

**'THE CHALLENGES OF ACCESS
TO JUSTICE'**

**ILAG CONFERENCE
21 to 23 JUNE 2023**

HARVARD, USA



Center on the Legal Profession
HARVARD LAW SCHOOL

June 2023

Dear Conference Participants,

As co-organisers of the “*Challenges of Access to Justice*” ILAG conference at Harvard Law School, we are delighted that you will be joining us later this month. We have been working towards the Conference since the Sydney International Conference in 2021, and are very pleased that it is now so close to fruition.

We have tried to put together a programme which covers the key challenges facing our respective jurisdictions and which will feed into policymaking in this field. This is the first in-person ILAG conference since the pandemic and we hope that you will take the opportunities that arise to engage with the presenters and with each other. We are looking forward to your attendance and contributions at Harvard Law School this June.

A handwritten signature in black ink that reads "A A Paterson".

Alan A Paterson
Professor of Law
University of Strathclyde
Chair, International Legal Aid Group

A handwritten signature in black ink that reads "David B. Wilkins".

David B. Wilkins
Lester Kissel Professor of Law
Director, Center on the Legal Profession
Vice Dean for Global Initiatives on the
Legal Profession
Harvard Law School

ILAG STEERING GROUP

Professor Alan Paterson (Chair)

Dr Peter van den Biggelaar (Vice-Chair)

Professor Lindsay Montgomery (Vice-Chair)

Mr Paul Andrews

Professor Jeanne Charn

Dr Ab Currie

Dr Steven Gibens

Ms Merja Muilu

Professor Rebecca Sandefur

Mr Roger Smith

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THE CHALLENGES OF ACCESS TO JUSTICE ILAG / HARVARD CONFERENCE 21-23 JUNE 2023

Wednesday 21st June

Venue: Harvard University Law School

12.00-12.45pm	Registration
12.45-1.30pm	Introduction Welcome from Harvard Law School <i>Professor David Wilkins, Center for the Legal Profession</i> Welcome from International Legal Aid Group <i>Professor Alan Paterson – Chair International Legal Aid Group</i>
1.30-2.30 pm	National reports <i>Santosh Snehi Mann: Empowering Indian citizens through Legal Aid</i> <i>Isidro Garcia Mingo: Legal Aid in Jordan: Expanding Access to the Public System</i> [10 minutes each.] Overall summary - Avrom Sherr (20 minutes).
2.30-3.45pm <u>Session One</u>	Measuring Access to Justice – Panel Session David Wilkins; Rebecca Sandefur, James Greiner, David Colarusso and James Teufel
3.45-4.00pm	Tea/Coffee
4.00-5.45pm <u>Session Two</u>	Recent developments in the USA: What lessons for the wider world? <i>Catrina Denvir, Jessica Mant, Meredith Edelman and Alvx Mark</i> Exploring the Relationship between Age of Parenthood and Civil Justice Problem Incidence <i>Neil Steinkamp</i> Tending to the Garden of Justice – Innovative Techniques for Fostering the Development of Thriving Justice Systems <i>Mallory SoRelle: Race, Class and Democratic consequences of Unequal Access to Justice</i> <i>Elizabeth Chambliss</i> : The Vanishing Rural Lawyer Reception – conference venue

Thursday 22nd June
Venue: Harvard University Law School

Session Three A

9 am to 10.45 am

SDG 16.3 and Access to Justice

Adrian Di Giovanni: Supporting Southern-led Research and Evidence to Close the Justice Gap”

Vicky Kemp:” Access to justice for child suspects drawn into an adversarial system of justice

Katie Kelso and Bianca Dufty: Early legal assistance in child protection

Mies Westerveld: Access to Justice, a multi-layered concept

Session Three B

9 am to 10.45 am

Crime and Access to Justice

Sofia Libedinsky and Pablo Aranda Aliaga: Access to Justice and comprehensive services for victims of institutional prison violence

Andre Castro: The Red Room Case: A Landmark application of the Exclusion Rule in Brazil

Miri Sharon, Anat Horovitz & Yoav Sapir : The Challenge of Defending Indigent Clients in a World of Global Enforcement

Anika Holterhof and Wendy O’Brien: Human Rights-Based and Technology-Enabled Approaches to Enhancing Access to Legal Aid

10.45 am to 11.15 am

Tea/Coffee

Session Four A

11.15 am to 1 pm

Helping those ineligible for legal aid

Bonnie Hough: “Rising to the Challenge – California’s Self-Help Centers in Pandemic Times

Tatiana Grieshofer: Informational justice at risk: An empirical and textual analysis of information and advice provision in family courts

Jin Ho Verdonschot, Carla van Rooijen, Susanne Peters, Corry van Zeeland: Steps towards an evidence-based legal aid system

Matias Huhtilainen and Tarja Koskela: Financial eligibility and Legal aid in Finland

Session Four B

11.15 am to 1 pm

The Justification for Legal Aid

Trevor Farrow and Marcus Pratt: Exploring the Importance of Criminal Legal Aid: A Canadian perspective .

Louise Glanville and Martha Arkalis: What is the cost of not funding legal assistance?

Sunil Chauhan: Legal Needs in Rural India: Challenges and responses of legal aid authorities

Matthias Killian: Making it attractive to private lawyers.

1 pm to 2.00 pm

Lunch:

2.00 pm to 3.30 pm

Session Five

Unpacking the concept of Access in Access to Justice

Ab Currie: The First Step in People-Centered Justice

Gabrielle Canny: The role of modern communications in providing legal assistance

Jane Cipants and Ruby Steele: Is access for all really access to justice?

Matthew Burnett and Rebecca Sandefur: Mapping global access to justice research to support evidence-based policy and practice

3.30-3.45 pm

Tea/Coffee

3.45-5.30pm

Session Six

Where legal aid lawyers will come from in the future?

Cleber Alves and Livia Casseres: Equality in Ethnic Recruitment in Brazil

Colin Lancaster: Supply problems in Scotland?

Megan Longley: The Role of University Teaching Clinics in Access to Justice and Legal Aid

Catrina Denvir; Jacqui Kinghan, Jessica Mant and Daniel Newman: Access to Justice and the Future of Legal Aid - A census of legal aid providers in England and Wales

Conference Dinner – conference venue

Friday 23rd June

Venue: Harvard University Law Faculty

9 am to 10.45 am

Session Seven

Holistic provision : The Way of the Future?

Hazel Genn: “Addressing health inequalities through Health Justice Partnerships: NHS and Ministry of Justice policy and practice developments in England & Wales”

Maike de Langen: Delivering justice and fairness in people’s lives, looking beyond the usual suspects

Sue James: ‘Going to where the people are who need our help – legal empowerment and multidisciplinary innovation’

10.45 am to 11.15 am

Tea/Coffee

11.15 am to 1 pm

Session Eight

Technology and Access

Andrews Kananga : The Use of Mobile technology for legal aid delivery

Stefanie Lemke: Ensuring Equal Access to Justice: Is Legal Technology the Answer? Observations and Global Trends from Asia and Europe

Yu-Shan Chang: Not All Clients Are The Same: Exploring the Possibility of Legal Aid Service Innovation with Modern Technology

1 pm to 2 pm

Lunch

2 pm to 3.45 pm

Session Nine

Technology as the problem?

Aneurin Thomas: AI and Access to Justice: Where are we and Where are we going?

Stuart Kelly : Technology and the Future of Lawyers

Riikka Koulu and Frida Westerling: Rethinking Access to Justice through digitalisation: User experiences of digital legal aid services

Natalie Byrom: “Justice Data Matters: Datafication and access to justice”

3.45 pm to 4.00 pm

CLOSURE: Where Next? Alan Paterson

VARSHA AITHALA



Varsha Aithala is a PhD candidate at the National Law School of India University, Bengaluru, India. Her research interests span the areas of private law, social investment, access to justice and legal system reform. She has a Master's degree in Corporate Law from the University of Cambridge and a Bachelor's degree in Law from Nalsar University of Law, Hyderabad, India. She has worked as Research Fellow and faculty at the School of Policy and Governance, Azim Premji University, Bengaluru, India. She has also been a senior associate at the national law firm, Samvād: Partners, Bengaluru, India. She has significant practice experience in corporate and commercial laws in India and the United Kingdom.

PROFESSOR CLEBER FRANCISCO ALVES



CLEBER FRANCISCO ALVES is a Professor at Universidade Federal Fluminense, in Brazil, and a researcher at its PhD and Master's Program in "Sociology and Law". As a legal researcher, he is one of the general coordinators of the recently launched "Global Access to Justice Project" (<https://globalaccesstojustice.com/>). Prof. Alves served as Dean of the Law Faculty at the Universidade Católica de Petrópolis (1999-2002). He received his PhD in Law (2005) from Pontifícia Universidade Católica do Rio de Janeiro: the doctoral thesis is a comparative study about "Legal Aid in the United States, in France and in Brazil". He was a Visiting Fellow at the University of Baltimore, USA (2003), at the Université de Montpellier, France (2004), and at the Institute of Advanced Legal Studies of the University of London (2104). Since 1994 he was admitted to the Rio de Janeiro's State Public Defenders Office, currently working in his capacity of Public Defender, representing poor people in civil cases being tried at the Rio de Janeiro State Court of Appeal. Some recent publications:

- "Meeting Immediate Legal Needs Via the Brazilian Public Defender's Office: An Exemplary Case". In: SILVA, Vinicius Alves Barreto da. (Org.). Access to Justice in the Americas. 1ed. Rio de Janeiro: Fórum Justiça, 2021, p. 84-102 (available for free download at: <https://accesstojusticeamericas.org/>).
- "The nature of Legal Aid Rights: civil or social/welfare right? Possible implications under the 'ratchet effect' doctrine". In: Lex Humana Law Review, v. 12, p. 83-96, 2020.
- "Using Class Actions in Brazil to Protect the Homeless: public defenders and the protection of social rights of vulnerable people, through legal aid and class action". In: CONFLUÊNCIAS Law Review (NITERÓI), v. 21, p. 61-78, 2019 (with André Castro).
- "Access to Justice in East Asia and in Latin America: comparative perspectives in Japanese and Brazilian Legal Aid Services". In: Direito & Paz Law Review, v. X, p. 199-214, 2018 (with Diogo Esteves).
- ブラジルにおける司法アクセス ブラジルの法律扶助モデル - ACCESS TO JUSTICE IN BRAZIL: THE BRAZILIAN LEGAL AID MODEL. (Jiyu to Seigi, v. 68, p. 61-67, 2017, Japan) (with Diogo Esteves and Tomoki Ikenaga).
- "Defensoria Pública no século XXI: Novos Horizontes e Desafios / Public Defenders Services in the XXI Century: New Horizons and Challenges" (bilingual edition). Lumen Juris editor, Rio de Janeiro, 2017 (with Pedro González).

Contact details: Prof. Cleber Francisco Alves, Praça da Liberdade, 205-A, Cob. 01, Petrópolis, RJ, Brazil. Email: profcalvesdp@gmail.com

PABLO ARANDA



Lawyer, PHD Frankfurt University, Masters in Public Law, Universidad de Chile,

Expertises: criminal defense work with vulnerable population, adolescents, migrants, indigenous people, people with mental health problems.

Since January 2021 Chief of Department Studies, Public Defenders Office.

From May 2016- december 2020 Chief of Criminal Defense Especialized Area, Public Defenders Office.

From April 2016- May 2007. Lawyer of especialized defense, specially juvenily justice criminal defense Area, Public Defenders office.

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SARA ANDREWS



Sara Andrews is the Senior International Pro Bono Counsel and Co-Director of New Perimeter<<http://www.newperimeter.org/>>, DLA Piper's nonprofit affiliate that provides long-term pro bono legal assistance in under-served regions around the world to support access to justice, social and economic development, sound legal institutions, and women's advancement.

Sara leads New Perimeter's strategy and operations. She develops and manages global pro bono projects engaging lawyers from across DLA Piper's offices and in partnership with civil society organizations, governments, and academic and multilateral institutions. She has led and contributed to projects focusing on legal education, law reform, access to justice, women's rights and economic development in multiple jurisdictions. Her work includes supporting post-conflict law reform in Kosovo, developing capacity-building programs for law students and government lawyers in East Africa, and examining the impact of the pandemic on gender-based violence around the world.

PROFESSOR HENDRIK (HENNIE) VAN AS



Hennie van As is a Professor of Public Law and Director of the Centre for Law in Action at the Nelson Mandela University in Port Elizabeth, South Africa. He is an admitted advocate of the High Court and completed a Diploma in Police Science, the degrees B.luris, Bachelor of Laws and Doctor of Laws as well as a Post-Doctoral fellowship at the La Salle University in Mexico. He is the study leader of a number of master's and doctorate candidates on topics related access to justice, Constitutional Law and fisheries related crimes. He is an Honorary Senior Fellow at the Australian National Centre for Ocean Resources and Security (ANCORS), Faculty of Law, Humanities and the Arts, University of Wollongong, Australia. Prior to joining the university, he was employed as a detective in the South African Narcotics Bureau. In 2016, with the financial assistance of the Norwegian Ministry of Foreign Affairs, he established a Fisheries Crime Law Enforcement Academy (FishFORCE) at the university as well as Namibia, Mozambique, Tanzania, Kenya and Mauritius.

SALMAN AZAM

Salman has over twenty years of senior leadership experience in business planning, technology, finance, corporate services, human resources and labour relations. Salman has held a number of assistant deputy minister positions in the BC government and has a reputation for creative problem solving, sound fiscal management, excellent team building, and collaborations that support cross-sector solutions. In addition to specialized leadership roles, Salman was Chief Operating Officer for the Independent Investigations Office of BC, where he was responsible for finance, human resources, information technology, public engagement, policy, training, and the Project Management Office.

TRACEY BAGULEY



Tracey is the Legal Services Commissioner, which is a statutorily independent role responsible for the provision of legal aid services in New Zealand.

Tracey is also the Group Manager, Ministry of Justice responsible for the collection of court-imposed fines, reparation, and the enforcement of civil and legal aid debt. She is also accountable for the national delivery of Transcription and Court Reporting Services, Judicial Libraries and the Central Registry which supports the wider courts and tribunals.

Tracey has held various leadership roles within the Ministry of Justice since moving to New Zealand from the UK 20 years ago, with a key focus on operational delivery and implementation of transformational change across the Justice sector.

Prior to becoming the Legal Services Commissioner Tracey was the Manager of Legal Aid Services for 4 years.

PETER VAN DEN BIGGELAAR



P.J.M. van den Biggelaar (born in Helmond, the Netherlands, on 25/3/1952), Master of Law, is the retired Executive Director of the Dutch Legal Aid Board (LAB).

In 1992 he joined the Legal Aid Board in 's-Hertogenbosch, which was in the process of being formed. Since March 1993 appointed as executive director of the Legal Aid Board ('s-Hertogenbosch, which was one of the five Legal Aid Boards in the Netherlands.

After the merge of the five Legal Aid Boards (February 2009) he worked for the National Legal Aid Board as executive director.

Member of the Steering Committee of the International Legal Aid Group (ILAG) since 2007 and vice-chair as of June 2017.

Participant for the Dutch Legal Aid Board in national and international multi-stakeholder access to justice and legal aid seminars, conferences and projects. Participated as medium - and short-term legal aid expert in international projects on access to justice and legal aid.

After retirement (2016) still involved as legal aid expert in projects and activities for the EU, Council of Europe, UNDP, UNODC and others in Europe, Asia and Africa.

MATTHEW BURNETT

Matthew Burnett, JD is Senior Program Officer for the Access to Justice Research Initiative at the American Bar Foundation (ABF) and visiting scholar for Justice Futures at Arizona State University. Prior to joining the ABF, Matthew was Senior Policy Officer at Open Society Foundations (OSF), where he worked to advance access to justice and legal empowerment through research, advocacy, litigation and grantmaking in Africa, Asia, Latin America, Eastern Europe, and the United States. Prior to OSF he co-founded and led the Immigration Advocates Network (IAN) for nearly a decade. After law school he served as law clerk to Justice ZM Yacoob of the Constitutional Court of South Africa. Matthew's writing on access to civil justice and legal empowerment has appeared in more than 20 publications, and he has given more than 80 presentations and workshops around the world. Matthew is currently a collaborator on a National Science Foundation (NSF) funded grant award focused on expanding access to justice through nonlawyer community justice workers in remote and indigenous communities in Alaska, serves as an advisor to the National Center for Access to Justice, and is co-founder and senior advisor to Frontline Justice, an effort to democratize the law by reshaping the future of justice work in the United States.

