

Justice Innovation Uganda

Make justice work for people

The people of Uganda want to see more of their justice issues resolved fairly and effectively. How do we know that? Because we collected the data. We at HiIL are here to turn those data, with you, into creating opportunities; to allow the justice sector to be more innovative, more transparent and more accountable.

In 2016, we asked the people of Uganda and learned that almost 90% of them experience one or more serious justice needs. They find getting help difficult. One third take no action at all to resolve their problem. The poor, women, and vulnerable people are disproportionately in that segment. We call that the justice gap.

Our solutions aim to reduce stress, violence, and poverty by improving opportunities to access justice and making the justice system more inclusive. We use data as a foundation to develop solutions that strengthen the justice system, make it more people centered. Every step, we work closely with the experts and entrepreneurs of Uganda that deliver justice solutions.

So, how we do it? Examples of evidence-based, people-centred justice innovation in Uganda:

- Reviewing the needs and experiences of the people of Uganda: we conduct a second nation-wide data study.
- Proposing concrete action plans for better resolution processes: we dive deeper into specific legal problems and propose solutions to them.
- Having guidelines for practitioners and justice workers: we gathered best practices around family justice, combined with evidence about what works.
- Creating challenges around the issues: we entice innovation to relieve pain spots we see in the data.
- Supporting leaders to be able to practically use the people-centred data when making innovation strategies: we open an empowering dialogue with justice leaders.

In the program presented here, we combine:



DATA-TO-ACTION



INNOVATION CHALLENGES



JUSTICE LEADERSHIP

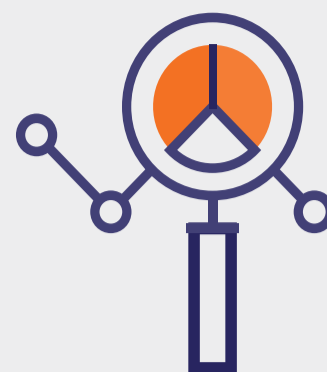


Data-to-action: listen to what people say, then innovate

To know what to fix, you need evidence. Many of the justice processes in operation do not deliver, are not scalable, and cannot close the gap. Similarly, pre-fixed ideas from other countries or sectors will not work.

What matters though is finding what does work for the people in the local context. In our Justice Needs and Satisfaction Survey (JNS) we hear the voices of thousands of Ugandan citizens. Our method takes their perspectives, their justice journeys to find information on their rights and ultimately resolutions to their justice needs. They told us whether they lose heart and give up or got empowered to solve their problems in a fair and acceptable manner.

Our Justice Dashboards are the platform to relay understanding, transparency and evidence-based policy, all in an accessible format. The Dashboard combines data sources including nation-wide survey data, administrative data, social media and interviews.



Justice needs data is the foundation that guides innovators and leaders to design policies and services that respond to needs. The data gets super-charged with local experts' knowledge. Together, we identify bottlenecks and work on those.

For example, thanks to data we know that families and practitioners in Uganda need effective tools to help them reach agreements when conflicts arise. A solution we propose is an easy-to-use treatment guideline which combines identifiable best practices with evidence about what works. It is assisting families and justice workers to resolve conflicts resulting from separation and divorce.

Innovation Challenges: finding and supporting Uganda's most promising justice innovations

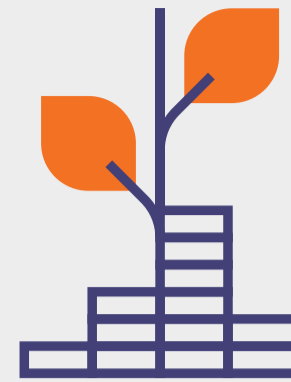
HiiL finds the world's best justice innovations. We send out a call for applications to anyone working on justice innovation. This call aims to address the most pressing justice needs identified in our Justice Needs and Satisfaction study. In Uganda, we focused on themes such as land and neighbour disputes, family justice, employment, crime and micro, small and medium-sized enterprises.

Hundreds of justice innovators have applied to our Innovating Justice Challenge in Uganda. A thorough vetting process selects between 10 to 20 innovations each year, of which 1 or 2 are can help millions of people. We have provided training to over 24 justice innovators at the regional mini-justice entrepreneurship school, followed by regional finals.

We help them grow with customized support. The innovations we support may enter our programme at different stages of growth. We have supported 15 justice innovations in Uganda till date. Our grants range from 5-20K EUR and are based on our regular interactions with them on their performance and growth. Some get smaller, local support if at early stages. Others get more tailor made international support when they're ready to scale.

Apart from providing the funding support, we provide training to the startups on various areas of business development, financial management as well as mentorship support from the subject experts. We organise the Innovation Fast Track Program, which nurtures early stage ideas on justice innovation with specific support on business development training. We have run two IFT programs to date.

Nurturing justice innovation takes time. In many cases, HiiL's mentorship, training and seed-funding is often the first support and international recognition they receive. Over a long period of time (up to a few years), we support innovations as well by fostering and guiding connections to the formal justice sector. From day one, we track their progress financially and on social impact.



