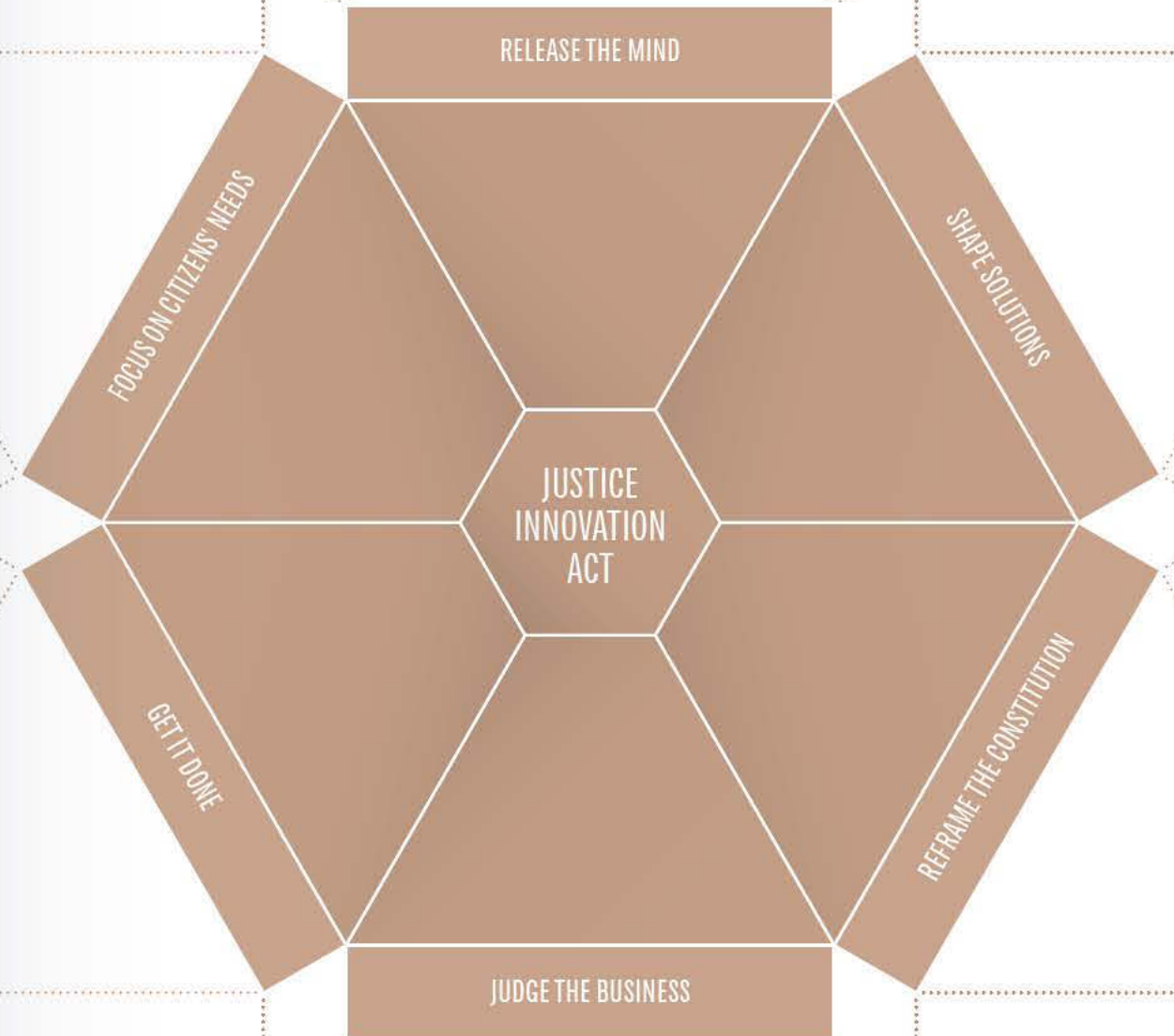
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JUDGE THE BUSINESS

-

GET IT DONE

-



Focus on citizens' needs

WHO WILL BENEFIT
FROM YOUR INNOVATION?
HOW MANY BENEFICIARIES
ARE THERE NOW AND TO
HOW MANY MORE CAN
YOU SCALE UP TO?