GABRIELLE CANNY
Director / Chief Executive Officer
Legal Services Commission, South Australia



Having worked for over 25 years as a lawyer and senior manager, Gabrielle possesses an extensive legal background, with experience working across the justice sector in private legal practice and for three Australian legal aid commissions. Gabrielle is the Chief Executive Officer and Director of South Australia's legal aid agency - the Legal Services Commission, a position she has held since 2010. The Legal Services Commission is one of Australia's eight state and territory-based legal aid commissions.

Gabrielle is also a Director of National Legal Aid (NLA), Australia's peak organisation representing the interests of Australia's legal aid commissions nationally.

Gabrielle has a keen interest in family law matters and ensuring access to justice is available to those who are economically and/or socially disadvantaged. This includes chairing the NLA Family Law Working Group and leading the development of innovative AI assisted resources to empower people to navigate the settlement of family law disputes – amica and amicaone.

As a creative, persuasive, and lateral thinker, Gabrielle is passionate about finding innovative solutions to ensure Australia's legal aid commissions continue to evolve the way they communicate, operate and respond to the changing needs and expectations of their clients, practitioners and the community.

Gabrielle holds qualifications in law, from the University of Adelaide.

LOUISA CARROLL



Louisa Carroll is the national Manager of Legal Aid Services, New Zealand. Louisa has worked in the Justice Sector for over 30 years in operational roles within the criminal jurisdiction of District Courts, Collections of fines, reparation, and civil debts. She has managed justice Contact Centres, large-scale processing centre and managed specialist jurisdictions. She is experienced with the machinery of government, leading change and continuous improvement programmes of work. Louisa is passionate about access to justice and enabling change that supports the sustainability, development and growth of the legal aid system.

ANDRE LUIS MACHADO DE CASTRO



André Luís Machado de Castro - Public Defender of the State of Rio de Janeiro (Brazil) since 1998, former General Public Defender of the State of Rio de Janeiro from 2015 to 2018. He holds a Master's Degree in Civil-Constitutional Law from the State University of Rio de Janeiro – UERJ. He was the president of the Association of Public Defenders of the State of Rio de Janeiro (2002/2003) and worked in the Ministry of Justice as General Coordinator for the Modernization of the Judiciary of the Secretariat for the Judiciary Reform (2006/2007). In 2009, he was elected president of the National Association of Public Defenders of Brazil – ANADEP (until 2013) and, during this period, he was also elected General Coordination of the Inter-American Association of Public Defenders - AIDEP (2011/2012), participating in the implementation of the agreement with the Inter-American Court of Human Rights and the Organization of American States - OAS. Since 2023, he is the Coordinator of the Human Rights Office of the Public Defender's Office of the State of Rio de Janeiro.

PROFESSOR ELIZABETH CHAMBLISS



Elizabeth Chambliss is the Henry Harman Edens Professor of Law and Director of the NMRS Center on Professionalism at the University of South Carolina School of Law. Her scholarship focuses on access to justice and the regulation of the legal profession. Current projects include a study of solo and small firm practice in rural South Carolina and an assessment of civil legal needs and services across the state. Professor Chambliss is a Fellow of the American Bar Foundation and a member of the American Law Institute. She serves on the SC Access to Justice Commission and the Editorial Advisory Board of Law & Society Review. She received her B.S. from the College of Charleston and her J.D. and Ph.D. in sociology from the University of Wisconsin.



Yu-Shan Chang is a researcher at the Legal Aid Foundation (LAF) in Taiwan. She joined the LAF in 2017 and has been deeply involved in planning and undertaking research for better management, policy-making, and service innovation. Her research interests include empirical and comparative studies of legal aid systems, access to justice, the legal profession, and integrated legal services. She also incorporates interdisciplinary knowledge and methodology in her work.

Before joining the LAF, Yu-Shan practiced law in Taiwan and participated in legal aid work in her early career. She then pursued and obtained her LLM and PhD degrees at University College London (UCL), where her doctoral project focused on exploring and comparing the mechanisms and rationale for integrated publicly funded legal services in England and Wales, Australia, and Taiwan. In addition, Yu-Shan has volunteered in several not-for-profit and advice agencies, providing support to ethnic minorities and socially disadvantaged groups in both Taiwan and the UK. These experiences have significantly contributed to her current research work at the LAF.

SUNIL CHAUHAN



A judicial officer in India, Sunil Chauhan has made contributions to the legal aid work in India. He joined the Judicial Services in 2006, and currently is an Additional District & Sessions Judge. He has worked in various capacities on deputation for legal aid authorities. As Joint Member Secretary of the Haryana State Legal Services Authority (2014-2017) and Director of the National Legal Services Authority(2018-May2021), he contributed to the legal aid movement by designing various legal aid policies and programs. These include Legal Empowerment Camps, Early Access to Justice at Pre-arrest, Arrest and Remand stage, Legal Defense Counsel system, and Front Office Guidelines. He devised many Legal Aid Campaigns for Women Prisoners and Convicts and Senior Citizens, which have had a considerable impact at the grassroots level. He completed his doctorate in Legal Aid.

MR. HAN-WEI CHOU

Chief Executive Officer, Legal Aid Foundation, Taiwan

Education

Master of Laws (LL.M.), Ming Chuan University, Taiwan

Bachelor of Laws (LL.B.), National Chengchi University, Taiwan

Experience

Director, North Legal Aid Staff Attorneys Center, Legal Aid Foundation, Taiwan

Director, Department of Staff Attorneys, Taipei Branch, Legal Aid Foundation, Taiwan

Member of Taipei Bar Association

Consultant, Credit Card Debt Victims Self-Help Association

Associate Partner, Lin & Shih Law Firm

Staff Attorney, Legal Aid Foundation, Head Office



Biography

Han-Wei Chou joined Legal Aid Foundation as a staff attorney in 2004. Since then, he has risen through the ranks first serving as Director of the Department of Staff Attorneys, followed by Director of the North Legal Aid Staff Attorneys Center, until his last and most recent appointment as Chief Executive of the Legal Aid Foundation. Throughout his time at the Legal Aid Foundation, Han-Wei has and continues to represent a wide range of clients in litigation, including but not limited to, workers who suffer from occupational injury, foreign workers, credit card debtors, and death row inmates. With vast litigation experience, Han-Wei has also led several class-action cases involving environmental pollution, public safety, among others, from 2008 to 2016.

Han-Wei is passionate and constantly engaged in projects involving human trafficking and judicial reform. Han-Wei is also listed as a Pro Bono Attorney at the Taipei Women Rescue Foundation and an Executive Committee member at the Judicial Reform Foundation.

MS. FANG-CHUN CHU

Director, Department of Legal Research & Legal Affairs,
Legal Aid Foundation
(2019-present)

Education

Department of Law, National Taiwan University

Professional Employment

Staff Attorney, Taipei Branch office of Legal Aid Foundation
Executive Secretary, Taipei Branch office of Legal Aid Foundation
Attorney at law, Legal Aid Foundation
Attorney at law, Glory Law Firm



Biography

Fangchun Chu began her practice at a private law firm in Jan 2004. But she soon recognized the significance of providing legal service to the disadvantaged, and thus started her career at Legal Aid Foundation (LAF) in Taiwan.

Fangchun has dedicated more than 15 years of her career to working as a lawyer and manager at the LAF, Taiwan. Her focus lies in the anti-human trafficking and consumer debt clearance project.

As a practicing lawyer, her practice areas primarily include civil litigation, family law, bankruptcy and immigrant worker related litigation.

JANE CIPANTS



Jane is the Director Client Service for Legal Aid NSW. Jane has spent over 25 years working in the legal assistance sector in management, research and service design and delivery. Her roles have spanned the NGO, private and public sectors. Prior to that Jane was a social worker in the mental health sector. Jane has degrees in Social Work, Social Policy and Public Administration. She is leading an ambitious program of client service transformation- ensuring Legal Aid NSW meets its duty to make legal aid readily available and easily accessible to people experiencing disadvantage- no matter where they live or how they communicate.

MS JOAN CRAWFORD



Introduction

Ms Joan Crawford as the Chief Executive Officer (CEO) of the Legal Aid Board. The Legal Aid Board is the statutory, independent body responsible for the provision of civil legal aid and advice to people of modest means. As CEO, Ms Crawford will be responsible for managing a budget of €56 million as well as providing leadership and strategic direction to a team of more than 520 staff across the State.

Biography

Joan Crawford has extensive experience in general practice and local government, as well as Family Law and Mediation, Child Abduction and Child Care cases in all courts.

She has served as Director of Internal Service Delivery (Civil) and Regional Manager for the Legal Aid Board, having worked as a solicitor and subsequently as a Managing Solicitor in various Law Centres in the Dublin region.

In her recent roles, Joan has been involved in developing policy, governance and strategy for the Board.

She is a graduate of University College Dublin and the Institute of Public Administration, holds a Masters in Public Management and Diplomas in European Law, Child Care Law and Mental Health and Capacity Law.

Legal Aid Board

The Legal Aid Board (“the Board”) is the statutory, independent body responsible for the provision of civil legal aid and advice to persons of modest means, in accordance with the provisions of the Civil Legal Aid Act 1995 (the “Act”).

The Act was amended by Section 54 of the Civil Law (Miscellaneous Provisions) Act 2011 which gave the Board the additional responsibility to provide a family mediation service.

Civil legal aid and advice is provided primarily through a network of law centres by solicitors employed by the Board. Services are also provided by solicitors in private practice who are engaged by the Board on a fee per case basis. Family mediation services are provided through seven full time offices and ten part time offices.

A person seeking legal services in a civil matter may apply to any of the Board’s law centres, stating the subject matter on which legal advice and/or aid is sought and giving details of income and any capital resources. A priority service is provided in certain cases, including domestic violence, child abduction, cases involving applications by the State to take children into care, and cases that have statutory time limits close to expiry.

The contribution for legal aid is assessed on the applicant's disposable income and disposable capital. The minimum contribution is €30 for legal advice and €130 for legal aid. A waiver of the contribution may be granted in certain circumstances. Since the 1st January 2018, no contribution is payable in relation to domestic violence cases.

A person seeking to avail of mediation to assist with the resolution of a family problem can apply to any of the Board's family mediation offices. The second party also needs to contact the same office to confirm his/her interest in attending mediation. There is no charge for the service and the service is available to all regardless of income / financial resources. Family mediation services are also provided in certain courthouses in conjunction with family law sittings.

Notes for Editors

Civil legal aid and advice are provided by the Legal Aid Board primarily through a network of law centres by solicitors employed by the Board. A complementary service is provided by solicitors in private practice who are engaged by the Board on a case-by-case basis. Specific law centres in Dublin, Cork and Galway include an international protection specialty and there are also dedicated units in Dublin dealing with medical negligence/personal injury cases and cases involving children at risk.

The remit of the Legal Aid Board was widened in 2011 to include responsibility for providing family mediation services, which are administered through seventeen family mediation offices, some of which are co-located with law centres.

The Board also operates a specialised refugee documentation centre, which provides an independent and professional research and library service for all of the main bodies involved in the international protection process.

The Minister for Justice on 2nd June 2022 announced the first review of the Civil Legal Aid Scheme in its 40 years of operation.

The first Family Justice Strategy for 2022-2025 was published in November 2022 with the aim of modernising the family justice system to make it more user-friendly, streamlined, supportive and, where possible, less adversarial. A key action of the Strategy will see the Family Justice Implementation group working with the Civil Legal Aid Review Group to examine whether the Civil Legal Aid Scheme is meeting the needs of those families who engage with it.

The Board's remit is in the process of being further expanded, following a Government decision in 2010, to include the management and administration of the various criminal legal aid schemes currently administered by the Department of Justice. The Department is preparing substantial new legislation which will see the management and administration of the criminal legal aid scheme with a budget of approximately €70 million per annum transferring to the Legal Aid Board.

An additional €3 million funding was allocated to the Legal Aid Board in Budget 2023 in respect of legal advice and support to persons under the Assisted Decision Making (Capacity) Act 2015, the main provisions of which will come into operation on 26 April 2023.

PATIENCE DARINGO



Pat Daringo is a legal practitioner of the High Court of Namibia and employed as the Chief Legal Aid in the Ministry of Justice, Namibia. She was appointed as the Director of Legal Aid in December 2019. Part of her statutory functions are to consider applications for legal aid received from indigent persons and decide to grant or refuse legal aid. Pat heads the Directorate of Legal Aid in Namibia, which boasts a staff compliment of 65 lawyers stationed at all Magistrates Court in the country. She loves reading and spending time with her grandchildren.

JOSHUA DOHAN



Joshua Dohan is the former Director of the Youth Advocacy Division (YAD), the juvenile defender branch of the Massachusetts statewide public defender agency, the Committee for Public Counsel Services. Using a Positive Youth Development Approach, YAD, a team of 70 staff members (including lawyers, social workers, and administrators) and about 500 private assigned counsel works with children and youth in the Massachusetts juvenile justice system to advance their legal and human rights, promote their healthy development, and help them achieve their legal and life goals. YAD has been recognized by the U.S. Department of Justice, the National Legal Aid and Defender Association, the National Juvenile Defender Center, the Juvenile Detention Alternative Initiative, the MacArthur Foundation, the Massachusetts Department of Youth Services, the Medical Foundation, the Youth Service Providers Network, and others for excellence in child advocacy and juvenile defense. Josh also served as President and CEO of the Youth Advocacy Foundation, cofounded the Child Welfare and Juvenile Justice Leadership Forum, and was a member of the Community Advisory Board of the Institute on Race and Justice at Northeastern University. A returned Peace Corps volunteer (Ghana 1982-84), Josh served as an ILF International Fellow in the West Bank in 2019. He has since provided training and/or mentoring on the application of the science of adolescent development to child and youth advocacy, as well as leadership and management skills in, or through Zoom, Jordan, Tunisia, Myanmar, South Africa, and Israel. He received his A.B. from Harvard College and his J.D. from Northeastern University School of Law.

DIOGO ESTEVES



Diogo Esteves is a Public Defender of the State of Rio de Janeiro - Brazil (since 2008) and works representing vulnerable people in civil and criminal cases. He received his PhD in Sociology and Law from Fluminense Federal University (UFF/PPGSD): the doctoral thesis is a comparative study on legal aid in Latin American countries. He is Professor at Foundation Superior School of Public Defender's Office of Rio de Janeiro (Fundação Escola Superior da Defensoria Pública do Estado do Rio de Janeiro – FESUDEPERJ), where he teaches Brazilian legal aid since 2012. His research resulted in several books and articles on the subject of access to justice and legal aid, including: "Access to Justice in Brazil – The Brazilian Legal Aid Model", co-authored with A. Castro, C. Alves and F. Silva (2017); "Princípios Institucionais da Defensoria Pública", co-authored with F. Silva (2018); and *ブラジルにおける司法アクセス・ブラジルの法律扶助モデル* co-authored with T. Ikenaga and C. Alves (Jiyu to Seigi – 2017). He currently co-coordinates the Brazilian Public Defender's Office National Survey (Pesquisa Nacional da Defensoria Pública) and the Global Access to Justice Project.

PROFESSOR TREVOR FARROW



Trevor C.W. Farrow, AB (Princeton), BA/MA (Oxford), LLB (Dalhousie), LLM (Harvard), PhD (Alberta), is a Professor and an Associate Dean at Osgoode Hall Law School in Toronto. He is the Chair of the Canadian Forum on Civil Justice and was the founding Academic Director of the Winkler Institute for Dispute Resolution and former Director of the York Centre for Public Policy and Law. Professor Farrow's teaching and research focus on the administration of justice. His scholarship is published in Canada and around the world. Professor Farrow was formerly a litigation lawyer in Toronto and has received teaching awards from Harvard University and Osgoode Hall Law School.

DAVID FIELD



David Field is the President and Chief Executive Officer of Legal Aid Ontario. He has been in this role since January 1, 2016.

David has worked in various capacities for the Government of Ontario since 1982. His 33-year financial and strategic planning career in the public sector includes his work as the Director and Chief Financial Officer, Business and Fiscal Planning Branch at the Ministry of the Attorney General, and Director Financial Planning and Business Management Branch at both the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Before becoming President and CEO, David was the Vice President of Strategic Planning and Compliance at LAO and was instrumental in LAO's development of modern management methods to benefit client service and organizational effectiveness. David holds an MBA in public administration from York University as well as a BA in political science from the University of Waterloo.

