

5. USER FRIENDLY COURTS WITH LOCAL REACH

What if courts would take the initiative and bring in social impact investors and top designers to create a fully accessible, problem-solving and sustainable court system? Our report [Understanding Justice Needs](#), provides the background and relevant data. Courts would gain great appreciation from citizens if they would implement innovative procedures: effectively solving conflicts, without escalation, timely and for costs that are fully predictable. The processes would be designed from the perspective of the people having the problem. Courts would feel responsible that people get the information they need to resolve the conflict. Their procedures would build on what people do to resolve the conflicts themselves. Bridge-builders would be able to bring the issues to court, and assist the court and the parties with providing information. Courts would have more time to focus on the issues that are really important for the parties and difficult for them to resolve.

Smart targets and financial models | The courts would be able to design their procedures and to set fees, within a framework with key principles for fair procedures. The government (parliament) would set goals and SMART targets for good and timely resolution as well. As part of this deal, their procedures and the implementation plan would have to be certified by an entity safeguarding and monitoring access to justice. This entity would be independent from the courts and from the ministry of justice. Because the courts would be more effective and have much more positive impact on people's lives, the willingness of their clients to pay reasonable fees would be the basis for the sustainable financial future of the sections of courts working for individuals and SMEs. These sections would probably grow substantially.

Integrating formal and informal justice | Because most problems are local, most of the services of courts would be rendered online with hearings in the local setting, or even at people's homes. Local communities, with their skills of creating and implementing solutions, are fully integrated in the court procedures. Procedures are combining the best elements of formal and informal justice.

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Goal:	Fully accessible, problem-solving and sustainable court system for 90% of the problems of individuals and SMEs.
Activity	Coalitions with entities providing design skills and dispute system design expertise. Design, test and implement innovative procedures. Integrating information, bridge-building (legal) services. Designing targets and financial models. Designing regulatory environment.
Deliverables	Innovative procedures for 10 common and urgent problems of individuals and SMEs. Effectively solve conflicts, without escalation, timely and for costs that are fully predictable. Financial models. Independent supervision system. Integration of formal and informal justice locally (see models in text).

Proof of concept and partners	Justices of the peace. Houses of justice in Latin America and France. Problem-solving courts. Elements of <i>facilitadores judiciales</i> . Settlement-instances in Switzerland and Germany. Funding models in Germany and Austria. Rechtwijzer online support technology.
Business model	Investments: Social impact investment. Philanthropy. International donors. Courts. Redeveloping court real estate. Courts from different countries working together (EU, US, OAS, East Africa). Operational costs: User fees (financing arrangements for overcoming temporary financial distress). Contributions from stakeholders in resolution. Savings from phasing out current procedures. Residual government subsidies or cross-subsidisation (commercial conflicts, registry services).
First indication of resources needed	\$10 million costs of monitoring and supervision new procedures. \$10 million costs of development each new procedure.

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

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