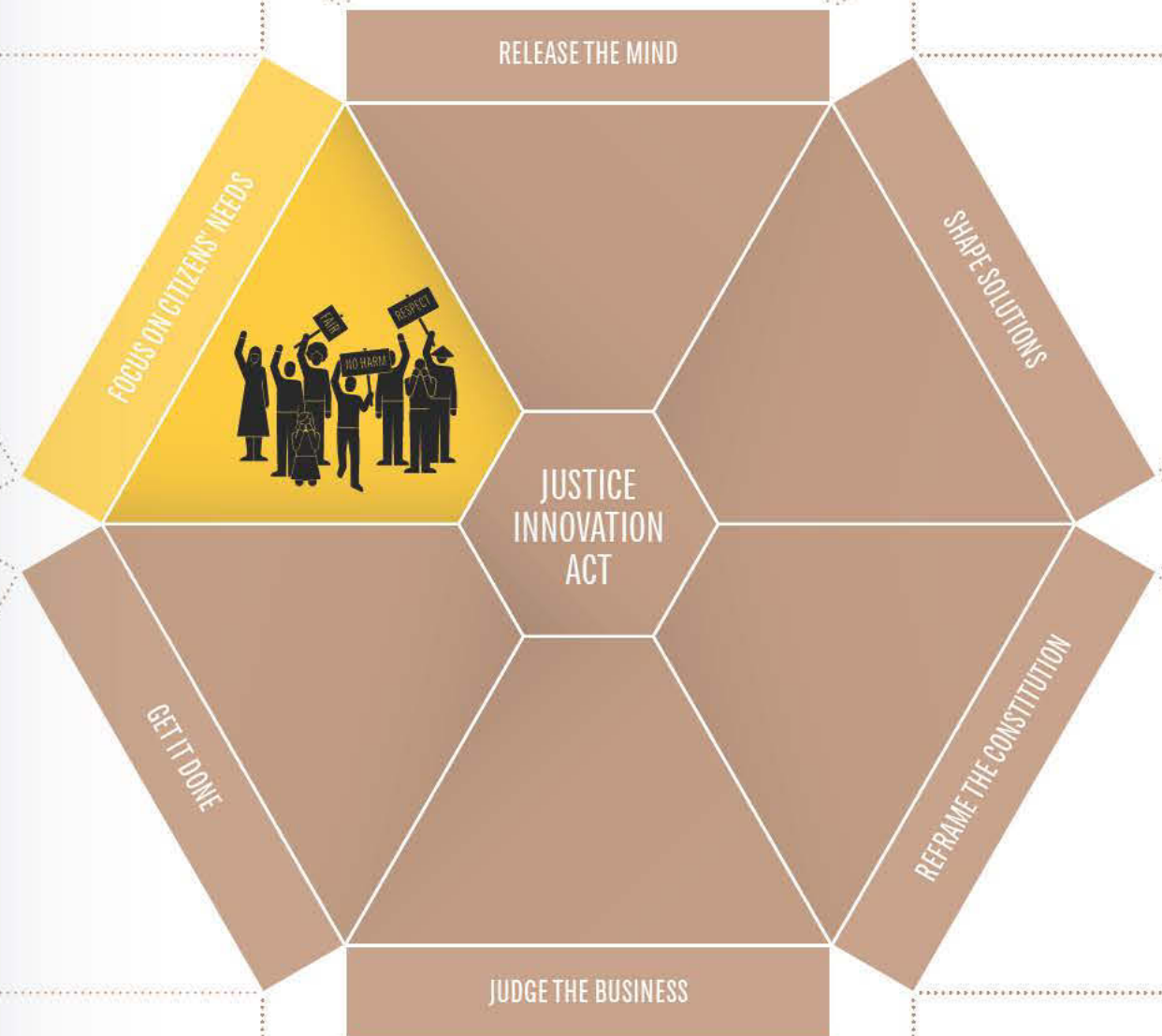
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WHAT ARE THE
PRESSING NEEDS?
WHAT CAUSES
CITIZENS MOST 'PAIN'?

-

WHO CAN BE THE LEAD
CUSTOMER (GROUP)?
WHO IS WILLING TO
PAY OR TAKE ACTION
TO DEVELOP THE
INNOVATION?