RONALD S FLAGG



Ronald Flagg was appointed President of the Legal Services Corporation effective February 20, 2020, and previously served as Vice President for Legal Affairs and General Counsel since 2013. He previously practiced commercial and administrative litigation at Sidley Austin LLP for 31 years, 27 years as a partner. He chaired the firm's Committee on Pro Bono and Public Interest Law for more than a decade.

Flagg served as president of the District of Columbia Bar in 2010-2011 and currently serves as Chair of the Bar's Pro Bono Task Force and on the Board of the DC Bar Foundation. He previously also served as Chair of the Board of the National Veterans Legal Services Program, Chair of the District of Columbia Bar Pro Bono Center, Chair of the Board of the AARP Legal Counsel for the Elderly, and as a member of the American Bar Association's House of Delegates, the Board of the Washington Lawyers' Committee for Civil Rights and Urban Affairs, and the District of Columbia Judicial Nomination Commission.

Flagg graduated with honors from the University of Chicago and cum laude from Harvard Law School. He began his career as a law clerk to Judge Myron L. Gordon, U.S. District Court for the Eastern District of Wisconsin and as attorney-advisor in the United States Department of Justice, Office of Intelligence Policy.

PROFESSOR DAME HAZEL GENN DBE, KC, FBA, LLD



Dame Hazel Genn is Professor of Socio-Legal Studies in the Faculty of Laws at UCL and Director of the UCL Centre for Access to Justice, which she founded in 2013. She is a leading empirical legal researcher and expert on access to civil justice. Her work has influenced policymakers in relation to the provision of legal aid and the social and health effects of unmet legal need. Between 2016-2018 she developed the activities of the UCL Centre for Access to Justice to include an innovative health justice partnership with a GP practice in East London delivering free social welfare legal services to low income and vulnerable patients within the practice. She is currently Directing a National Strategy for Health Justice Partnership, funded by The Legal Education Foundation. Dame Hazel has been appointed to numerous public service roles, In recognition of her contribution to the justice system, she was awarded a CBE in 2000 and DBE in 2006.

LOUISE GLANVILLE



Chief Executive Officer, Victoria Legal Aid and Chair National Legal Aid

Louise has extensive experience across the justice, social services and government sectors. Louise is the Chief Executive Officer of Victoria Legal Aid and the Chair of National Legal Aid. She also Chairs the Western Metropolitan Partnership and the Ministerial Development Advisory Panel, as well as holding an Adjunct Professor role at Victoria University. Prior to these appointments, Louise was the Chief Executive Officer of the Victorian Responsible Gambling Foundation and she spent three years as Deputy CEO at the National Disability Insurance Agency implementing the NDIS. Louise was the inaugural Director of Victoria's Neighbourhood Justice Centre Project which saw the Centre opening in Collingwood in 2007. She has worked for the Victorian Public Advocate, the then Victorian Department of Justice and the Commonwealth Attorney-General's Department in Deputy Secretary roles, as well as in local government, academia, the private sector, and ministerial offices. Louise holds qualifications in law, social work and social policy, and is keenly interested in the intersections between legal policy and public policy generally. Over the last decade, Louise has had extensive experience in varied roles related to governance, risk, strategic planning and financial management.

DR TATIANA GRIESHOFER



Dr Tatiana Grieshofer, School of English, Birmingham City University, UK
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I am Reader in Language and Law with an interdisciplinary research profile in several areas of forensic linguistics (courtroom discourse, language and law) and socio-legal studies (procedural justice, self-represented litigants). My research expertise draws on combining empirical research methods with applied linguistics methodology in order to

- (1) investigate discursive practices throughout the different stages of legal proceedings (i.e. pre-court and court stages),
- (2) identify communicative barriers and link them to procedural justice,
- (3) challenge systemic aspects of legal practice.

I have led a number of research projects funded by Marie Curie Fellowship scheme, British Academy/Leverhulme, Arts and Humanities Research Council, focusing on diverse aspects of civil and family proceedings. In my recent projects I focused on communication challenges for self-represented litigants across small claims cases and libel cases in the USA and the jurisdiction of England and Wales. This eventually led me to investigate a grey area of the provision of legal advice online. Drawing on corpus linguistics methods (semi-automated linguistic analysis), I was able to show that advice forums and social media groups led by unregulated lay advisers without a proven expertise (McKenzie Friends) create a communicative environment in which the linguistic framing of the advice jeopardises its potential usefulness and creates a false sense of injustice, arguably misleading and financially exploiting vulnerable users.

I am currently completing a project on DIY Access to Justice, exploring legal-lay discourses of county and family courts. The main focus is on identifying the disparity between court procedures and communicative challenges for lay court users in order to establish best practices for eliciting evidence and ensuring that parties and witnesses can have their voices heard. I am also currently working on a monograph on Legal-Lay Discourses in Family and County Courts and a co-editing project on Communication and Professional Practice.

KATRINA HARRY

Katrina Harry, KC was called to the bar in 2006, and works in the areas of child protection and family law. She is the Manager of Indigenous Services at Legal Aid BC and oversees 10 Parents Legal Centres across the province, managing 19 lawyers and 22 staff. She created the first Parents Legal Centre in 2014 as a way for parents to resolve their child protection matters early and collaboratively. First elected a Bencher for 2022, Katrina is Co-Chair of the Truth and Reconciliation Advisory Committee, and a member of the Discipline Committee and Lawyer Development Task Force. Before her election as a Bencher, she served for three years as a member on the Truth and Reconciliation Advisory Committee.

Katrina has presented and chaired various programs, including guest lecturing at UBC Law and PLTC, and co-chairing both a working group for the BC Law Institute and for the Continuing Legal Education child protection conferences. She has sat on the Leadership Group for Access to Justice BC, served as board member for both Battered Women's Support Services and Community Legal Assistance Society. Katrina is a proud member of the Shuswap nation, and enjoys cooking and hosting, and time at the soccer pitch with her three children.

MS ANIKA HOLTERHOF



Ms. Anika Holterhof, LL.M., is a qualified lawyer from Germany, specialized in international and domestic criminal law and human rights. She joined the United Nations Office on Drugs and Crime (UNODC) in 2012 with the Organized Crime and Illicit Trafficking Branch, working on cybercrime and international cooperation, and currently holds the position of Crime Prevention and Criminal Justice Officer in the UNODC Division for Treaty Affairs, focusing on access to justice and countering discrimination in the criminal justice system. Since 2017, she has been acting as HQ focal point on legal aid. Prior to joining UNODC, Anika has worked with the International Criminal Tribunal for the former Yugoslavia (ICTY), Defence Counsel before international and domestic courts, the Organized Crime Department of the Office of Public Prosecution in Bonn, and the Federal Foreign Office of Germany. She holds a law degree from the University of Bonn (GER), and a master's degree from the University of Amsterdam (NL).

DR ANAT HOROVITZ



Dr. Anat Horovitz is a faculty member of the Hebrew University Faculty of Law, where she lectures in the field of Criminal Procedure, and serves as the Academic Director of the Criminal Law Clinic and the Academic Director of the Innocence Clinic. Dr. Horovitz stepped down from her ten-year position as Deputy Head of the Israel Public Defender Office in 2022, was a member of the Public Committee on Wrongful Convictions and Miscarriages of Justice (2018- 2022), and served for 11 years on the Advisory Committee to the Minister of Justice on Criminal Procedure.

BONNIE ROSE HOUGH

Bonnie Rose Hough is a consultant on access to justice issues. She recently retired as Principal Managing Attorney for the Center for Families, Children & the Courts of the Judicial Council of California where she worked for 25 years to assist courts meet the needs of people who cannot afford counsel in civil cases. In that position, Bonnie managed over \$125 million annually in funding for legal services agencies as well as for court-based, attorney supervised, self-help centers. She managed a number of major research projects studying the impact of legal aid and self-help assistance. She is the editor of the Benchguide for Judicial Officers on Handling Cases Involving Self-Represented Litigants. She worked with an extraordinary team on the California Courts On-Line Self-Help Guide (www.selfhelp.courts.ca.gov), which contains thousands of pages of legal information and step by step guides in English and Spanish and is used by over 5 million people per year.

Bonnie was a founder of the Family & Children's Law Center in Marin County and served as its executive director and lead attorney for six years. She attended the University of California, Law, San Francisco, and also holds a Masters of Public Administration. Before joining CFCC, she was in private practice in family law where she focused on offering limited and full scope assistance to persons of modest means.

MWEEMBA HUMPHREY



Acting Director / CEO of the Legal Aid Board (Board). He joined the Board when it was a department under Ministry of Legal Affairs in 2005. He has risen through ranks from Legal Aid Counsel to now Director. Mr Mweemba Lectured at Unza in Forensic Psychology and at Nkhruma and Mulungushi Universities in Business Studies. He holds a Bachelor of Laws from Unza, Diploma in Legislative Drafting from ZIALE, Certificate in Law and Justice from Danish Institute for Human

Rights, (DIHR) Denmark, Certificate in Essentials of Law from Dubai, Certificate in Advocacy Skills from Kenyani School of Law, and Certificate in Arbitration from CIArb. He has vast experience in Litigation both Civil and Criminal with a bias in the latter. He is an advocate of all superior Courts in Zambia with about 17 years of experience. He has served as Board Member for Rusangu University.

MATIAS HUHTILAINEN



Matias Huhtilainen, MSc (Econ and Bus Admin), is an Early Stage Researcher at the University of Eastern Finland Business School. His research interests include law and economics in general and financial markets regulation in particular.

TOMOKI IKENAGA



Tomoki Ikenaga has been an Attorney-at-Law since 1997 after graduation from Waseda University. From 2004 until 2005, he was a visiting scholar at University of California, Berkeley. From 2006 until 2015, he worked as a researcher at the Japan Legal Support Center (JLSC), which is a public corporation providing both civil and criminal legal aid established in 2006 with funding from the national government. After he served as a chairperson of the civil legal aid committee of the Japan Federation of Bar Association's Central Board on the JLSC, he is currently a Deputy Secretary of the above-mentioned Central Board on the JLSC.

SUE JAMES



Sue James is the chief executive of Legal Action Group. Prior to this she was director and solicitor at Hammersmith Law Centre where she specialised in housing law. She is Chair of the Renters Reform Coalition, a founding trustee of Ealing Law Centre and the North Wales Law Centre Steering Group. In 2017 she won the Legal Aid Lawyer of the Year Outstanding Achievement Award. She is co-author of *Housing Possession Duty Desk: a practical guide*, co-editor of the *Legal Aid Handbook*, *Justice Matters*, *Legal Aid Matters* and a contributor in the first collection on *Access to Justice in Rural Communities* and also writes, speaks and campaigns on justice, housing and legal aid.

LYNN A JENNINGS



Lynn A. Jennings Vice President for Grants Management Legal Services Corporation
Lynn Jennings serves as the Vice President for Grants Management at the Legal Services Corporation (LSC). In this capacity, she has responsibility for planning, developing, and implementing systems for LSC's nationwide grant-making and grants management. Ms. Jennings focuses on promoting effective and efficient delivery of legal services to the low-income individuals and families, ensuring sound fiscal and management oversight, and ensuring compliance with the LSC Act, other governing provisions of the law, and LSC's guidelines, policies, and grant conditions. She also oversees LSC's research initiatives including a congressionally mandated eviction study, Justice Gap Reports and Civil Legal Data Initiative.

Prior to joining LSC, Ms. Jennings was Principal for Jennings Solutions, LLC providing a broad range of management and strategic consulting services to private- and government-sector clients, including expert advice and guidance on policy development, program implementation and management, relationship building and stakeholder outreach, leadership training, and organizational issues.

She also founded and served as the Executive Director of Big City Emergency Managers, Inc. (BCEM). BCEM represents the directors of emergency management from the largest, most at-risk cities from across the country to foster the development and growth of robust and nimble emergency management operations in the nation's largest, most at-risk metropolitan jurisdictions so that the country is better positioned to prevent, protect against, prepare for, respond to and recover from major incidents and catastrophic emergencies.

Previously, she served as Executive Vice President at the Council for Excellence in Government (Council) where she directed the Council's homeland security and emergency preparedness initiatives. In that capacity, she oversaw the development and implementation of a Public Readiness Index (PRI) to measure individual and family readiness. She also led the various leadership and performance programs at the Council including the Excellence in Government and DHS Fellows programs. In

this role, she was responsible for the programming and execution of programs that graduate more than 220 Federal managers each year.

Ms. Jennings also served as the Director of Strategic Initiatives at the CNA Corporation, a non-profit corporation that provides high-level, in-depth research and analysis to inform public sector decision makers in a number of critical areas including homeland security

She has extensive public sector experience and has served in several senior-level positions in the federal government, including Acting Assistant Secretary for Policy in the U.S. Department of Labor, General Counsel of the U.S. Merit Systems Protection Board, and Chief of Staff to the Chief Operating Officer of the U.S. Agency for International Development. Ms. Jennings also has experience in the White House's Office of Presidential Personnel as a Search Manager for key presidential appointments in both national security and domestic policy.

She earned a B.A., cum laude with honors, in political science from the University of Rochester and a J.D. from the Columbus School of Law, the Catholic University of America.

ANDREWS KANANGA



Andrews Kananga is the Executive Director of the Legal Aid Forum in Rwanda since 2008. A lawyer by profession, Andrews has over 19 years of experience in the legal field. Andrews' legal expertise is around governance and justice sector reforms with a focus on access to justice for the most disadvantaged, human rights and public interest litigation.

Andrews holds an LLM in International Criminal Justice & Law of Human Rights, an LLB and a PGD in legal practice. An avid Human Rights Defender, Andrews enormously contributed to legal reforms in Rwanda including many pieces of legislation that favour access to justice for the poor and vulnerable groups in Rwanda.

Andrews is passionate about research and advocacy and has spearheaded several research works on access to justice in Rwanda and the Region. He is a founding member of the African Centre of Excellence for Access to Justice and is currently the head of research in the same centre.

Andrews is also a member of the Court Mediation Advisory Committee in Rwanda, having been appointed in 2020 by the Honorable Chief Justice of Rwanda.

STUART KELLY

Before joining the Law School at Strathclyde, Stuart practised as a solicitor in Scotland in both private practice and in-house. He is an accredited and practising mediator. Stuart's teaching and scholarship interests lie in the legal profession and dispute resolution. Stuart leads Strathclyde's postgraduate legal programmes, and as part of the School's leadership team, is responsible for developing contemporary educational responses to technology advances. He is a committee member of the Law Society of Scotland and a former chair within the Children's Hearings System in Scotland.

DR VICKY KEMP



Dr Vicky Kemp, a Principal Research Fellow and Co-Director of the Criminal Justice Research Centre, University of Nottingham, is an experienced researcher having conducted extensive empirical studies into youth justice, police custody and police station legal advice. After having completed her doctorate at the University of Cambridge in 2003, which focused on youth justice reforms at that time, she was a member of the government's Legal Services Research Centre, an internationally recognised and influential leader in the field of access to justice research. In a Nuffield funded study she has recently examined the impact of legal safeguards on child suspects. For the first time in England and Wales, this included researchers engaging with children about their legal rights while held in police custody. Informed by the research findings, she will next work in partnership with the police and other agencies in piloting a child-friendly and child-centred approach in police custody. Recognised as an expert on criminal legal aid, Vicky was a member of the Lord Chancellor's Expert and Advisory Panel on the Criminal Legal Aid Review and she is a member of the International Legal Aid Group and the European Society of Criminology.

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PROFESSOR DR MATTHIAS KILIAN



Prof. Dr. Matthias Kilian is the Hans-Soldan-Professor for the Law of the Legal Profession at the University of Cologne. He has held several research posts at the University Of Cologne since 1995, with his work focusing on business law, procedure and the legal profession. His teaching at the University Of Cologne includes business and company law, consumer law, professional responsibility and lawyers' skills.

Prof. Kilian is Director of the Soldan Institute For Law Practice Management, Cologne, a research institute focusing on socio-legal and empirical studies on the German legal profession. His recent work in this capacity includes research projects on young lawyers, lawyers' remuneration, mediation by lawyers, the public perception of lawyers, access to justice, lawyer specialization and on the female Bar.

