

OECD criteria for people-centred design and delivery of legal and justice services

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People-centred legal and justice services are based on and respond to an empirical understanding of legal needs and legal capabilities of those who require or seek assistance.

Equality and inclusion

People-centred legal and justice services are inclusive and targeted at those most in need, responsive to specific access needs of particular groups likely to suffer from social and economic disadvantage or are otherwise marginalized or vulnerable and those with complex needs. They are designed to contribute to equality, poverty reduction and social inclusion.

Accessibility

People-centred legal and justice services are accessible and designed to actively overcome the range of barriers to the assistance they require.

Availability

People-centred legal and justice services are available across the justice chain and provided in a range of formats, program and services types.

Prevention, proactivity, and timeliness

People-centred legal and justice services are proactive and contribute to prevention of legal problems and to timely resolution. Recurring legal problems are addressed on a systemic basis to address underlying causes thereby preventing reoccurrences.

Appropriateness and responsiveness

People-centred legal and justice services are appropriate and responsive to the individual, the issues they face, and their situation. They are tailored, proportionate and efficient and flexible to accommodate local circumstances.

Empowerment

People-centred legal and justice services are empowering, enable people's meaningful participation in the justice system and build people's legal capabilities

Collaboration and integration

People-centred legal and justice services are part of a coherent system that provide seamless referrals and integrated services through collaboration among legal, justice and other human service providers. People get access to all the services they need to solve the legal and related non-legal aspects of their problems holistically regardless of entry point for assistance.

Outcome-focus and fairness

People-centred legal and justice services contribute to fair process and fair outcomes and to better and more sustainable procedural, substantive and systemic outcomes, including increased trust and confidence in the justice system and better justice system performance and to the attainment of societal objectives such as social inclusion

Effectiveness

People-centred legal and justice services are effective and continually improved through evaluation, evidence-based learning and the development and sharing of best practices



Good Practices for people-centred legal and justice services

Legal needs assessments, mapping legal and justice services relative to need, individual capability assessment by service providers, screening tools

Involvement of clients/users in planning & evaluation, integrate 'plan-do-study' cycle, sharing good practices, standardising tools, developing quality standards/matrices

Multiple, diverse, and integrated access points & service responses, seamless referral systems, one-stop shops, problem-solving courts, holistic approaches to service delivery, holistic practices, team delivery of services (including non-legal service providers), collaborative governance structures to facilitate coordination between legal and justice service providers (including client/user representatives)

Delivery Design **EVIDENCE-BASED** PLANNING ACCESSIBILITY **EFFECTIVENESS** IDENTIAL INDIVIDUAL IN **AVAILABILITY** PREVENTION, **PROACTIVITY** & TIMELINESS COLLABORATION **APPROPRIATENESS** & RESPONSIVENESS INTEGRATION **EMPOWERMENT EQUALITY & INCLUSION** OUTCOME-FOCUS & FAIRNESS

Fairness standards, client evaluation procedural fairness, evaluation of processes & outcomes on an individual and systemic basis (e.g. result of how legal and justice services work together), outcome objectives are set for individual and integrated services, services evaluated according to these objectives, long-term follow up studies of client/user outcomes

Priority-setting on needs assessments vulnerable groups, outreach services, culturally appropriate services, legal & justice resources in a range of accessible formats

Sensitive use of ICT, programs to overcome accessibility barriers of at-risk groups, simplified legal language & procedures, reform of substantive law to facilitate legal clarity, civic engagement &

> Range of services along continuum & spectrum of justice services, strategic deployment of services

Proactive outreach, hospital based legal advice programs, improved coordination of legal information services and advice, adapting entry points to the needs of marginalised groups, enhanced capacity for diagnosis, triaging, and referral, problem-solving courts, systemic advocacy, justice institutions with systemic/preventative mandates.

Simplifying or specialised proceedings, tailoring procedures to types of matters. expanding dispute resolution options, making courts and tribunals multiservice centres, triaging, matching level of legal assistance/representation to individual capacity and situation, use of ICT to deliver legal and justice services, localised flexibility

Legal information in range of formats, ICT delivered legal information and skills, legal awareness initiatives, building legal literacy & legal capabilities through self-help & guided help, employing legal health strategies for empowerment prevention, legal health checklists, user-friendly services, culturally appropriate services, post-resolution support building resilience.