-

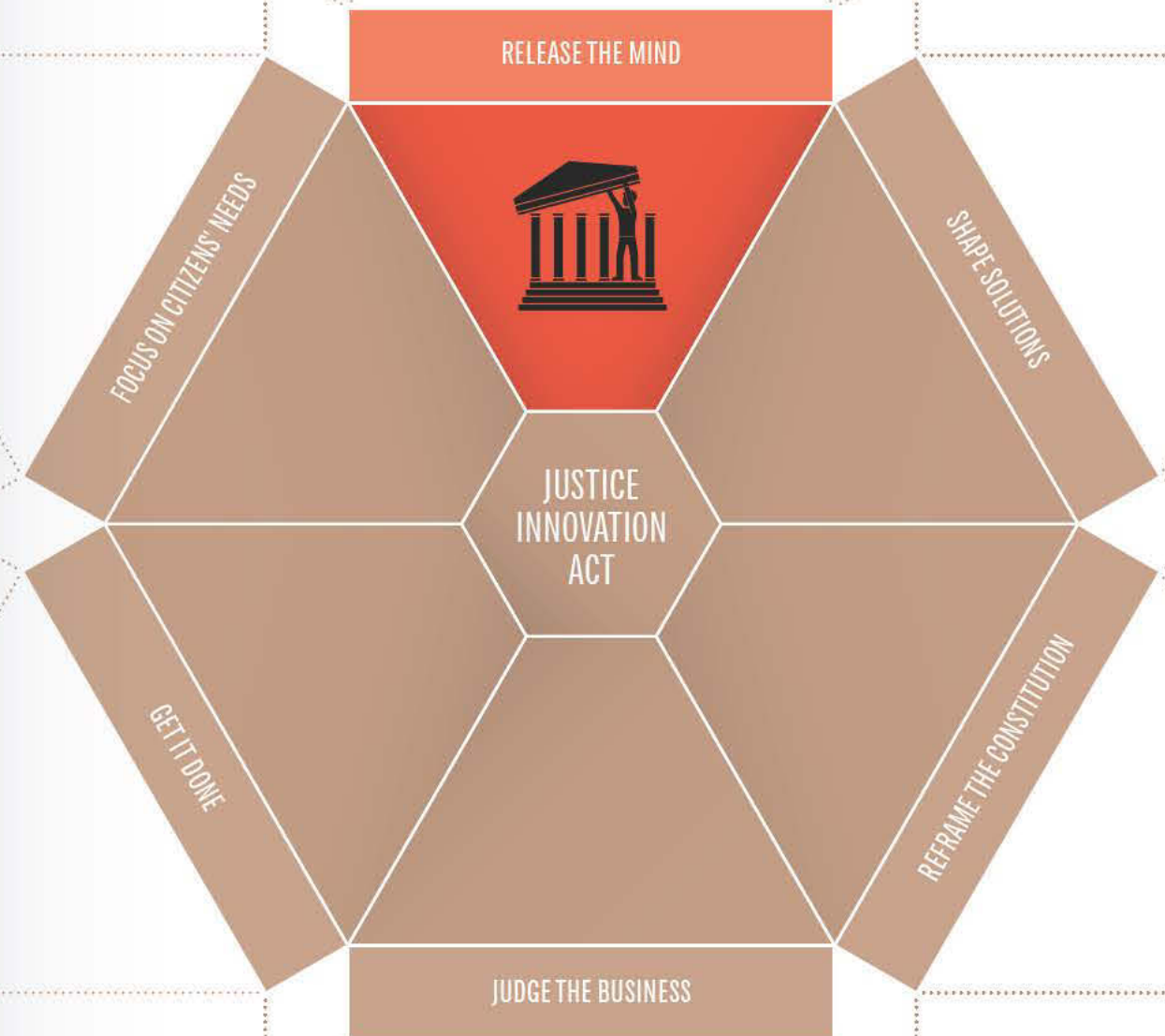


Release the mind

WHICH WAYS OF THINKING
AND WHICH RULES CON-
STRAIN THE BEST SOLUTION?

IS THERE SUFFICIENT TIME
AND SPACE? THINK ABOUT
THE PHYSICAL AND
ENVIRONMENTAL SETTINGS

WHICH SKILLS,
KNOWLEDGE, BACK-
GROUNDS, PERSONALITIES
AND CULTURES ARE
INVOLVED ALREADY,
AND HOW COULD YOU
INVOLVE MORE?



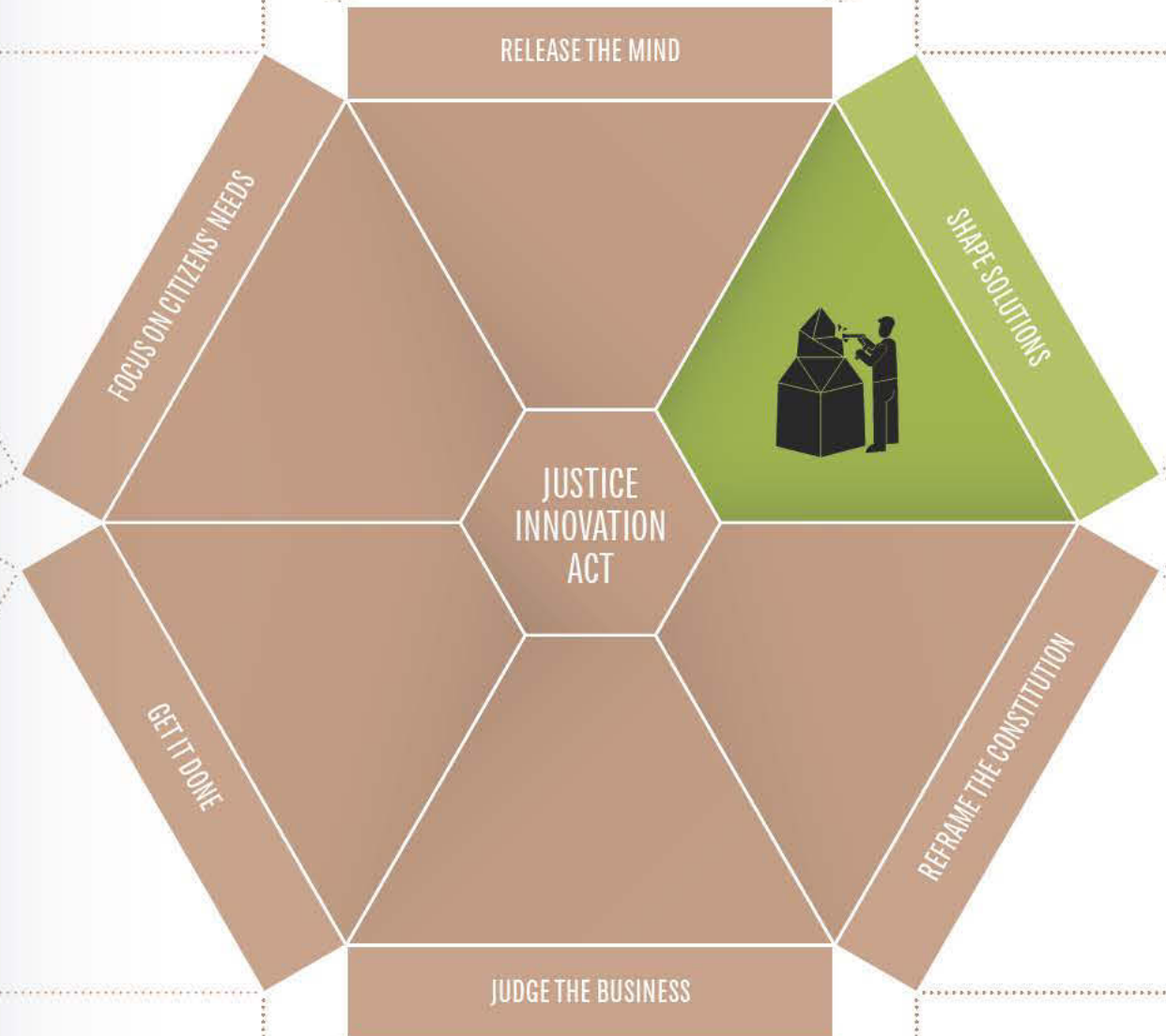
Shape solutions

WHAT ARE GOALS AND
TERMS OF REFERENCE?
WHAT ARE THE CHARAC-
TERISTICS OF THE INNOVATION
THAT ARE MOST ESSENTIAL
TO SUCCESS?