He qualified for the bar in 1998 and initially practised as the founding partner of the Cologne office of a mid-sized multi-disciplinary law firm, a position he vacated at the end of 2006 to focus on his academic work. As a lawyer, he specialized in advising and representing other professionals.

Prof. Kilian is a member of the Documentation Centre of The Law of The Legal Profession In Europe, a joint research unit of the German Bar Association, the German Federal Bar, the Federal Chamber Of Notaries and the Institute of The Law Of The Legal Profession which is based in Cologne.

He has published widely in the field of his research work, among others, works on trans-national legal practice, legal ethics, European law, procedure, partnership law and medical law. The most recent of the more than 40 books he has authored include works on the regulation of lawyers for practitioners and students, a book on lawyers' fees, a handbook on law practice and its management which he co-edited, and a work on the basics of lawyering/skills. He is the editor of the Statistical Yearbook of the German legal profession. As a renowned expert in his field, he has advised the German Federal Parliament on various occasions and provided expert advice on the regulation of legal services, professional responsibility, legal education and costs laws.

Prof. Kilian is a member of the Legal Services Committee of the German Bar Association (DAV), of the Scientific Advisory/Amicus Curiae Board of the Council of Bars and Law Societies of Europe (CCBE), of the Legal Ethics Committee of the Federal Chamber of Tax Advisers (BStBK). Being a member of the board of the International Legal Ethics Association (IAOLE) since 2014, he was elected President of IAOLE in August 2022. He is an editorial board member of the BRAK-Mitteilungen, the journal of the German Federal Bar and also member of the editorial board of MDR, a bi-weekly law journal on civil law, and of AGS,

a monthly law journal on law practice management and legal fees. He is the book review editor of the *Anwaltsblatt*, the monthly law journal published by the German Bar Association, and the European correspondent of the law journal *Legal Ethics*.

His memberships include the International Association Of Legal Ethics, the International Legal Aid Group, the International Working Group for Comparative Studies of Legal Professions (RSCL), the Advisory Board of Legal Ethics and the working group "European Observatories Of Legal Professions".

JACQUELINE KINGHAN



Jacqueline Kinghan is a Senior Lecturer in Social Change Legal Education and Co-Director of the Emma Ritch Law Clinic at the University of Glasgow, School of Law. She was formerly a Kennedy Memorial Trust Scholar at Harvard Law School (LLM, 2006), founding Director of the UCL Centre for Access to Justice and an AHRC funded PhD student at Goldsmiths, University of London (2015-2018). Jacqueline is a qualified barrister with socio-legal research expertise in areas including legal aid, community lawyering and strategic litigation. She has an established track record of acting as learning partner and research consultant to grantmakers, charities and NGOs in the UK.

ASSOCIATE PROFESSOR TARJA KOSKELA LL.D.



Associate professor (criminal law), Tarja Koskela works at the University of Eastern Finland, Law School. She teaches primarily criminal law and supervises criminal law theses. She conducts research in both criminal law and criminal procedure.

PROFESSOR DR RIIKKA KOULU



Prof. Dr. Riikka Koulu is the Associate Professor (Social and Legal Implications of AI) at the Faculties of Social Sciences and Law, University of Helsinki, Finland. Since 2016, she also leads the University of Helsinki Legal Tech Lab, an interdisciplinary research hub that examines the intersections of law, technology, and society. She holds several positions inside and outside of academia, e.g. the chairperson of the Finnish Data Protection Ombudsman's Expert Board; member of the Ethical Advisory Board of the Finnish Centre for Artificial Intelligence (FCAI); and associated researcher at the Alexander von Humboldt Institute for Internet and Society HIIG (Berlin). Her current research interests include automation of legal practices, AI ethics, policy and regulation, and procedural perspectives to technological design.

DR COLIN LANCASTER



Chief Executive and Accountable Officer Scottish Legal Aid Board

Colin took up post as Chief Executive in September 2015. He joined SLAB in 1997 and was previously Director of Policy and Development where his responsibilities focused on improving the availability, quality and cost-effectiveness of publicly funded legal assistance, both civil and criminal.

As Chief Executive, Colin is a member of the Scottish Government's Justice Board which manages the strategic direction of the justice system in Scotland. He is also a member of the Scottish Civil Justice Council, the Criminal Justice Board and the Non-Departmental Public Bodies Chief Executives Forum.

MAAIKE DE LANGEN



Maaïke de Langen is an independent researcher and consultant, working for people-centered justice and a responsive rule of law, writing and thinking about a better UN, hopeful multilateralism and everything ombuds. She is a Senior Fellow at New York University's Center on International Cooperation.

Maaïke started her career as a researcher and project manager with the Van Vollenhoven Institute for Law, Governance, and Development (Leiden University), where she worked on a legal cooperation project between the Netherlands and Mali and did socio-legal research in the North of Mali on local courts and on the effects of decentralization on land governance.

She then worked for UNDP in N'Djamena, Chad and at HQ in New York, on governance, human rights, access to justice and legal empowerment of the poor. She had a critical role in drafting the Report of the Commission on Legal Empowerment of the Poor and created UNDP's first global project on Legal Empowerment of the Poor.

Back in the Netherlands, she was first advisor to the National ombudsman for eight years, creating and leading the Department for Strategy and Policy. In 2014, she returned to Mali for a year, to design the Dutch bilateral program on Security and Rule of Law.

Early in 2018, she joined the Pathfinders for Peaceful, Just and Inclusive Societies at NYU-CIC, first as Head of Research for the Task Force on Justice, overseeing the research for the Justice for All report. She then founded the Pathfinders for Justice Program and directed it from 2020-2022.

DR STEFANIE LEMKE



Dr. Stefanie Lemke is a sociolegal scholar and a lawyer by training who has worked, for more than 17 years, in the areas of justice reform, legal aid and the legal profession with governments, leading research groups, prominent NGOs, commercial law firms and international organizations in Asia, Europe and Latin America. She completed a PhD at Cologne, London and Oxford Universities and was trained as a judge, a prosecutor and a criminal defence lawyer in Germany.

Stefanie acts regularly as an adviser for the United Nations, the Organization for Security and Cooperation in Europe, the Council of Europe and the European Union. As such, she was commissioned, for example, to draft Europe's first guidelines on civil and administrative legal aid (which were adopted by the Council of Europe Committee of Ministers in 2021) and has been appointed by the European Commission to serve on its expert committees promoting access to justice, victims' rights and capacity building for civil society actors. She is an Associate to Leeds University's Legal Professions' Research Group and is an elected board member of the Research Committee on Sociology of Law (RCSL). Her latest book "Human Rights Lawyering in Europa" explores the relationship between affordable access to justice and the provision of legal services to vulnerable groups.

DR CHONGJIE LI



Lawyer Dr. Chongjie Li
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Lawyer Chongjie Li is a senior criminal Advocate at Tahota Law Firm in Beijing. He is a part-time researcher at the Criminal Trial Advocacy Center of CUPL, and deputy director, part-time professor at the Judicial Practice Research Center of Ningbo University.

He was once the director of the 8th Criminal Law and Criminal Procedure Professional Committee of the Ningbo Lawyers Association. He was honored 2019 Best Group Award of the Ningbo Lawyers Association in Zhejiang Province. Tian's fraud legal aid case, which he once handled, was selected for the Legal Service Case Database of the Ministry of Justice of the People's Republic of China.

MEGAN LONGLEY, KC



Megan Longley, KC joined the Schulich School of Law in the fall of 2021 as Executive Director of Dalhousie Legal Aid Service. Megan graduated from Dalhousie Law School in 1994 and was called to the Nova Scotia Bar in 1995. After a period in private practice, she joined Nova Scotia Legal Aid in 1999. Megan's practice was primarily as criminal defense counsel, in the Youth Court for a good portion of her career. She became manager of [Nova Scotia Legal Aid's](#) Youth Justice Office in 2011. In 2015 Megan joined the Executive Office as Service Delivery Director and became CEO of Nova Scotia Legal Aid in 2016. Megan is past president of the [Nova Scotia Criminal Lawyers' Association](#), and recently completed two terms on the board of the Canadian HIV/AIDS Legal Network. Megan has also represented the [Association of Legal Aid Plans of Canada](#) on [Canada's National Action Committee on Access to Justice](#). Megan has been on the Board of the Canadian Institute for the Administration of Justice Board since 2021.

JANNY LUBBERS



Janny Lubbers is a Concernliaison at the Dutch Legal Aid Board. She has a Master of law. In the eighties she completed her studies with a thesis on admission and control of immigrants including asylumseekers . She worked at the Dutch Refugee Council in different functions, lastly as an advisor to the General Manager. In 1999 she changed jobs. She worked in various management functions at the Dutch Legal Aid Board and co-developed the so called High Trust method of working to decide on applications for legal aid and payments. Now she is a Concernliaison, working with the General Manager on strategic, tactical and operational level.

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MS SANTOSH SNEHI MANN



Ms. Santosh Snehi Mann is the Member Secretary of the National Legal Services Authority (NALSA), the Apex statutory autonomous body for providing free legal services and implementing alternative dispute resolution mechanisms in India, headed by the Hon'ble Chief Justice of India. She holds *Master's Degree of Science in Botany* and *Masters of Law* from prestigious universities of India and is an officer of the Delhi Higher Judicial Service.

With over 30 years of experience as a Judge, Ms. Mann has presided over various criminal and civil courts, including specially designated courts for corruption and narcotics cases, in the national capital. She was also the first *Principal Magistrate* of the newly constituted '*Juvenile Justice Board*' in Delhi in the year 2003. Throughout her tenure as a Judge, Ms. Mann conducted trials of several sensitive and high-profile cases, encompassing a wide range of offenses such as terrorism, human trafficking, sexual crimes, murder, as well as white-collar crimes like bank fraud and money laundering.

Ms. Mann has also served as the *Director (Academics)* at the *Delhi Judicial Academy* – a body responsible for training of judicial officers at the time of induction and thereafter during their service. She is a distinguished fellow of the *Commonwealth Judicial Education Institute (CJED)* based in Canada.

She serves as a visiting faculty member on various subjects relating to *Criminal Law, Juvenile Justice, Domestic Violence, Development of Law & Amendments, Court & Case Management, Forensic Science and Evaluation of Training Impact* at prestigious institutions such as the *National Judicial Academy, Bhopal; National Law University, Delhi; Campus Law Center, Delhi University; The Police Academy, Hyderabad; Training Institute of Union Territory Civil Services Delhi and LNJNI National Institute of Criminology and Forensic Science, New Delhi.*

Besides being a staunch advocate of environment sustainability, she is also a skilled hiker and mountaineer, frequently found on excursions where she combines her passion for outdoor adventures with her love for music.

DR JESSICA MANT



Dr Jessica Mant has been a lecturer in the Faculty of Law at Monash University, Australia since June 2022. Her research interests include access to justice, legal aid, family law and self-representation in justice systems. Prior to her position at Monash, Jessica was a lecturer at Cardiff University, UK, and her research projects tend to focus on how these issues interact across both the Australian and the UK justice systems. Recently, Jessica was part of a research team that undertook the largest ever survey of the legal aid sector in England and Wales, gathering insight into the working conditions of over 1000 current, former and future legal aid practitioners. The findings of this project will be published in a forthcoming book *Legal Aid and the Future of Access to Justice* (Hart Publishing, 2023). Other notable projects include her recent monograph, *Litigants in Person and the Family Justice System* (Hart Publishing, 2022) which focuses upon the challenges that unrepresented parties face when they are left with no option but to navigate family courts without legal representation, and a recent commissioned study, *Blended Advice and Access to Justice* (UK Ministry of Justice, 2023), which provides insight into the methods that advice services are using to 'blend' face to face and virtual forms of advice following the COVID-19 pandemic.

DR LIXIN MAO



Lawyer Dr. Lixin Mao

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Lawyer Dr. Lixin Mao is the director of Shangquan Law Firm, the first and the best law firm specializing in criminal defense in China. He is also the vice-director of Criminal Trial Advocacy Center, CUPL, standing director of China Case Law Studies Association, associate professor and Master's supervisor in Beijing Normal University.

He holds a Bachelor's Degree from Anhui University, and Master's Degree and Ph.D. from Chinese People's Public Security University. He once served in Anhui Public Security Department and Beijing Normal University Criminal Law Institute, and has been engaged in criminal offence investigating, criminal law teaching and research for about 10 years.

His research interests include Criminal Procedure law, Criminal Evidence Law and Criminal Investigation Law. He has published the book "On Investigation of Rule of Law" and more than 60 articles in reputed journals. Besides, he is the editor in-chief of "Win the Defense: Innocence Advocacy Cases of Shangquan".

Since 2007, he joined Shangquan Law Office, specializing in criminal defense. He processed several retrial cases where defendants were acquitted of the charges finally, such as the case of Shijin Zhao (Chuzhou City, Anhui Province), who was accused of contract fraud; the case of Beijing lawyer Zhang, who was accused of extortion; the case of Han Liu, who was accused of crimes by criminal syndicate; the case of Jinlong Xu and other three (Putian City, Fujian Province), who were accused of robbery and intentional homicide; and the case of Xinhua Miu (Ningde City, Fujian Province), who was accused of intentional homicide.

DR ISIDRO GARCIA MINGO



Dr. Isidro García Mingo is the project coordinator for the European project "Access to justice and legal empowerment in Jordan: towards an effective and sustainable legal aid system," as well as a senior consultant and co-founder at Artival Research & Evaluation. He is a lawyer and member of the Madrid Bar Association with extensive international experience managing development projects focused on rule of law, access to justice, and legal aid. He has worked for the Spanish Agency for International Development Cooperation in Jordan, Serbia, and Montenegro and as a consultant on access to justice in Latin America for the European project EuroSocial. Previously, he worked in Bosnia and Herzegovina on a program providing free legal aid and social assistance to refugees and IDPs and in a World Bank program implemented by Projusticia at the Supreme Court of Justice of Ecuador. He holds a PhD in Law from Complutense University of Madrid and a Master's Degree in Democracy and Human Rights from the University of Bologna and University of Sarajevo.

PROFESSOR LINDSAY MONTGOMERY CBE, FRSE



Lindsay has been involved in legal aid and access to justice since 1999, when he became Chief Executive of the Scottish Legal Aid Board, a role he held until 2016. He is one of the two Vice-Chairs for ILAG having been a member of the ILAG Steering Group for many years.

Other roles include Chair of the Judicial Appointments Board for Scotland, Independent Chair of the Scottish Government Digital Transformation Board, Fellow of the Legal Digital Exchange and consultant, particularly on governance, public services, access to justice and legal aid.

He has been involved in various access to justice and legal aid reviews and consultative work for the European Commission in several accession countries as well in China.

He is a Visiting Professor in the School of Law at the University of Strathclyde.

DR WENDY O'BRIEN



Dr. Wendy O'Brien is a legal scholar from Australia, with expertise in international law, gender, and human rights-led criminal justice reform. She commenced with the United Nations Office on Drugs and Crime (UNODC) in 2018, where she currently holds the position of Crime Prevention and Criminal Justice Officer (Human Rights-Based and Gender-Sensitive Police Reform) within the UNODC Division of Treaty Affairs. Wendy has also taken up the role as HQ focal point on technology, human rights, and access to justice. Prior to joining UNODC Wendy held academic roles in Australia, and as Senior Specialist with the Australian Crime Commission, leading on the delivery of research and policy advice on statutory responses to gender-based violence. Wendy holds a concurrent appointment as Adjunct Associate Professor with Deakin University, Australia. She is also guest faculty at the United Nations Interregional Crime and Justice Research Institute (UNICRI, Turin) where she teaches in the LL.M on Transnational Crime and Justice. She holds a PhD, a Master of Public International Law, and a Master of Programme Evaluation.

PROFESSOR ALAN PATERSON OBE, DPhil, FRSE, FAcSS



Alan Paterson is a Professor of Law and Director of the Centre for Professional Legal Studies at Strathclyde University Law School, Scotland. He is the Chair of the International Legal Aid Group being the co-organiser for the fifteen conferences of the Group in The Hague (1995), Edinburgh (1997), Vancouver (1999), Melbourne (2001), Harvard (2003), Killarney (2005), Antwerp (2007), Wellington (2009), Helsinki (2011), The Hague (2013), Edinburgh (2015), Johannesburg (2017), Ottawa (2019), Sydney (2021) and Harvard (2023) .

