

3. AN EXEMPLARY CITY OF PROBLEM-SOLVING JUSTICE

In our report [Understanding Justice Needs](#), we describe a city of eight million people, with 1,000,000 expected justice problems per year. This city (or a small country with this size) could have the ambition to have the highest level of fairness and rates of effective resolution. The city would start with redesigning all processes for conflicts with its own citizens. Formal and informal processes would be integrated in one, user-centred flow, aiming for solutions that are clearly benchmarked. The city would also serve the population with great processes for the five conflicts that need local solutions: family problems, neighbour issues, debts, landlord tenant issues, crime.

In a deregulated zone | Courts in the city, the legal services community, police and universities would cooperate to deliver this, with citizens and their organizations co-designing. The city would help with creating a deregulated space: courts, lawyers and civil servants would be exempt from current rules for resolving these conflicts. Some kind of certification system would ensure that they apply evidence based procedures that are acceptable to the citizens of the city. A quarterly fairness monitor would report progress, highlight innovations and be one of many tools to let the ecosystem grow. This model could also be scaled to a number of cities (EU-project) or to a country wanting to take the lead in fairness.

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Goal:	Highest level of fairness and rates of effective resolution, cluster of knowledge and economic activity. Export.
Activity	Build coalition. Set goals and targets. Social impact investment arrangements. Redesign city conflict processes and implement them. Work with courts, legal services, innovators and civil society to select and implement exemplary processes for most urgent and frequent conflicts that need local resolution. Create exemption from regulation and certification system.
Deliverables	Highly appreciated and effective procedures for citizens. Innovations. Improved quality of life in city. City marketing and export of technologies.
Proof of concept and partners	Resilient cities. Singapore. Dubai. The Hague. Oslo. Geneva. Governments.
Business model	City oriented philanthropy and social impact investment. User fees. Deal with national government to reallocate current justice system resources for city. Cost savings. Income from increased economic activity. Share in bringing successful innovations to global market. Social impact bonds.
First indication of resources needed	\$20 million investment for the lead city.

SEE OUR REPORT *UNDERSTANDING JUSTICE NEEDS* FOR BACKGROUND AND DATA

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