DO YOU HAVE A PROTOTYPE
OR MODEL? DOES IT WORK?
HOW WAS IT TESTED?

WHAT MAKES THE SOLUTION
NEW AND UNIQUE?
WHY IS IT BETTER THAN
WHAT IS ALREADY
OUT THERE?

GETTING YOUR JUSTICE INNOVATION ACT TOGETHER



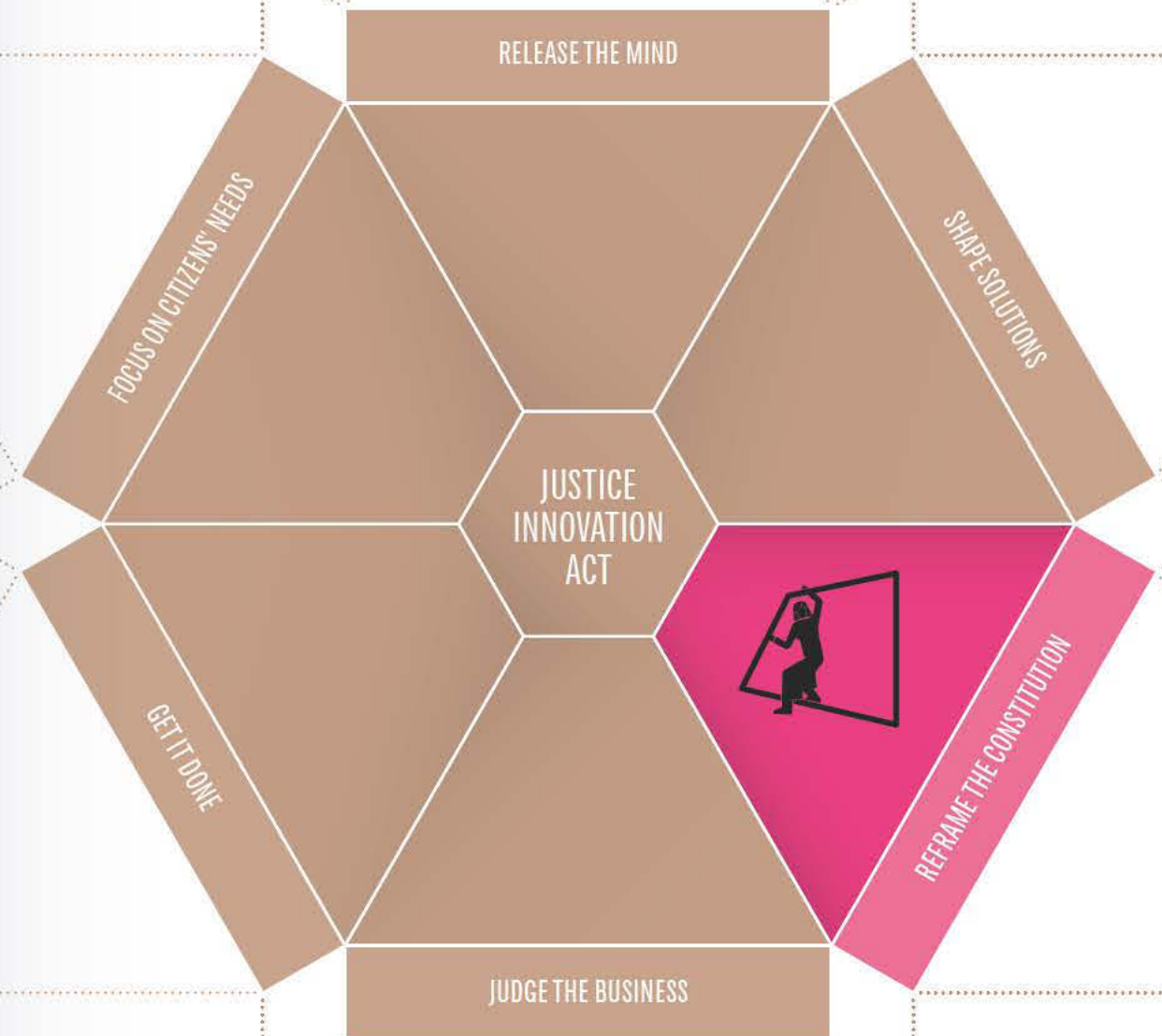
Reframe the constitution

WHO ARE THE ESSENTIAL PARTNERS IN THE JUSTICE SUPPLY CHAIN TO MAKE THIS INNOVATION WORK?
WHAT DO THEY NEED TO DO AND WHY WILL THEY DO IT?

WHAT IS THE VISION BEHIND YOUR INNOVATION?
WHO ARE THE CHAMPIONS FOR THAT VISION?