Professor Paterson is also:

- the Chair of the Legal Aid and Legal Services Group of the International Working Group on Comparative Legal Professions;
- the Chair of the Legal Services Group of Citizens Advice Scotland;
- Adviser to the Scottish Legal Aid Board and the Law Society of Scotland and responsible for the training and monitoring aspects of quality assurance of the peer review programme for civil, children and criminal legal aid lawyers in Scotland.

Alan was also the International and Expert Adviser to the Scottish Government's Independent Review of Legal Aid (2017) and has been working as a consultant for the UNODC, the Council of Europe, and the EU in relation to legal aid, governance and quality assuring legal services provision over the last decade.

Educated at Edinburgh and Oxford Universities and qualified as a solicitor in Scotland, he has published widely in the field of legal aid and legal services, including:

- *Resourcing Civil Justice* (OUP, 1996) (with T. Goriely);
- *The Transformation of Legal Aid* (OUP, 1999) (with F.Regan, T.Goriely & D.Fleming);
- *Paths to Justice Scotland* (Hart Publishing, 2001) (with H. Genn).

- Contesting Professionalism: Legal Aid and Non-lawyers in England and Wales” (with R. Moorhead and A. Sherr) in 37(2003) *Law and Society Review* 765-808
- “Peer Review and Quality Assurance” 13 (2007) *Clinical Law Review* 757 .
- *Lawyers and the Public Good* (Cambridge University Press, 2012) Hamlyn Lectures for 2010.
- *Country Report of consultancy Study on the Feasibility and Desirability of establishing an Independent Legal Aid Authority for the Legal Aid Services Council, Hong Kong* 2012
- *Face to Face Legal Services and their Alternatives* (with Roger Smith) (CPLS, University of Strathclyde, 2013)
- *Assessment of the Free Secondary Legal Aid System in Ukraine in the light of the Council of Europe’s Standards and Best Practices* (with Peter Biggelaar, Nadejda Hriptievschi, Oleksandr Banchuk and Gennadiy Tokarev) (Council of Europe, 2016)
- *Peer Review of Legal Aid Files: A Toolkit for the National Legal Aid Centre for China* (with Avrom Sherr) (China / EU Access to Justice Programme, 2016)
- *Legal Aid Governance Models and Independence* (Draft report) (Council of Europe, 2018)
- *Draft Handbook on Ensuring Quality of Legal Aid Services in Criminal Justice Processes* (with Miri Sharon) (UNODC, 2019)
- *Assessing the Ukrainian Regulatory Framework of the FSLA system in Civil and Administrative cases in the light of their compliance with the Council of Europe standards.* (Report for the Council of Europe June 2020.)
- *Inception Report: The international experience of applying peer review of legal services in the public sector and civil society institutions* (UNDP, 2020)
- *Development and Implementation of Peer to Peer Quality Evaluation within the National System of Free Legal Aid Provision in Ukraine* (UNDP, 2020)

Awarded OBE for services to Legal Education and the Law 2010

Contact details: Professor Alan Paterson, The Centre for Professional Legal Studies, University of Strathclyde, Level 3, Lord Hope Building, 141 St James Road, Glasgow G4 0RQ. E-mail address: prof.alan.paterson@strath.ac.uk

DR SUSANNE PETERS



Susanne Peters is a researcher at the Dutch Legal Aid Board. She has a PhD in social sciences. In 2004 she finished her thesis on 'The social psychology of being better off than others'. For a couple of years she worked at the Research and Documentation Centre (WODC) of the Ministry of Justice. Since 2007 she has been working at the Legal Aid Board. She is part of the Knowledge Centre that has recently been established at the LAB. Here she conducts research in the field of legal aid and the field of debt restructuring.

MARCUS PRATT



Marcus Pratt is a Special Advisor in the Policy department at Legal Aid Ontario. He is also responsible for the organization's Test Case and Second Chair mentoring programs. Prior to this position, he was LAO's Director of Policy and criminal law Policy counsel.

He has written and co-authored several articles in the area of Canadian criminal law. He has appeared with the organization's CEO, David Field, before the Canadian Senate's Standing Committee on Constitutional and Legal Affairs studying delays in the criminal justice system, and the House of Commons Standing Committee on Justice and Human Rights reviewing large-scale amendments to the Canadian Criminal Code.

MS CHRISTINA KAMILI RUHINDA



Ms. Christina Kamili Ruhinda is a Lawyer, holding Master Degree in Governance and Leadership. She is also the Executive Director of the Tanzania Network of Legal Aid Providers (TANLAP). As the Executive Director of TANLAP, she oversees the operations and fundraising of the organization, and acts as its spokesperson. TANLAP works to build its members' capacities to engage with the government, create awareness around critical legal and human rights issues, and advocate for the rights of citizens, especially vulnerable and marginalized. She coordinated legal efforts to enact Legal Aid Act ,2017 and its Regulations of 2018. She has been engaged in the identification of potential issues that have influenced access to Justice in Tanzania; analyzing human rights abuses and proposing possible reforms; conducting assessment of Tanzania's legislations, practice and capacities in respect to regional, continental and international human rights standards – treaty obligations and compliance. She is currently engaging the government to enact Anti- Gender Based Violence Act.

Ms. Ruhinda is a Board member of the Board of Access to justice and Rule of Law project implemented by Ministry of Constitutional and Legal Affairs and UNDP; Committee Member of Mama Samia Legal Aid Campaign ; Chairperson of Policy Forum (PF); Tangible Initiative for Local Development Tanzania , Door of Hope; Retired Board member of Tanzania Human Rights Defenders Coalition(THRDC) and a Board member of various Non-Governmental Organization; Committee member of World Association of Girl Guides and Girl Scout for African Regional; A member of National Bench- Bar Case Management Committee established under Chief Justice's Circular No. 5 of 2018; Founding member of East Africa Regional Network of Non – State and State Actors ; A member of African Centre of Excellency on Access to Justice; A Vital Voice Global Alumni (VVLEAD); A member of International Legal Aid Group and Tanzania Local Researchers Coordinator on Global Access to Justice Project. She has further participated in Various African Union expert's Meetings organized by the Political Affairs Department as an expert on access to justice and democracy.

She received award of Humphrey Fellowship in Law and Human Rights. While in USA, she attended courses at the Syracuse University and University of Minnesota, also worked with various institutions such as The George Washington University, Global Rights for Women and Minnesota Africans United as a professional associate. Ms. Ruhinda has further received TIFLD Leadership Award in 2021; Tanzania Human Rights Defenders Coalition (THRDC) Board Membership Award in 2022; Women Civil Society Director's Forum Award on Legal Aid and prominent Leadership that strengthens the women movement in Tanzania and around the world ; Awarded a certificate of appreciation from World Bank Group for generous expert contribution to Women, Business and the Law ; and awarded a Certificate for extraordinary leadership in the global movement to end violence against women and girls everywhere.

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PHILLIP SABUNI



Phillip Sabuni is a human rights activist with 20 years of experience working around access to justice issues in Zambia. He is part of a team of human rights lawyers working with the African Centre of Excellence on Access to Justice to promote paralegalism and access to legal aid by those in need. He is a lawyer by training and has attended a short course called Mental Disability Law in Practice at the Central European University during Summer School in Budapest - Hungary. He has worked around psychosocial and intellectual disabilities issues where he was involved in a research to understand the interaction between persons with psychosocial and intellectual disabilities and the criminal justice system in Zambia. He has also been working with paralegals, disability self-advocates and law enforcement officials to raise awareness on human rights through trainings. Phillip is a Fellow at the Access to Justice Knowledge Hub and a member of the International Association for the Scientific Study of Intellectual and Developmental Disabilities (IASSIDD).

GUIDO SCHAKENRAAD

Eindhoven, Netherlands

RECENT

1978 Lawyer at Eindhoven

1987 Subs Judge, recently in the Court West-Brabant/Zeeland

2000 Chair of the Viadicte Foundation (quality assurance, especially peerreview for law firms)

BEFORE

1985 – 1993 Member (and later secretary) of the Bar Council at 's-Hertogenbosch

1993 - 2000 Member of the Legal Aid Board 's-Hertogenbosch

2000-2005 Member of the Board of the National Bar Association

2009 - 2022 Member of the Dutch Supreme Disciplinary Bar Court (Hof van Discipline)

MS MIRI SHARON



Holds an L.L.B in Law and International Relations (1999, Hebrew University in Jerusalem), and an LLM in Public International Law – International Criminal Law specialization (2001, Leiden University). Since October 2022, she is a PHD student at the Buchman Law Faculty, Tel Aviv University. She has worked as a criminal prosecutor (1999-2000), as a legal advisor in the Attorney's General office (2001-2005), as a legal clinician (2005-2006), and as a crime prevention and criminal justice officer in the UN Office on Drugs and Crime (2006-2015) supporting the development and implementation of the [UN Principles and Guidelines on Access to Legal Aid in Criminal Justice Systems](#) (2012). Since 2016 Ms. Sharon has worked as an independent expert providing consultancy services to UNODC, UN Women, and EU Medisafe. She has worked on human rights law, criminal justice reform, transnational organized crime, and access to justice. In her PhD research she will examine the influence of international standards on national criminal justice systems, and the role of legal aid providers in promoting legal reform.

PROFESSOR AVROM SHERR

Emeritus Professor, Institute of Advanced Legal Studies, University of London.

Professor Sherr graduated in Law from the London School of Economics in 1971 and qualified as a solicitor in commercial litigation with the then firm of Coward (now Clifford) Chance. From 1974 to 1990 he taught at Warwick University where he was a pioneer of clinical legal education. His PhD from Warwick University was on "The Value of Experience in Legal Competence".

In 1990 he became the first Alsop Wilkinson Professor of Law at the University of Liverpool and subsequently Director of the Centre for Business and Professional Law. In 1995 he moved to the Institute of Advanced Legal Studies to become the founding Woolf Professor of Legal Education, a research chair at the Institute. He became Director of the Institute in 2004.

Professor Sherr's main areas of interest have been the development of legal education, the sociology of the legal profession, ethics in professional work and the provision of legal services. He has also been involved in human rights generally and has written in the area of freedom of protest. Work on discrimination relating to AIDS/HIV and the issues of welfare rights provision within health care has been developed together with Lorraine Sherr, Professor of Clinical and Health Psychology at University College Medical School.

Avrom Sherr has been the principal architect of the concept and system of competence assessment in publicly funded legal aid work. He is the founding editor of the International Journal of the Legal Profession, was the project leader producing the seminal report "Willing Blindness" on regulation of the legal profession, and has coordinated a number of trans-European projects on legal ethics, money laundering, legal and accountancy practitioner defaults and discrimination.

He was a member of the Lord Chancellor's Advisory Committee on Legal Education and Conduct; was a member of the Legal Services Complaints Commissioner's Legal Services Consumer Board. and of the Race Relations and Equal Opportunities Committees of the Law Society of England and Wales. He is currently Chair of the Hamlyn Trustees and Chair of the Advisory Panel for the Quality of Advice system for advice NFPs. He also acts as a consultant to government and professional bodies in relation to access to justice and professional training and discipline. His major work involves the assessment of legal aid lawyers in England and Wales.

MALLORY E SORELLE



Mallory E. SoRelle is an assistant professor of public policy at the Sanford School of Public Policy at Duke University. Her research investigates how public policies influence socioeconomic and political inequality in the United States. She is the author of *Democracy Declined: The Failed Politics of Consumer Financial Protection* and a co-author of *What Inclusive Instructors Do: Principles and Practices for Excellence in College Teaching*. She holds a PhD in American Politics from Cornell University, a Master of Public Policy from Harvard University's Kennedy School of Government, and a BA with honors from Smith College. Dr. SoRelle has worked in both legal advocacy and electoral politics.

RUBY STEELE

Ruby is the Manager of Legal Service Development at Legal Aid NSW Australia. Ruby's legal career demonstrates her commitment to social justice and in particular housing and the rights of prisoners. Twenty years ago, she started as a tenant's advocate at a community legal centre and has since been the senior solicitor for the housing team and for the Aboriginal women leaving custody project at Legal Aid NSW and a solicitor at the eviction defence collaborative in San Francisco USA. Ruby's current position allows her to pursue social justice at a systems level by ensuring legal services are readily available and easily accessible for the people who need them most.

NEIL STEINKAMP



Neil Steinkamp is a Managing Director at Stout and a well-recognized expert and consultant on a range of strategic, corporate, and financial issues for businesses, non-profit organizations, state and local government agencies, and community leaders and their advisors. Mr. Steinkamp has extensive experience developing strategic plans, impact analyses, data evaluation methods, and organizational culture. His work often includes assessments of data reporting, data collection processes, the interpretation or understanding of structured and unstructured data, the review of documents and databases, the development of iterative process improvement strategies, and the creation of data monitoring platforms to facilitate sustained incremental change toward a particular outcome

Mr. Steinkamp has premier experience with housing-related issues, including eviction and public housing. Stout has conducted research and analyses of eviction right to counsel and related fiscal impacts in New York City, New Jersey, Philadelphia, Los Angeles, Detroit, Cleveland, Baltimore and Delaware. Mr. Steinkamp currently serves as the evaluator for the Cleveland, Milwaukee, Connecticut and Maryland eviction right to counsel programs, the Cook County Early Resolution Program (ERP) and the National Center for State Courts' Eviction Diversion Initiative.

Stout's publicly available reports for New York City, Philadelphia, Baltimore and Detroit have contributed to landmark legislation passing in those jurisdictions. In mid-2020, Mr. Steinkamp developed innovative analyses of tenant household instability caused by the COVID -19 pandemic and estimates of how that instability could result in an unprecedented number of evictions in states throughout the country. Stout's research and analyses have been cited in local and national publications, including, but not limited to, The New York Times, The Washington Post, CNBC , Reuters, Forbes, Politico, and Bloomberg, and was referenced in the Centers for Disease Control and Prevention September 4, 2020 Order enacting a nationwide eviction moratorium.

Mr. Steinkamp also currently serves as the court-appointed Independent Data Analyst in *Baez v. New York City Housing Authority* (NYCHA) involving NYCHA's compliance with the timely remediation of mold and leak conditions.

Mr. Steinkamp has worked with over 50 non-profit and legal aid organizations as an independent expert or consultant on matters including financial analyses related to eviction prevention subsidies, analyses of court docket data for eviction cases in several cities throughout the country, data monitoring and data assessments related to public benefits, and analyses of reasonable workloads for attorneys.

Clients seek Mr. Steinkamp's unique skillset which combines expertise in strategy, transformative change, finance, complex datasets and systems, and complex procedural and logistical challenges.

JAMES TEUFEL



James Teufel, MPH, PhD, is an Evaluation and Regulatory Reform Consultant of the Institute for the Advancement of the American Legal System (IAALS). Dr. Teufel was the founding Director of Data of the Utah Supreme Court's Office of Legal Services Innovation (OLSI) and the founding Data Analyst of Law Society of Ontario's (LSO) Access to Innovation (A2I).

James currently advises the Delaware Community Legal Aid Society, Inc. (CLASI) on right to representation and nonlawyer representation (i.e., Qualified Tenant Advocates as permitted by Delaware Supreme Court Rule 57.1) in landlord-tenant cases.

Dr. Teufel is currently a Visiting Scholar of Arizona State University's Justice Futures Initiative and an evaluator for Georgetown University's Institute for Technology Law & Policy. He is a recognized scholar focused on the intersection of civil justice and health. Dr. Teufel contributed to the business case for medical-legal partnerships and the social return on investment of legal services.

Dr. Teufel received the 2015 National Medical-Legal Partnership Advocate of the Year Award in recognition for innovating the financial and social return on investment model for medical-legal partnerships and currently consults for the National Center for Medical-Legal Partnerships.

He was a former Associate Professor of Public Health who established two undergraduate programs.

Until July 2021, Dr. Teufel was the President of the Board of the Neighborhood Health Centers of the Lehigh Valley, a federally-qualified health center.

James is particularly interested in scaling and sustaining innovative solutions to social problems and in developing just solutions that empower people to prevent and intervene in justiciable events.