We have held a total of 4 Justice Entrepreneurship Schools in Uganda and 7 innovators have been invited to the Hague to participate in the Innovating Justice Forum and pitch their ideas at the Peace Palace:

2015	2016
BarefootLaw	Justice2People Puliida
2017	2018
Lawyers for Farmers Evidence & Methods Lab	Nkola Zimba Games

Meet the winner of the Innovating Justice Challenge Regional Finals 2019:

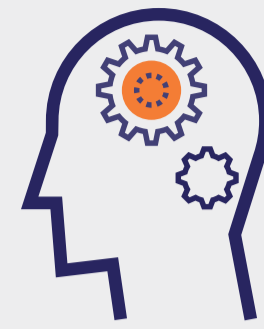
Access to Legal information is somewhat limited, especially in rural areas and semi-rural areas. People in these areas, however, have access to radios. Legal Hub uses radio to promote access to legal information in Uganda. They have already reached 300 000 listeners! Legal Hub took part in the Justice Entrepreneurship School and next will receive grant funding and join our Justice Accelerator cohort.



Justice Leadership: Empowering justice leaders as agents of change

A critical prerequisite for justice innovation is a leadership that puts the users of the justice systems at its heart. Only then, can it connect and drive towards constant improvement. Developing leadership approaches is a tested way to increase resolution rates for the most urgent justice needs.

We support leadership with the development of innovation strategies. Leadership dialogues are held between Ugandan justice leaders and members of the Justice Leadership Group. Moreover, a documentary was produced to share inspiring stories about justice leaders who put the needs of people at the heart of everything.



About HiiL

HiiL is a social enterprise dedicated to creating user-friendly justice, as much of it as possible. That means justice that is easy to access, easy to understand, and it works. Our goal is to help 150 million people prevent or resolve their most pressing justice problems. But business as usual won't do. Innovation is necessary because business as usual won't do.

How do we make it happen?

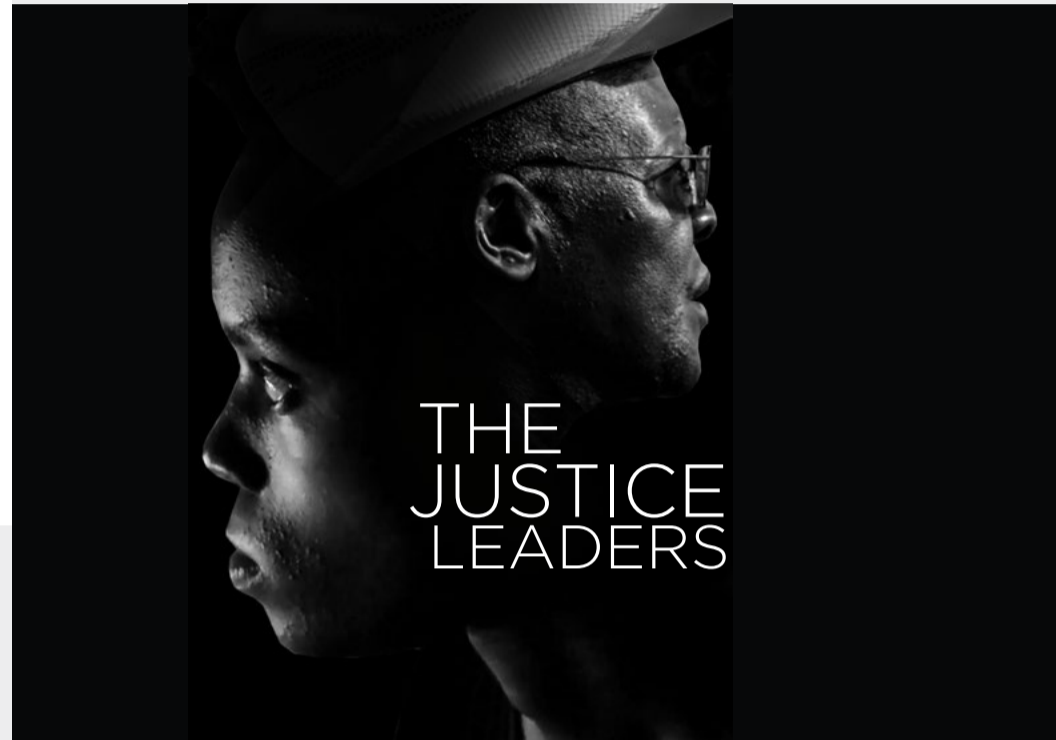
By supporting leadership with the development of innovation strategies through our Justice Transformation Labs. Justice entrepreneurs are taken under the wings of our Justice Accelerators so they can scale their innovations.

We don't tell what to do, we facilitate and co-create, while tracking what works, which trends we find and through storytelling. For example, at the annual Innovating Justice Challenge and associated regional events, cumulating at the Innovating Justice Forum in The Hague.

HiiL operates from the Hague. This specific Uganda program is funded by SIDA.

Much of the African continent is covered from our regional offices in Bamako, Beirut and Kampala. Innovations are especially promoted by the HiiL Accelerator Hubs in Lagos, Johannesburg, Nairobi and Kyiv.

HiiL partners with a range of organisations in the justice domain, including the International Taskforce on Justice.



Interested in developing data and solutions?
Contact Vivian Vriends, Head of Business
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Hungry for further information about our work
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