WHO STANDS TO LOSE FROM THE INNOVATION?
WHAT REACTION CAN BE EXPECTED AND HOW SHOULD YOU RESPOND?

GETTING YOUR JUSTICE INNOVATION ACT TOGETHER



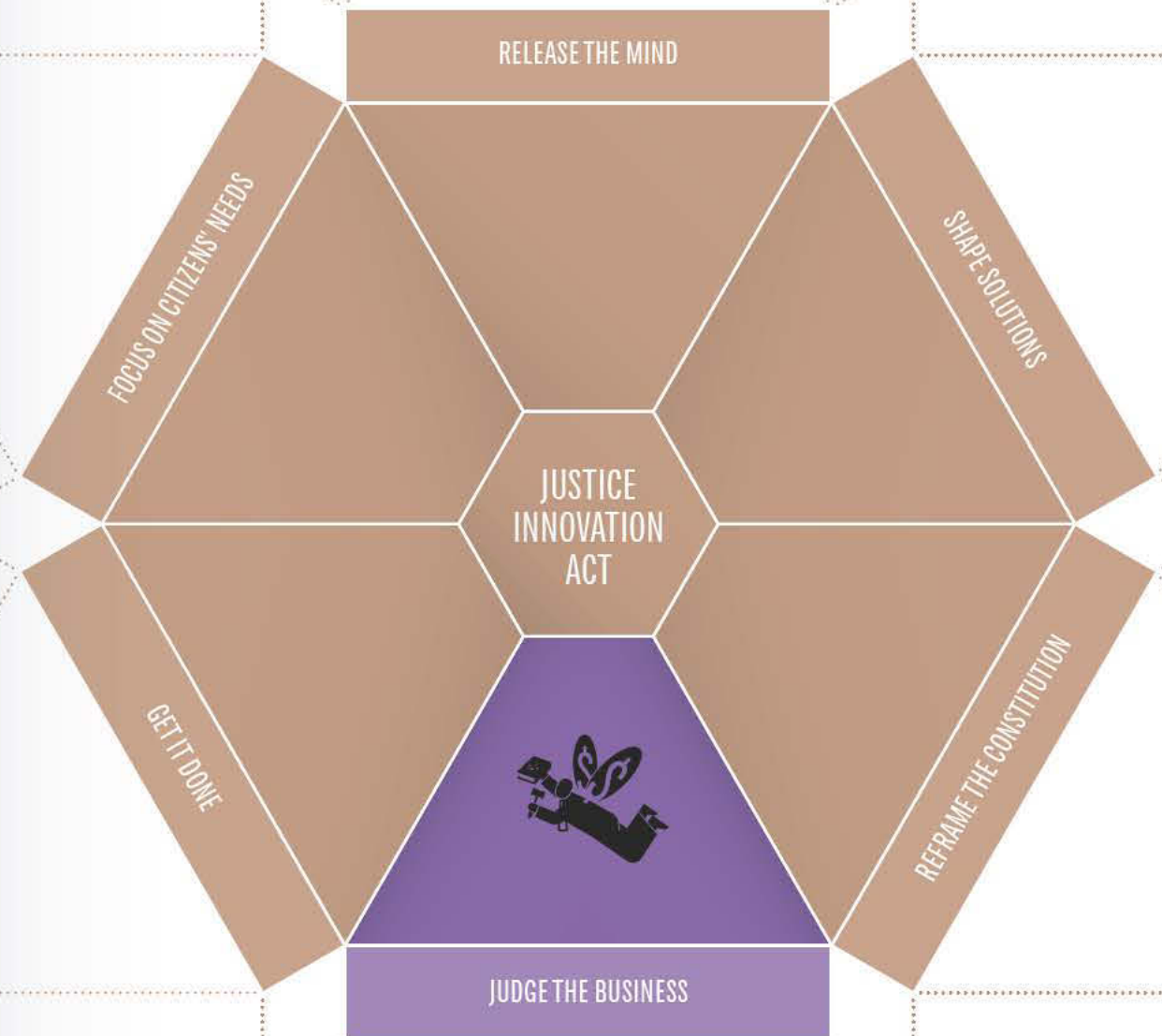
Judge the business

WHAT IS THE VALUE PROPOSITION?
CAN YOU QUANTIFY THE BENEFITS?

WHAT IS THE EARLY STAGE INVESTMENT NEEDED?
IN TIME, MONEY, AND OTHER RESOURCES?

HOW ARE YOU GOING TO MAKE YOUR INNOVATION FINANCIALLY VIABLE?
HOW CAN YOU MAKE IT SUSTAINABLE, EVEN AFTER YOU STOP WORKING ON IT?