MS SATOKO TOMITA

Director of International Affairs Office, JLSC Headquarters

Staff Attorney of Houterasu Tokyo Law Office

[Japan Legal Support Center (JLSC, Houterasu)]



Professional Employment

- 2020 July-present Director of International Affairs Office (JLSC HQs), Staff Attorney of Houterasu(JLSC) Tokyo Law Office, Tokyo
- [2018 – 2020 June] Director of PR and Research Office, Director of Crime Victim Support Division (JLSC HQs), Tokyo
- [2015 – 2018] Chief Advisor, SCC Project (Japan International Cooperation Agency with Supreme Court of Nepal), Kathmandu, Nepal
- [2013 – 2014] Suffolk University (Master of Science in Crime and Justice Studies)
- [2006 – 2012] Staff Attorney of JLSC in rural areas (Sado Law Office, Okinawa Law Office) Okinawa, Japan
- [2004 – 2006] Started practice as an attorney in Tokyo

At some point of career, I started introducing myself as “a lawyer for people in poverty, practicing any kind of cases as long as it’s necessary to support poor people.” I practiced in a rural area while being almost buried under the huge number of cases. While doing that, we gradually found that just waiting for them is not enough to ensure the access to justice. We started actively working with social welfare agencies. After studying the criminal justice policy in Boston and working as a development worker in Nepal, I moved back to the JLSC. Currently, with in the JLSC, I am in charge to help foreigners. My office locates in a collective office called Foreign Resident Support Center (FRESC) where a variety of government agencies, including the immigration bureau and labor bureau, are working together to effectively support foreigners. Not only taking consultation from foreigners and their supporters with my colleagues every day, I also work for making plans to assure the access to justice for foreigners in Japan. My main job is coordinating people, but sometimes, I myself represent our clients in the court for cases which is least likely taken by lawyers. Conquering the barrier for foreigners is not only about the language but also about specialized knowledge and skills on the visa matter that are often combined with the legal issues. It is challenging but also exciting.

BROWNELL MCHENRY UIRAB



Brownell Mchenry Uirab is the Deputy Chief of Legal Aid at the Ministry of Justice in Namibia. He joined the Directorate of Legal Aid on 1 January 2009 when he was appointed as Legal Aid counsel. He specialized in Criminal law representing indigent persons charged with various offences in both the Lower courts and the Superior courts. He was promoted to Deputy Chief in 2018 and have 14 years' experience with Legal Aid. Prior to joining legal aid, he was a Public Prosecutor with the Office of the Prosecutor-General in Namibia from 2001 until 2008. He earned his B-Juris (2000) and LLB (2009) degrees from the University of Namibia and a Master's degree in Commercial Law (2018) from the University of Cape Town. Whenever he is free from work and family responsibilities he enjoys hiking and reading biographies of prominent political and business personalities.

JULIET-NIL URAZ



Juliet-Nil Uraz is a PhD. candidate in the Department of Social Policy at the London School of Economics. Her research lies at the intersection of public economics, public finance and empirical legal studies. She is particularly interested in untangling the impacts of access to legal assistance on benefits uptake and economic inequalities. Her project entails an analysis of the Legal Aid, Sentencing, and Punishment Offenders Act of 2012 in the UK, and the 2017 Universal Access to Legal Services in New York City. Her research extends to mapping the funding of legal aid schemes from a historical and comparative perspective.

She is the founder of the World Legal Aid Database, which compiles time series data on access to justice expenditures, and the co-Principal Investigator of the Economics of Legal Aid Project, which gathers data on the Indian legal aid system. She also leads an exploratory project funded by the Legal Education Foundation that examines how administrative benefits data can be used to capture the impact of legal services in the UK context.

Before joining the LSE, Juliet contributed to the World Political Cleavages and Inequality (WPID.world) book project co-directed by Thomas Piketty. She worked at the European Systemic Risk Board and has collaborated with the World Bank and J-PAL Europe. Juliet holds an M.Phil. in Quantitative Economics from the Paris School of Economics, and an LL.M. in International, European and Comparative Laws from the European University Institute.

JIN HO VERDONSCHOT



Jin Ho Verdonschot is the Chief Science Officer at the Dutch Legal Aid Board and Head of the Knowledge Center. He has been working on access to justice issues as a researcher, advisor, entrepreneur and innovator. At the Knowledge Center, his work focuses on monitoring and evaluation of the legal aid system, and research into a broad range of legal aid issues. In the past, Jin Ho was part of the team that established Rechtwijzer.

FRIDA ALIZADEH WESTERLING



Frida Alizadeh Westerling (MSc), is a Ph.D. researcher at the University of Helsinki, Faculty of Law. Frida's research focuses on automated decision-making in the asylum procedure. She is affiliated with the Legal Tech Lab, a multidisciplinary research hub on law, technology and society. Currently she is working for the research project 'Potential and Boundaries of Algorithmic Transparency'. Prior to her academic career Frida worked as an asylum officer in Finland and Greece. Her Master's thesis on seasonal workers' right to a fair wage was approved with excellent praise from Åbo Akademi University.

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PROFESSOR MIES WESTERVELD



Mies Westerveld is Law professor (emeritus) and associate of the Amsterdam Centre on the Legal Professions and Access to Justice.

From 2008 until 2019 she was chairholder of the Chair of Legal Aid, a chair that was financed by the Legal Aid Board. From 2003 until 2011 she was a member of the Senate.

Nowadays, she participates in several advisory boards for the Department of Justice (subdivision Legal Protection) with respect to the revision of the Legal Aid Act. She has written several studies about the concept of access to justice and about the ongoing reform of legal aid legislation. Her most recent publication (in Dutch) is an analytical study of prevention in relation to access to justice, both individually (dispute avoidance) and institutionally (straightforward legislation, de-escalatory public policy).

GWANA WILLIMA



Justice Sector Advisor, Enabling Access to Justice, Civil Society Participation and Transparency (EnACT), Commissioned by the German Federal Ministry of Economic Cooperation and Development (BMZ), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, co-funded by the European Union.

Gwana Willima is a Legal Practitioner and project management professional with 10 years' experience in International Development Cooperation and Project design and implementation. With, vast experience working in the advancement of access to justice, criminal law, and litigation, Legal Aid and protection and promotion of Human Rights, I possess extensive quantitative and qualitative research experience both in the academic & professional arenas.

As a holder of a Masters in Political Science and International Relations, over the years, I have developed expertise in managing civil society efforts in networking and advocacy issues at community, national, regional, and international level. My experience includes conducting civil society mapping, civil society coordination and activity implementation. I have further experience in enhancing and providing support towards civil society participation in legislative and policy reform processes.

PROFESSOR HONGYAO WU



Professor Hongyao Wu
Email: hongyaow@cupl.edu.cn

Professor Hongyao Wu is an outstanding senior professor of criminal procedure law and Chinese expert of legal aid research. As a faculty at CUPL, he has been teaching and researching in the fields of criminal procedure law, evidence, comparative criminal justice and legal aid system. In 2018, the National Institute of Legal Aid (NILA) was established with the support of the CUPL and the Ministry of Justice, and Professor Wu was appointed as the first dean of NILA. As the first think-tank institute on legal aid in China, NILA is committed to strengthening the academic research on basic theories, legislation policy and implementation problems, aiming at providing a solid theoretical foundation for the long-term development of the legal aid system in China. NILA has been working closely with the Legal Aid Agency and National Legal Aid Center, the Ministry of Justice of China on the Legal Aid Law which was promulgated on August 20, 2021, and come into force on January 1, 2022.

YUPENG ZHANG



Lawyer Yupeng Zhang
[Email:spaceroc@hotmail.com](mailto:spaceroc@hotmail.com)

Lawyer Yupeng Zhang is a senior criminal Advocate and the partner of Shangquan Law Firm in Beijing. He is the Head of the Financial Crime Prevention and Defense Research Center and the leader of the Enterprise Criminal Legal Risk Prevention Business at Shangquan Law Firm. He is also the commissioner of the 10th Criminal Law Professional Committee of the Beijing Lawyers Association and the commissioner of the 2nd Law Firm Management Guidance Committee of the Lawyers Association of Dongcheng District, Beijing.

He once graduated from People's Public Security University of China with an LLB degree and was given the degree of Master of Laws in litigation by School of Law of Jilin University. Mr. Zhang has devoted himself to legal work for 14 years.

On October 18, 2018, Mr. Zhang was selected as an outstanding criminal defense lawyer for the 40th anniversary of China's reform and opening up. He once defended the case of Yong Lu selling counterfeit drugs which was adapted into a movie *Dying to Survive* and the accused finally received Non-Prosecution. He also defended Zhonglin Liu's intentional homicide case. The retrial of the case received marathon-like continuous coverage from China Central Television and the defendant was found not guilty at last. Another case defended by Mr. Zhang was entrepreneur Hongfeng Jia's contract fraud case which was selected as one of the top ten innocent cases in the "China Lawyer Review Cup" in 2019. After four trials in three years, Jia was acquitted of all charges.

ABSTRACTS

Cleber Alves and Livia Casseres

Challenges for Ethnic Equality and Racial Diversity in Recruiting Staff for Legal Aid Staff in the Future

Legal aid services financed with public funds aim to ensure equal access to rights and justice, especially for people in situations of economic, financial and social vulnerability. In many countries, especially in the less economically developed, this population group is quantitatively the majority, although socially and politically excluded. Among such situations of social exclusion, the ethnic-racial origin stands out, especially in countries that experienced the enslavement of black Africans that lasted until the 19th century. And this has been a direct cause of social prejudice and of the reproduction of a vicious cycle of poverty that seriously harms the promise of effective equality, inherent to the Democratic Rule of Law. Paradoxically, legal aid services - reproducing the same logic that normally prevails in the field of legal professions and careers - even if they have among their clients mostly people belonging to these ethnic-racial groups - are usually provided by lawyers and public defenders recruited from socially privileged ethnic groups. This seems to be a reality regardless of the different recruitment mechanisms that are usually adopted: both in countries that apply supposedly more "impartial" or "neutral" criteria for admission, as is the case of the public examination system that seeks to select those who obtain the best results/scores in assessments of technical-legal knowledge (as is used in Brazil, for example) or those that adopt more "flexible"/"discretionary" recruitment criteria through curriculum vitae (resume) assessment and interviews to verify the desired qualification required for the function (as is the case in the United States, for example). The effort to achieve more effective levels of racial equality in contemporary societies has justified public affirmative action measures and policies. In this paper - which is inspired by the movement to defend and respect the rights of Afro-descendants called "Black Lives Matter" - we intend to raise awareness of the importance of concrete actions aimed at ensuring greater racial equality in the recruitment of lawyers working in the legal aid services of the future: we will present the concrete results of a project aimed at this objective, developed by the Public Defender's Office of the State of Rio de Janeiro, in Brazil, which has already started to produce positive effects in this regard.

Matthew Burnett and Rebecca L. Sandefur

MAPPING GLOBAL ACCESS TO JUSTICE RESEARCH TO SUPPORT EVIDENCE-BASED POLICY AND PRACTICE

As empirical research into access to justice burgeons around the world, contemporary work offers opportunities for integration and synthesis, generating insights that can inform both policy priorities and practical decisions about program design and implementation. The moment is ripe to build, understand, and shape global research evidence that informs how people-centered access to justice might better tackle some of the world's most pressing challenges, including combating poverty and inequality, promoting inclusive development and growth, and empowering democratic participation and governance.

This paper reports on a project to advance two critical tasks necessary to achieving a shared global agenda around evidence-based policy and practice for people-

centered justice. A key first step is identifying capacity to contribute to this work. Where are the existing and emerging centres of research on access to justice globally (who is doing what, where)? A key next step is identifying research questions essential to guide the use of evidence to inform global access to justice policy and practice: What do participants in this space identify as the critical research questions about access to justice and its role in reducing poverty and inequality, promoting inclusive development and growth, and empowering democratic participation and governance? What is already known about the answers to those questions? What are the knowledge gaps?

We will share the initial results of a study grounded in two data sources: a global scan of access to justice research and key informant interviews with researchers and evidence-based justice practitioners and policy makers from around the world. It will summarize at a high level research questions shared cross jurisdictions, as well as what is known in answer to those questions and what remains to be understood. It will also map the existing and emerging centres of gravity around the world where relevant research is conducted. In doing this, it provides a chart of the present and a roadmap for the future.

Natalie Byrom

“Justice Data Matters: Datafication and access to justice”

Justice systems globally are increasingly embracing technology to support them to deliver their functions- digitising previously paper-based processes. In doing so, courts and tribunals are transforming the granularity and accessibility of the data they hold. This exponential increase in data creates new opportunities to enhance access to justice. Data can help judges; court staff and policy makers identify and implement operational improvements that reduce barriers for litigants. If shared with researchers and the private sector, data can support the development of lower-cost service models, and design new pathways for delivering legal information and resolving disputes. However, the datafication of the justice system also creates risks. In jurisdictions such as England and Wales, data governance is under-developed, and struggling to keep pace with the demand for access to data that has been generated by digitisation. Experience from other areas of social policy, such as health¹ and education² demonstrates that using and sharing data in ways the public consider to be unacceptable undermines trust and may deter vulnerable or marginalised people from accessing services. Despite the importance of understanding what the public considers acceptable when it comes to using and sharing justice data- little investment has been made in developing a public mandate for this work. Drawing on empirical research³ this paper will highlight opportunities and risks before proposing a framework for ensuring that the datafication of the justice system addresses, rather than exacerbates, access to justice challenges.

Gabrielle Canny

The role of modern communications in providing legal assistance

For many, navigating the legal system is filled with apprehension, anxiety and fear. Where do I start? Who can I trust? How will I afford this? These are common questions heard across the legal assistance sector, particularly from those vulnerable members of the community who can least afford legal advice and representation. And whilst the legal assistance sector continues to deliver programs that are aimed at making justice accessible and affordable to all, too often our approach is influenced by past behaviours, perceived community need and reactionary program development.

But what if we could reach our prospective clients ahead of time, before they know they have a legal problem, or provide legal help to those that don't know they need it! Community legal education, delivering face to face legal information has been a critical activity to achieving this over the last two decades.

But what can we learn from those service organisations that operate outside the legal assistance sector – particularly at this time when the COVID-19 pandemic has reset the expectation within the community on service availability and delivery?

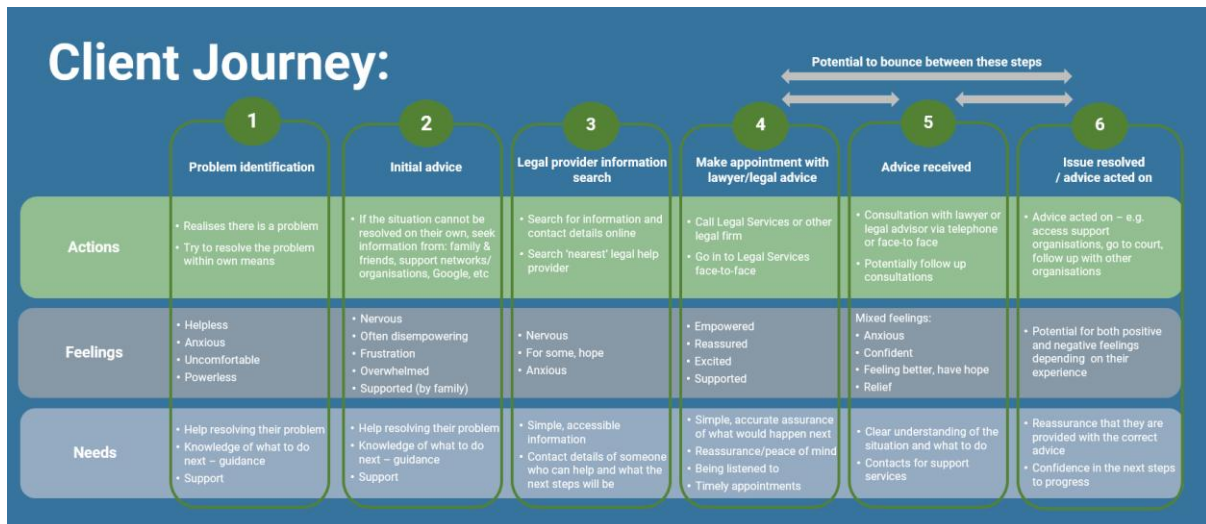
Social marketing campaigns are a common strategy for raising awareness about social problems, particularly in a public health and road safety context. Many of those campaigns have been very successful in raising community awareness and influencing community behaviour.

Social marketing is marketing designed to create social change and unlike traditional marketing, it does not directly benefit a brand. Using traditional marketing techniques, it raises awareness of a given problem and aims to create awareness of solutions the audience can take to change their behaviours.