GETTING YOUR JUSTICE INNOVATION ACT TOGETHER

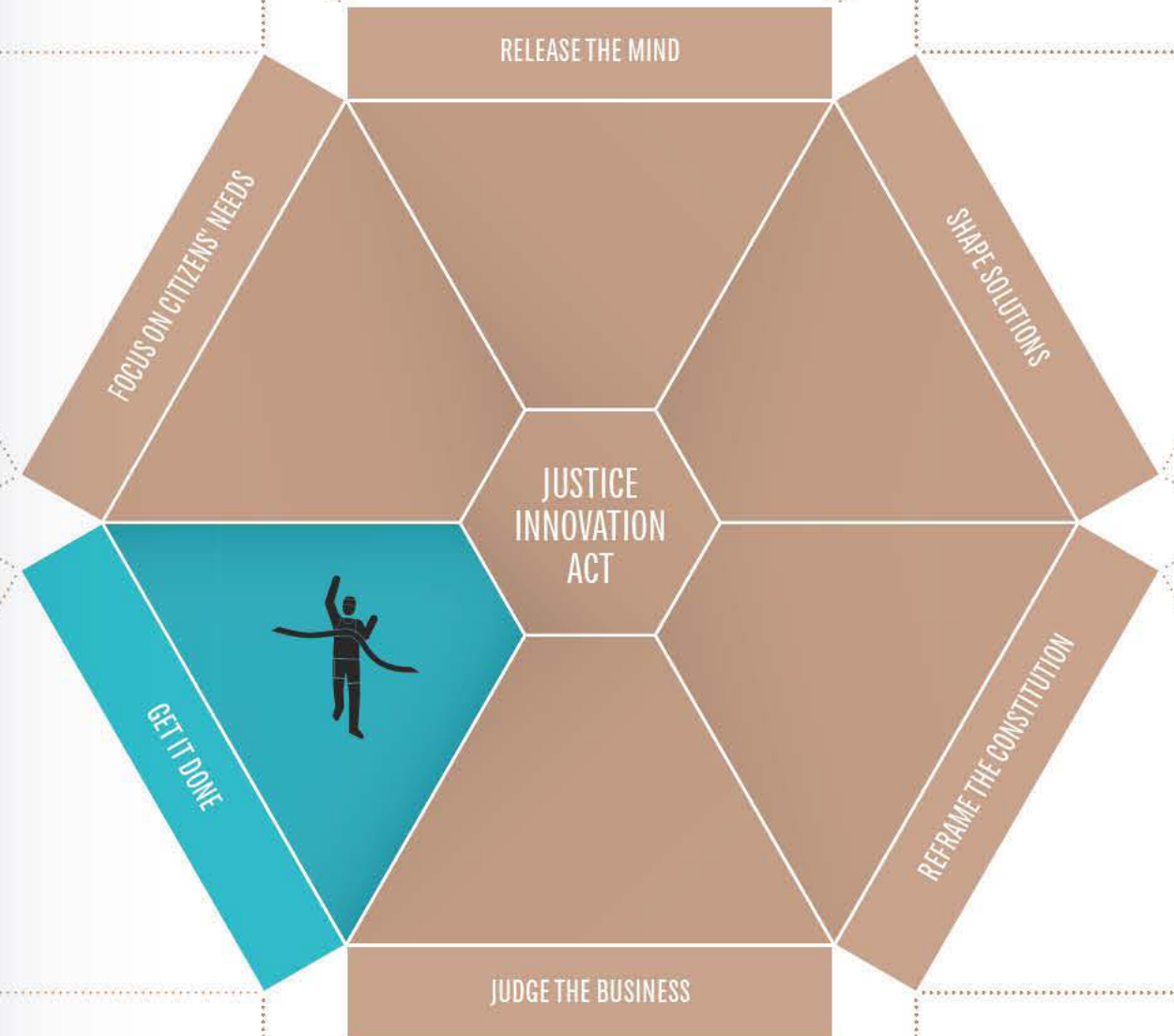


Get it done

WHAT ARE YOUR METRICS FOR SUCCESS AND HOW DO YOU MEASURE THEM?

HOW IS THE INNOVATION ORGANISED IN ORDER TO STAY FOCUSED AND TO MANAGE BY RESULTS?

HOW DO YOU ENSURE THAT THERE IS CONTINUOUS LEARNING AND ADJUSTMENT?