Research by the Legal Services Commission¹, which undertook to map our clients' journey from legal issue identification through to action, identified significant improvements that could be achieved should social marketing campaign thinking be embraced. As illustrated in *Figure 1.1*, the quicker a person with a legal problem can be speaking with a legal professional, the quicker their anxiety levels will diminish. A person with a legal problem will often turn first to their trusted circle, for guidance and direction. It is therefore critical, that the traditional audiences targeted by the legal assistance sector is broadened, and through social marketing greater awareness is created.

This paper will explore the Foundation Research findings and discuss broadly the lessons learnt to assist all legal assistance providers to direct their efforts and broaden their reach when marketing legal assistance services.

Figure 1.1 – Client Journey Mapping



Andre Castro

The Red Room Case: A Landmark application of the Exclusion Rule in Brazil

In 2018, Brazilian soldiers arrested more than 50 people in a favela in Rio de Janeiro. The military assaulted them for hours on the street. Seven men told that they were electroshocked, sprayed with pepper spray, and transported with dead bodies on top of them. They – civilians – were then brought to a military base where the torture continued for seventeen hours. Some of the men were transferred into a so called “red room”. Inside, they were violently interrogated by hooded, ununiformed men, who beat them and threatened sexual violence and suffocation. In the next day, they were finally transferred to the civilian police station. These seven men are standing trial together in both criminal and military courts. Contrary to international law, in Brazil, only military prosecutors can investigate allegations of torture by the military.

Torture can be difficult to prove, especially if there is no proper expert examination. According to the United Nations Principles and Guidelines on Access to Legal Aid in Criminal Justice Systems, legal aid should cover the full range of services, such as forensic experts.

In Brazil, the absence of this comprehensive perspective on access to justice usually results in the allegations of torture being disregarded and the defendant being sentenced based on statements made by the police.

In this case, otherwise, an unprecedented partnership between the Rio’s forensic institute the International Bar Association Human Rights Institute and the Public Defender’s Office could fulfill this gap, providing medical examinations with the guidance of international medical experts, marking the first time that a court in Brazil has received medico-legal reports in line with the Istanbul Protocol.

Contradicting the previous reports, the examinations confirmed that the men’s allegations of torture were “highly consistent” with their injuries and psychological state. Relying on these reports, the state court acquitted all seven men in their

criminal case, casting “doubt” on any testimony given by the military and, thus, ruling that all charges were unfounded. A meaningful access to justice was provided, not only by legal defense, but also by expert’s services which are often not affordable by people in need.

Sunil Chauhan

Legal needs in Rural India: Challenges & Response of Legal aid Authorities

Rural India, which accounts for approximately 67% of the population, is geographically and culturally diverse with a limited presence of justice institutions and lawyers. Unmet legal needs plague the rural population in India, which relies primarily on informal modes of resolution. This paper discusses the legal needs and problem-solving behaviour of people who reside in such areas. It identifies access to justice barriers faced by the rural population, particularly those living in geographically isolated areas. It highlights how various factors such as lack of awareness about legal rights, non-access to lawyers, perceptions about the justice institutions, economic capabilities and distance from the justice institutions and legal aid authorities act as barriers to justice. It further highlights why people in rural areas prefer informal mechanisms vis-a-vis formal mechanisms for resolving their legal issues.

The paper also delves into the response of legal aid authorities for enhancing access to justice for the rural population. The outreach strategies being used by Legal aid authorities for reaching out to the rural population and the methodologies used for early intervention in legal issues have been examined. The existing framework of delivery of legal services in rural areas has been discussed.

Jane Cipants and Ruby Steele

Is access for all really access to justice? How Legal Aid NSW busted the myth of universal service and implemented triage to match service to need.

The challenge of access to justice is in meeting demand with finite resources. It requires choices about who receives service and who doesn’t. For 50 years Legal Aid NSW has offered universal access to free legal advice, ostensibly circumventing the need to make a choice about who gets service. In reality, universal service relies on countless decisions that limit access by relying on client attrition. Often these decisions result in inequitable access to justice; for example, a drop-in advice clinic manages demand by only servicing people who can line up at 7am or to wait 4+ hours for advice. Improving access to justice requires service decisions to be explicit and linked to purpose.

In 2016 Legal Aid embarked on a six-year journey to transform our service model from one of universal to individualised legal advice. In 2020 we introduced triage to match the client’s personal circumstances to the required level of service. In 2022 we implemented a consistent intake system across all our offices. This lessened the burden on clients having to navigate our complex systems and put responsibility for ensuring access to justice for each individual on Legal Aid NSW as an organisation.

The challenges were immense but worthwhile. In the first two months almost a third of the 25,000 callers seeking advice have been diverted away from legal advice to a more appropriate service. This frees up our solicitors to focus on casework services to those who need our help the most.

Talking Points

- The challenge of access to justice is in meeting demand with finite resources.
- In 2016 Legal Aid embarked on a six-year journey to transform our service model from one of universal to individualised legal advice.
- Universal service is a myth. No triage is still triage (the right people missing out, those that can navigate the system accessing advice)
- Introduced triage and consistent intake. To do this we made deliberate and strategic decisions about who gets what level of service.
- Changes make it easier for our priority clients to access legal advice and for others to receive appropriate referrals/information

Dr Liz Curran Associate Professor Clinical Legal Educations & School Research Impact Lead, Nottingham Law School (Nottingham Trent University) & Sue James, Chief Executive Officer, Legal Action Group UK

‘Going to where the people are who need our help – legal empowerment and multidisciplinary innovation’

Studies link austerity policies in health and social care to excess deaths in England and poor life expectancy for people experiencing disadvantage. Something must be done. The University of Glasgow and the Glasgow Centre for Population Health (*Journal of Epidemiology and Community Health* October 2022) found austerity measures in the United Kingdom (cuts to social security and vital services) led to significant excess deaths. Female death rates in 20% of most deprived areas in England increased by 3% after a 14% decline over the previous decade. Similar rates occur elsewhere in the UK’s deprived areas.

The paper explores innovative practices (in settings with limited resources in the UK and other jurisdictions) and emerging evidence-based practice that make inroads into Social Development Goals. This paper looks at the role of action research, multidisciplinary practices, policy engagement by partners in endeavours aiming to improve legal empowerment, rights capability, and inroads to address poor health, social and justice outcomes.

The presenters bring insights from different vantage points (public health, education, practice, research, evaluation, and justice). It also examines research and campaigns that bring about change and raise public awareness. They share recent evidence-based programs making inroads into the SDGs and discuss what might need to change in the UK and elsewhere to improve outcomes in communities experiencing disadvantage and harm.

Ab Currie, Senior Research Fellow, Canadian Forum on Civil Justice

The First Step in People-Centered Justice

People-centered justice is becoming a prominent aspect of the global discourse on access to justice. Providing people-centered justice proceeds from a greater understanding of legal needs that has come from the body of legal needs research inspired by Hazel Genn's Paths to Justice study. One of the main results of that body of research is that people do not seek appropriate assistance in a timely manner when they experience everyday legal problems. Although people know when they have a problem, they may acquiesce in a problem because of a number of barriers now familiar in the legal needs research. Overcoming this acquiescence is the most basic, first-order need to achieve people-centered justice. This paper shows how the Mobile Rural Law Van Project, first piloted for one year in 2019 and currently in the second year of the three-year project that began in 2021, represents an effective form of outreach meeting the first need of people-centered justice. This has been done by means of a process that maximizes accessibility and by achieving outcomes of serving more people, serving people who might not otherwise been assisted and by assisting with problems that are outside of the normal range of services.

Maaïke de Langen

Delivering justice and fairness in people's lives, looking beyond the usual suspects

The understanding of, research on and policy-making for access to justice and legal aid have broadened over time. When we understand the justice sector empirically, it encompasses a range of actors that contribute to delivering justice and fairness in people's lives, that goes well beyond the usual suspects of courts, lawyers, legal aid providers and paralegals. For example, evidence on the role that health care providers can play in providing access to justice has been steadily building over the past decade.

This paper will zero in on two actors whose contribution is often overlooked and is understudied by access to justice research: Ombuds institutes and labor unions. It will present two case studies for each, review the services they provide, the tools and skills they apply and how they organize themselves to realize access to justice at scale. The paper aims to draw lessons from these practices for more conventional legal aid providers and justice sector actors and will help inform choosing and building partnerships.

Applying the shared access to justice research framework proposed by Sandefur and Burnett, it aims to contribute to a better understanding of "what works", by focusing on core questions of effectiveness, sustainability and scalability.¹ It also will discuss important aspects of their service delivery models and the context in which they operate. The paper will add a specific focus on the professional skills and practices applied and what traditional justice actors can learn from this experience.

Catrina Denvir, Jacqui Kinghan, Jessica Mant, Daniel Newman

Access to Justice and the Future of Legal Aid: The First Legal Aid Census in England and Wales

In this presentation, we will present an overview of the findings of the first ever Legal Aid Census in England and Wales. Conducted in 2021, this Census draws together quantitative and qualitative survey responses from five key stakeholder groups:

- Current legal aid practitioners,
- Former legal aid practitioners (those who have retired, left the legal profession, or moved into private practice),
- Barristers' chambers engaged in the provision of legal aid services,
- Other organisations engaged in the provision of legal aid services (including law firms and advice services), and
- Current law students deciding whether or not to pursue a career in the legal aid sector.

By drawing data from across these groups, the Census provides an important evidence base on the experiences, perspectives, and motivations of practitioners working across the legal aid sector, as well as insight into the common challenges they face, and the aspirations they have for the future of the sector. The need for such a comprehensive view has long been acknowledged within the sector, which often finds itself resigned to siloed working in different areas of law, or engaging in sporadic campaigns to emphasise the central role that legal aid plays in ensuring access to justice.

From deleterious working conditions and unsatisfactory pay rates, to the barriers to recruiting and retaining legal aid practitioners and the impact of the COVID-19 pandemic, the headline findings of the Census depict a legal aid sector at crisis point. This presentation will explore these findings and how they support a case for urgent action to ensure the future sustainability of the sector in England and Wales.

Catrina Denvir, Meredith Edelman, Jessica Mant and Alyx Mark

Exploring the Relationship between Age of Parenthood and Civil Justice Problem Incidence

Existing research indicates that those with children are more likely to experience civil justice problems, particularly where they are lone parents. What has not yet been determined is whether the *age at which an individual becomes a parent* influences the likelihood of experiencing one or more civil justice problems, whether this risk remains once socio-demographic characteristics are considered, and what this means for the prospective role of health and legal service providers in supporting those experiencing these problems. In this presentation, we will present the findings of a recent project aimed at exploring this relationship and addressing this gap.

Drawing on data gathered through the US Justice Needs Survey (conducted by the Institute for the Advancement of the American Legal System, University of Denver), this presentation will explore two things: first, whether early parenthood exposes individuals to a higher and/or more sustained risk of certain civil justice problems

and, second, whether age of parenthood results in a higher problem incidence overall and in respect of certain problem types.

The presentation will then reflect upon these findings in light of recent developments in the US, including the US Federal Supreme Court's decision in *Dobbs v Jackson Women's Health Organization* in 2022 (overturning *Roe v Wade* (1973)), which has facilitated the prohibition or restriction of access to abortion in a number of US states. In particular, this presentation will consider the potential gap in service provision that exists for young parents, and the broader role of legal services in supporting early interventions amongst cohorts at risk of greater problem prevalence.

Adrian Di Giovanni

Supporting Southern-led Research and Evidence to Close the Justice Gap"

Sustainable Development Goal 16.3's commitment to achieve justice for all has spurred in important advances in the generation of evidence about access to justice – for instance, the predominance justice problems, the widespread lack of access globally, and on how justice and other social problems feed and worsen one another. With this picture of the justice gap has come a greater recognition of the need to take seriously questions of how to achieve access to justice at scale. From a research standpoint, the result has been deeper, coordinated attempts to develop methodologies and evidence to understand the efficacy and effectiveness of different justice supports. This presentation will describe two multi-country research agendas, led largely by researchers and justice organizations in the global South (and supported by the International Development Research Centre, Canada), which are designed to offer new insights on how to achieve access to justice at scale (viz. justice for all). The first effort involves a series of country studies on the effectiveness of different community-based justice services in responding to day-to-day justice problems. The second research agenda seeks to understand how legal empowerment interventions can support affected groups to address structural or collective justice challenges, especially in contexts of worsening exclusion, respect for human rights, and democratic decline.

Trevor Farrow and Marcus Pratt

Exploring the Importance of Criminal Legal Aid: A Canadian perspective

The challenge for Legal Aid plans in obtaining sustainable funding is universal across the globe. This paper will draw on best practices from different jurisdictions to show how the case for legal aid funding can, and must be, put forward as a sound public investment that provides tangible economic and social benefits and cost savings to individuals, the administration of justice and society as a whole.

The paper will outline the kind of detailed and nuanced cost benefit analysis (CBA) that can be applied in establishing the value of legal aid to government decision-makers. The particular values provided in the analysis will obviously differ depending on the area of law involved, and the legal service delivery model at issue, as well as multiple other local factors. However, the paper will provide examples from a variety of areas of law that show how such a CBA has been applied, and could be

applied, to reveal cost savings, efficiencies and the benefits of publicly funded legal representation and assistance. These examples include: early legal intervention in family disputes to lower court costs and delay in litigation; proper identification of domestic violence cases, and legal supports for women at risk, to keep women and children safe; legal representation in criminal law pre-trial detention and diversion decision-making to avoid the high costs of a large remand population and an overburden criminal court system; and legal supports for low-income persons in landlord-tenant disputes to prevent the spiralling social costs of a homeless population.

The paper will not suggest that a "CBA" approach to legal aid government investment is a panacea to addressing funding problems. There are almost inherent problems for legal aid plans who are already fiscally challenged to provide basic legal assistance and representation to also develop data to make the case for further funding. In addition, there are concerns that a purely cost benefit analysis may undermine the quality of legal services that may be funded. At the same time, the paper will emphasize that making a case for legal aid requires the adoption of this cost benefit investment approach, rather than simply an appeal to abstract principles of fairness and access to justice.

Hazel Genn, UCL

Addressing health inequalities through Health Justice Partnerships: NHS and Ministry of Justice policy and practice developments in England & Wales

The Covid19 pandemic highlighted health inequalities with clear evidence of worse outcomes associated with deprivation. The focus on health inequalities has become sharper and more urgent as a result of current economic pressures and increasing numbers in poverty in England & Wales.

Both the Ministry of Justice and NHS England recognise the potential of collaboration between health and social welfare legal services to better meet the needs of low-income/vulnerable groups and contribute to improved health and well-being. Current NHS England policy encourages the use of non-medical interventions to promote health, prevent illness and reduce inequalities. Under the Health and Care Act (2022), key NHS bodies have been restructured and are now under a statutory obligation to engage in place-based cross-sector collaboration and partnerships with voluntary and community sector services.

The Ministry of Justice, as part of its Access to Justice Legal Support Programme is piloting and researching the use of co-located social welfare legal advice in health settings as a means of improving access to justice and mitigating health inequalities. The paper will discuss these development and present recent evidence about the operation and impact of new Health Justice Partnerships established in response to these policy initiatives.

Louise Glanville and Martha Arkalis

What is the cost of not funding legal assistance?

We know that 13% of the Australian population live below the poverty line and only 8% would qualify for a grant of legal assistance. In constrained fiscal environments, it is even more important for governments to consider the cost benefits of what is being funded.

A recent report commissioned by National Legal Aid on the value of providing access to justice showed that for every dollar spent by the federal government on legal assistance, Legal Aid Commissions (LACs) deliver \$1.90 in quantitative benefits. These benefits include avoided costs to the justice system, individuals, and to governments.

LACs are a core part of the legal assistance sector. With other partners, they are fundamental to the health of the justice and other systems, such as child protection, health, housing, education, and disability.

To ensure that these systems operate effectively, policy makers should consider them holistically. When one part of the system is funded, any consequential or pipeline costs associated with this investment must also be available. Of course, a demand-based funding model is also key to the health of any system. Legal assistance services and legal aid are core to a systemic approach. Neglecting to allocate appropriate resources means that the whole cannot function as intended.