Innovation patterns

HYBRID LEGAL AID

-

REIMAGINING COURTS

-

CODIFICATION 2.0

-

MANAGING
RELATIONSHIPS
BETWEEN BUSINESSES
AND STAKEHOLDERS

-

EFFECTIVE CRIMINAL
JUSTICE

-

NETWORKS OF
INNOVATIONS

-

Roles

VISIONARY LEADER

-

JUSTICE SECTOR STRATEGIST

-

LEGAL ENVIRONMENT
COUNSELOR

-

INNOVATION CHAMPION

-

PARTNER ON THE OTHER SIDE

-

SPOKESPERSON

-

SPECIALISTS WHO GET THINGS DONE

-

INVESTORS & FUNDERS

-

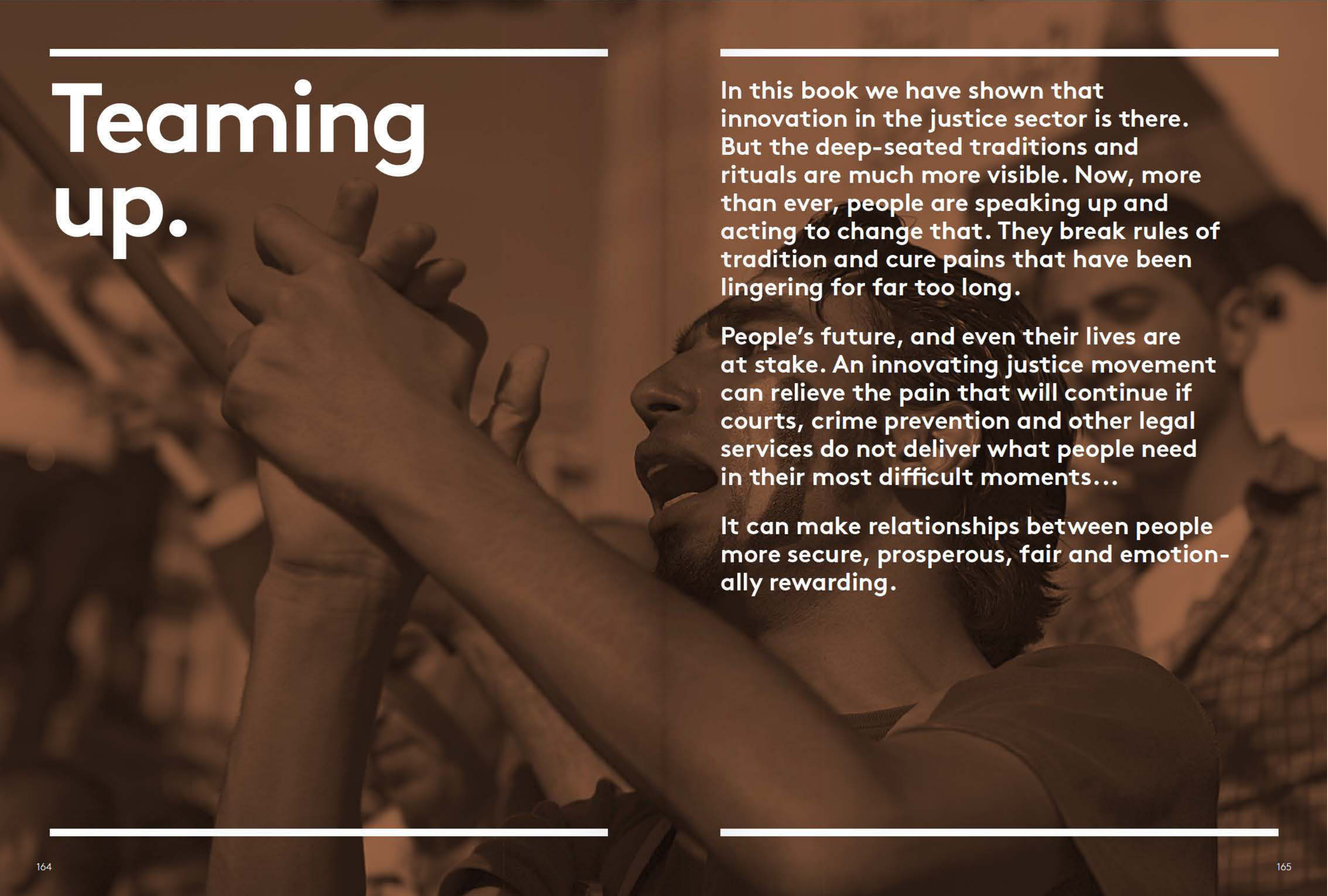
RESEARCHER

-



**Supporting
justice
sector
innovation.**

Teaming up.

A man with a beard is shown in profile, shouting with his mouth wide open and his hands raised in the air. He is surrounded by a crowd of people, some of whom are also raising their hands. The background is a blurred crowd, suggesting a large gathering or protest. The overall tone is one of passion and collective action.

In this book we have shown that innovation in the justice sector is there. But the deep-seated traditions and rituals are much more visible. Now, more than ever, people are speaking up and acting to change that. They break rules of tradition and cure pains that have been lingering for far too long.

People's future, and even their lives are at stake. An innovating justice movement can relieve the pain that will continue if courts, crime prevention and other legal services do not deliver what people need in their most difficult moments...

It can make relationships between people more secure, prosperous, fair and emotionally rewarding.

Building an ecosystem for justice sector innovation.

In Chapter 10 on roles, we saw how a supporting ecosystem can be built. A powerful vision of a more just future is needed, and leaders who can inspire people with this message.

Justice sector strategists have a key role. They can translate the vision into goals that are both challenging and realistic. They can help to articulate the variety of employment relationships a country needs and what the urgent needs are for prevention of crime, or for solving business disputes. But they should think twice, better yet five times, before trying to solve their many problems by legislating them away one by one.

Strategists will be better off when they succeed in mobilising innovation champions, who are the main audience for this book. Champions set up and run innovations. Helped by diverse teams of specialists, they gradually work from designing the first prototypes towards full-scale implementation. Social or commercial investors, either from the public or the private sector, can nurture them. Innovators also need freedom from the existing rules of the game, allowing them to show they can do a better job. They need people that speak about their innovation, especially amongst those who will have to adapt, either because the innovation affects their daily work or decreases the power of their institution.

A city of peace and justice.

Having connections to others, wherever they might be in the world, is thus essential to being a successful innovator. Building such a network is challenging. Innovators tend to be working far apart, deep in their own national systems, languages and cultures.

But imagine a worldwide forum where innovators gather and meet to exchange stories and experiences, a place to find strategists, partners and funders in order to scale up services, a platform where you can network your way to a successful innovation.

HiiL's Innovating Justice Forum has taken up this challenge. Innovators from far and wide gather every year for the Innovating Justice Awards in The Hague, showcasing their innovations at www.innovatingjustice.com Not only is the innovation award granted to a successful innovation but innovators also network extensively during these forums. We hope you will join us at the next awards!

The Hague is a city of Peace and Justice with 28 000 people employed in the international courts and other justice sector organisations. It attracts huge numbers of justice sector visitors each year, so it is the natural place for such a hub to touch base. But innovative justice sector services are far too mobile and local to be tied down to one location. We are committed to making this network more dynamic and interactive on a day-to-day basis by using web-based tools, examples of innovations, challenges for innovators, collections of best practices and a daily flow of Skype conversations. This continuous interaction enables innovators to tackle recurring problems, finding solutions together and partnering up.



Evidence based and financially sustainable.

A good ecosystem for innovation must also be evidence-based, inspiring and capable of adding direct value to economies and to people's lives. Ideally, justice sector innovators steer away from the political, developing neutral approaches and allowing multiple perspectives. Trial and error is key, and innovators in the justice sector should show the world what they have learnt from their mistakes. What worked and what didn't, so others can use that as a stepping-stone.

The combination of justice and money is delicate. But innovations can also lead to great business propositions when they make a process more efficient. Innovators must be able to show that an innovation will make money, save money, or be an asset in a country's economy. It might even help a country to attain a higher placing on the rule of law index (itself a justice innovation!).

The potential.

Imagine a situation where all trends described in chapter 9 were used to their full potential. Every (wo)man on earth would be able to show proof of his/her unique identity, giving access to education, health care, credit and social security. The conflicts and crimes that every individual is likely to encounter during their lifetime would not all go away. But they would not destroy lives and livelihoods on such a massive scale. The daily struggles between and within companies would become far less burdensome. Politicians would not get stuck in stalemates all the time, creating economic growth in their countries. Everybody would have a secure place to live, to raise children and to run a business. Free from fear, relying on access to neutrals who really care and can help out in times of crisis.

Are these sufficient reasons to join?

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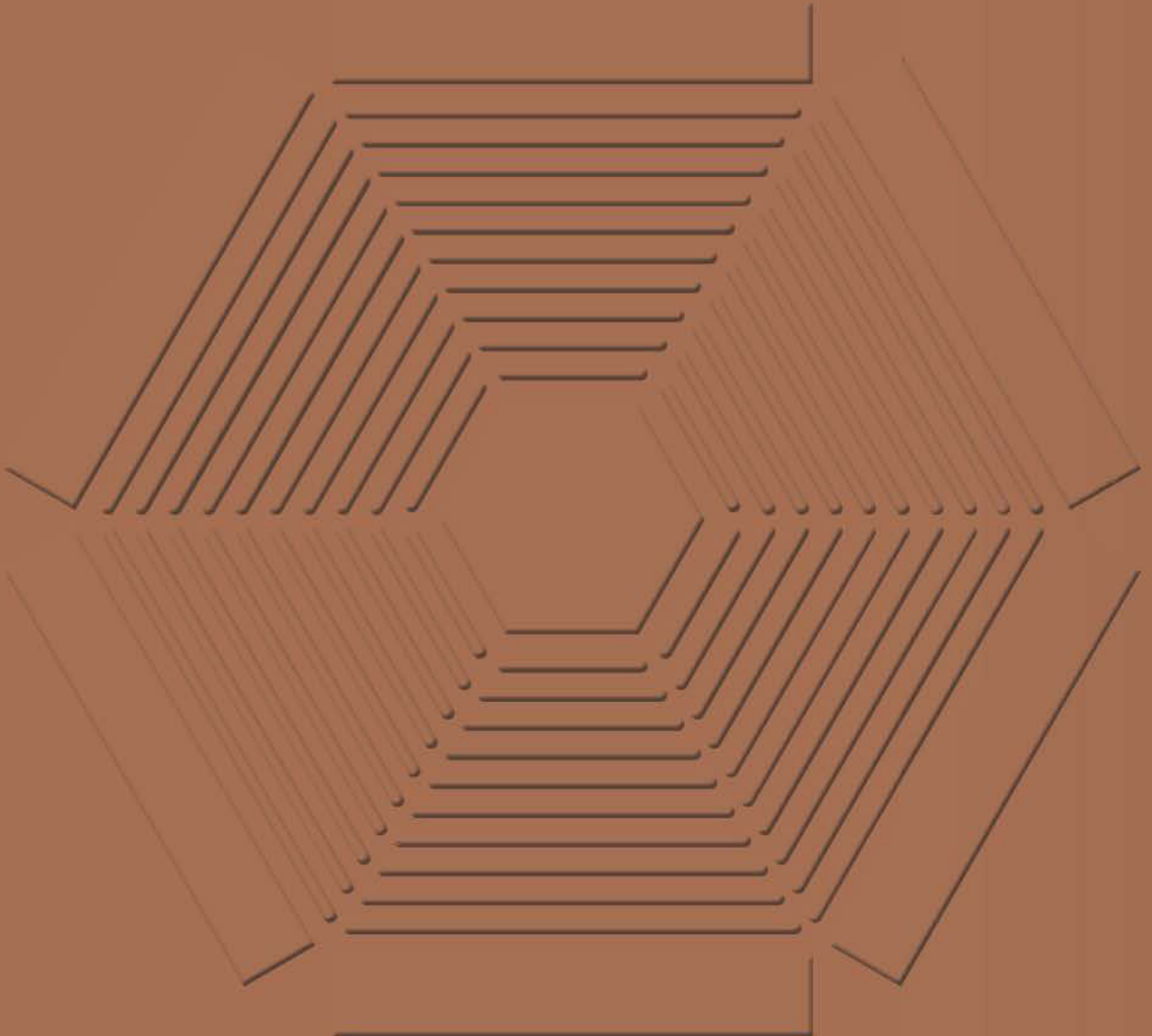


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