Dr Tatiana Grieshofer

Reader in Language and Law, Birmingham City University
Tatiana.Grieshofer@bcu.ac.uk

Informational justice at risk: An empirical and textual analysis of information and advice provision in family courts

The paper provides an overview of the post-LASPO landscape of information and advice provision in private family proceedings in England and Wales. The importance of legal advice in the early stages is well-established in literature, yet legal aid cuts introduced in 2013 as part of the Legal Aid, Sentencing and Punishment of Offenders (LASPO) Act 2012 have deteriorated access to information by essentially removing most private family disputes from the scope of publicly funded legal advice and representation. As a result, the number of self-represented litigants, or litigants in person (LIPs), has drastically increased in family proceedings: for the latest quarter (April to June 2022), the proportion of parties with legal representation was merely 28 % compared to 58% in 2012 (*Family Court Statistics Quarterly: April to June 2022*). The court users who cannot afford legal advice have to rely on the following types of information: a form of legal or procedural support (law school clinics, legal charity services, pro bono services); websites and online forums; court information (court correspondence, court websites, guidance provided as part of court forms and, recently, as part of online applications); information provided during court hearings. Each of these sources is plagued with shortcomings, ranging from biased advice and

partial or rushed explanation to incomprehensible information or untailored approach, to name just a few.

The paper draws on the recent studies conducted by the author, exploring different datasets: court observations, survey of litigants in person, interviews with litigants in person and opposing advocates, observations of advice sessions in law clinics, textual analysis of court forms and online applications, and investigation of the content and strategies used in online forums led by lay advisors (McKenzie Friends). The overview provided uncovers the challenges experienced by court users and the reluctance of the justice system to address their challenges. Although none of the above sources of information and advice can or should substitute professional legal advice, many of the barriers experienced by lay court users can be reduced, which will be illustrated through examples from other jurisdictions internationally. The paper considers the findings in the context of online courts and their user interface, which relies on clear instructions, explanation and information in relation to technical, procedural and legal aspects. The conclusion provides a summary of practical steps which can improve informational and procedural justice and contribute to effective lay participation.

Anika Holterhof

ILAG Conference 2023 – Abstract UNODC

Evidence- and human rights-based approaches to enhancing equal access to justice for all

Achieving equal access to justice for all demands that justice reforms are evidence-based, well-planned, and alert to the possibility of challenges and unintended consequences that may arise during the planning, implementation, or evaluation of activities. The COVID-19 pandemic exemplifies unforeseen challenges of this kind. In many countries, distancing measures designed to combat the spread of disease precipitated an increased reliance on technology to ensure the continuity of core criminal justice functions. Now, more than three years since the start of the pandemic, the role of technology in the delivery of criminal justice warrants scrutiny - to determine whether, and how, technologically mediated justice improves or impedes access to justice, particularly regarding legal aid.

Drawing on case studies from around the world, the paper identifies that while technological interventions in the delivery of justice bear some potential, technologically mediated criminal justice proceedings also have the demonstrable scope to exacerbate existing challenges in access to justice, or to introduce new challenges, new barriers, and new or deepened forms of discrimination. The paper concludes by identifying the importance of evidence-based approaches, monitoring for unintended consequences and, above all, ensuring an adherence to the fundamental human rights principles of non-discrimination, privacy, and equal human dignity in all efforts to address challenges in access to justice.

To exemplify these points, the paper will look at how expected and unexpected challenges were addressed by a specific technical assistance project that UNODC implemented before and during the height of the pandemic, together with UN Women, in Western Africa.

Bonnie Hough

Rising to the Challenge – California’s Self-Help Centers in Pandemic Times

This paper will describe the changes to court-based self-help centers in California in response to the COVID-19 pandemic and review the results of the study of the impact of self-help centers in California.

COVID-19 had a major impact on the delivery of court-based self-help services in California. Courts had to quickly pivot from one-on-one in person or workshop delivery to most services being delivered by phone, Zoom and other remote means. While most courts reinstated in-person assistance, most have maintained on-line services as well.

- On-line classes
- On-line assistance with settlement or mediation
- Co-browsing
- Email review of documents
- On-line document completion
- Expanded website information
- Livechat
- Chatbots

This paper will review the current status of these innovations, discuss benefits and challenges, including who may be left behind.

Matias Huhtilainen and Tarja Koskela

Financial eligibility and Legal aid in Finland

This paper contributes to the public legal aid research by employing a threefold dataset: interviews conducted with Finnish legal counsels and attorneys, a Finnish Legal Register Center’s data on all public legal aid clients between 2016-2018, and a Statistics Finland’s administrative registry data consisting of socioeconomic information on all Finnish citizens.

Consequently, we provide a discussion on main characteristics of the current Finnish public legal aid system, particularly on the relationship between public legal aid and the private legal expenses insurance framework. Second, this paper offers insights on the socioeconomic characteristics of a typical Finnish public legal aid client. Third, we estimate the share of Finnish residents that would be eligible for public legal aid based on their income. Finally, we apply several hypothetical income limit increases and test the corresponding impact on both the share of eligible residents and government budget spending.

Andrews Kananga

Using ICT to bridge the justice gap for vulnerable communities in Rwanda

Currently, most state and non-state legal aid providers in Rwanda rely primarily on in-person consultations to provide legal advice to individuals seeking legal assistance and advice. Advice-seekers must travel to offices and wait to meet with an advocate in person, regardless of the nature of their case or the services they may require.

In 2017, Legal Aid Forum (LAF) completed a study on citizen perception of justice and legal services in Rwanda and the study found that the distance Rwandans have to travel to reach legal aid providers represent an access problem.

One of the key recommendations of the report was to find a way in which to provide individuals with access to legal information and advice without requiring them to travel long distances.

The Rwandan context creates a need for innovative solutions to deliver justice that is easily accessible to the most vulnerable sections of the population. Mobile technology presents a unique medium for Rwandan context as it provides content to listeners in simple, digestible, and cost-effective manner. Voice (IVR) content is ideal for providing populations more control over when and how they access legal information, without being restricted by time, cost, or distance.

Stuart Kelly

Technology and the Future of Lawyers

In his recent edition of "Tomorrow's Lawyers", Richard Susskind reflects on the Covid inspired increase in the use of technology across the justice sector - whether within law firms, the courts or in law schools. Yet Susskind also observes the post Covid retreat from some uses of technology, suggesting that whilst we learned that technology can be used to good effect, the sustained transformational impact of technology is yet to be realised. This retreat has been particularly evidenced in law schools. This presentation will reflect on the "irrational rejectionism" of technology in the teaching of law students, and offer a response to Susskind's call for how tomorrow's lawyers should be educated to realise the potential of technology. The presentation will suggest the impact of such a change can and should lead to positive changes to lawyering practices, with particular benefits for widening access to justice.

Katie Kelso and Bianca Dufty

Early legal assistance in child protection — Is it time for lawyers and child protection workers to work together to keep children safe at home?

In delivering his national apology to the stolen generations on 12 August 2008 the Prime Minister Kevin Rudd, said:

‘We today take this first step by acknowledging the past and laying claim to a future that embraces all Australians... A future where we embrace the possibility of new solutions to enduring problems where old approaches have failed.’

Despite law reform, policy changes and numerous reports focused on solutions, Aboriginal and Torres Strait Islander children continue to be eleven times more likely to be removed from their families than their non indigenous counterparts. Understandably, given past policies, there remains high levels of distrust and unwillingness from Aboriginal and Torres Strait Islander people to engage with child protection workers when there are safety concerns.

In June 2022, the three largest child protection agencies in NSW, Legal Aid NSW, the Department of Communities and Justice and the Aboriginal Legal Service signed the ‘Legal Assistance for Families: Partnership Agreement’ (‘LAFPA’). LAFPA heralds the beginning of a new and innovative era in child protection and the way these agencies work together and with families.

For the first time ever in New South Wales, parents, families and kin will be referred for legal advice at their first point of contact with child protection workers. Families will be provided with culturally appropriate advice and representation where they choose to receive it. Highly skilled lawyers will work alongside families to divert families away from the child protection system with the ultimate goal to keep more children safe and with their families and kin.

Vicky Kemp, School of Law, University of Nottingham

Access to justice for child suspects drawn into an adversarial system of justice

While the Police and Criminal Evidence Act (PACE) 1984 has provided safeguards for suspects in England and Wales for almost four decades, rarely has research considered the efficacy of legal protections from a child’s perspective. In a recent empirical study, using both quantitative and qualitative methods, for the first time in this jurisdiction researchers have engaged with children when detained in police custody about their legal rights. In addition to PACE safeguards, there are international children’s rights and guidelines on ‘child-friendly’ justice that have to be adhered to, which require a child to be able to participate meaningfully in proceedings that affect them. Lawyers have a key role to play in safeguarding the legal rights of children but, with the payment of a low fixed fee for police station work, they tend to concentrate their efforts on the police interview only. After considering support lawyers provide for child suspects during the police interview, it is important to reflect on other stages in the criminal process when decisions are made but rarely with children having access to a lawyer, or to other adults, to help them participate in such decision-making. These include the decision to authorise detention and,

thereafter, to review the continued need for detention, when assessing a child's fitness to be interviewed, and deciding on case outcomes. Examining PACE safeguards through the lens of a child raises important questions about the extent to which access to justice for child suspects can be achieved within an adversarial process.

Matthias Killian

Making it attractive to private lawyers

A relatively little discussed aspect in the context of access to justice is the future development of the number of legal professionals. The traditional focus on improving funding and guaranteeing low-threshold access for clients has tacitly assumed that there will always be a large enough pool of legal professionals from which legal aid providers can be recruited. In times of an ever increasing size of the legal profession, policy-makers had little reason to question this assumption. This is about to change: In continental Europe - which is home to 27 of the 30 oldest societies in world - the legal profession is already beginning to shrink in some jurisdictions. The paper will look at the effect of this new development by looking at the example of Germany (which has lost 10% of all lawyers in private practice since 2017) where it has already had an impact on the functioning of the legal services market. The paper will highlight the need to make legal aid systems more attractive for providers in times of increasing competition for younger legal professionals who also have clearly-defined expectations of working life.

Riikka Koulu and Frida Westerling

Rethinking Access to Justice through digitalisation: User experiences of digital legal aid services

Digitalisation of society has led to increasing pressure towards digitalization of legal aid. The digitalization narratives tend to form around two opposing ideals: either digitalization is seen as a way towards better access to justice and empowerment of citizens, or as aggravation of existing social injustices and biases. In the context of digital legal aid, which narrative better describes its potential and associated challenges? Considering the contextdependency of digitalisation, surprisingly little is known about user experiences of digital legal aid.

Our contribution is both practice-oriented and theoretical. We seek to participate in the debate on digital access to justice in three ways: first, by surveying and assessing the existing digital legal aid services; second, by connecting these preliminary insights with theoretical research on law, technology, and society; and third, building on the first two, making recommendations for future policy and development activities of the national legal aid scheme in Finland.

We present preliminary results from a Finnish pilot study in which we survey and assess user experiences of digital legal aid services in different jurisdictions, including the Nordic countries, the Netherlands, Estonia, United Kingdom, US, and Canada. Our study focuses on publicly funded digital applications developed to support self-service of legal aid receivers.

We then contextualise our findings in relation to the theoretical insights of socio-legal studies, human-computer interaction research, and Science and technology studies.

By elaborating the connection between user experiences of digital applications and the experiences of procedural justice, we portray digitalization of legal aid as an opportunity of critical reassessment of access to justice.

Colin Lancaster

Supply problems in Scotland?

Like those in the rest of the United Kingdom and a number of other jurisdictions around the world, the vast majority of the services funded by the Scottish legal aid system continue to be delivered by solicitors in private practice, as they have since the Scottish system was first established in 1950. This has been a largely successful arrangement, with hundreds of solicitors up and down Scotland participating in the various legal aid schemes to varying degrees. But – as appears to be the case in several other jurisdictions - the system is coming under increasing pressure, with the profession adopting boycotts and other forms of disruptive action to lend weight to calls for increased fees.

The profession's argument is simple: the system is in crisis, and this is because the rates paid for legal aid work are inadequate. The solution to the crisis is equally if deceptively simple: increase fees to a sustainable level and all else will fall into place.

This paper contends that this argument masks a far more complex picture, one that is not unique to legal aid, or indeed the legal profession; that while increases in funding may well be part of a solution, they cannot alone address the kind of underlying structural issues that have contributed to the current sense of crisis; and that the almost exclusive focus on fees is itself a contributory factor to some of the challenges faced by the profession.

In doing so, the paper explores some of these challenges, offers suggestions as to the factors that underpin them and the range of possible ways in which they might be addressed. In doing so, the paper explores how legal aid in Scotland might become better aligned with the characteristics of a public service and how this itself might help legal aid be seen as a positive career choice.

Stephanie Lemke

Ensuring Equal Access to Justice: Is Legal Technology the Answer? Observations and Global Trends from Asia and Europe

With inflation soaring around the world, how to ensure that all people have their voices heard, can defend their rights and receive the legal support they really need?

These questions are addressed by this contribution. It explores the key challenges vulnerable groups encounter when accessing legal aid services and looks at global

trends - good examples of practice of countries where IT tools are used to make legal aid services more accessible to all people.

In 2013, the UN Special Rapporteur on the independence of judges and lawyers warned that governments need to develop and sustain effective legal aid systems as an essential component of a fair and efficient justice system founded on the rule of law. People should exactly know where to go when they have a legal issue, what kind of information is offered to them and, if needed, where further information can be obtained. In practice, however, Dr Stefanie Lemke observed, through interviews and surveys she conducted with government authorities, professional associations, NGOs and international development agencies across Asia and Europe, that particularly vulnerable groups like people with disabilities and victims of domestic violence face many challenges when accessing legal aid services. For example, in Azerbaijan and Laos, two countries where legal aid projects were recently launched with support from the United Nations Development Programme (UNDP), vulnerable groups find it difficult to access legal aid services, with legal aid providers overlooking their needs. In this context, IT solutions, as this contribution will show, may be an interesting and promising way of organizing legal aid to make people aware of their rights, get them the help they need and keep the service sustainable for the years to come.

Sofia Libedinsky and Pablo Aranda Aliaga

Access to Justice and comprehensive services for victims of institutional prison violence

In 2022, the Chilean *Defensoría Penal Pública* began implementing a novel system of case registration, communication, and comprehensive services for victims of institutional prison violence (SIRCAIVI, in its Spanish acronym), which aims to detect and document cases of ill-treatment inflicted by prison officers against prisoners, to take effective actions to protect the victims, and to promote coordinated inter-institutional actions to address individual cases as well as the structural conditions conducive to torture, other cruel, inhuman or degrading treatment or punishment, and other forms of institutional violence against persons deprived of their liberty. This paper presents an overview of the System and discusses its prospective impact and challenges.

Megan Longley, KC and Alexa Rosenbloom

The Role of University Teaching Clinics in Access to Justice and Legal Aid

University Legal Clinics play an important role in access to justice in two ways. They introduce the next generation of lawyers to concepts of social justice, legal aid, and justice system gaps, which, in addition to teaching practical practice skills, ensures many in the justice system are attuned to legal needs from a very real perspective.

Additionally, these clinics are able to provide advice and representation to people who would not otherwise have legal help. The number of clients we can serve is enhanced by the students working at the clinic. Students can do a good deal to

provide advice, navigation, and assistance to those in need. These clinics are also uniquely positioned to take on systemic advocacy and law reform roles.

Megan and Alexa will provide overviews of their clinic models highlighting how student clinics fill gaps in the legal aid continuum (how are they staffed, what can students do, who do we serve). They will look at what has been lost and what has been gained through the pandemic, from student and client perspectives.

Miri Sharon, Anat Horovitz & Yoav Sapir

The Challenge of Defending Indigent Clients in a World of Global Enforcement

Around the world, indigent defendants, suspects and prisoners in criminal proceedings face the enormous powers of the State. This imbalance of powers is partly mitigated by the right to state funded counsel, often elaborated in national laws and constitutions.

Global developments over the past decades have exacerbated this power gap, and made it more difficult for legal aid providers to effectively represent many of their clients. While prosecutors and police forces have established cooperative relationships through treaties, legal tools and international organizations, in order to advance the investigation and prosecution of crimes, legal aid providers lack equivalent mechanisms. At the same time, a growing percentage of legal aid providers' clients are migrant workers, asylum seekers, foreign nationals or local residents suspected or charged of committing crimes in other jurisdictions. More often than not, in order to provide proper representation to those clients, and thus ensure meaningful access to justice; the assistance of a foreign lawyer is required to gather evidence, aid in clarifying the foreign law or represent the client before a foreign authority.

These developments call for a renewed examination of the equality of arms concept, and require undertaking significant adjustments to the manner by which legal aid in criminal justice systems is provided, which has traditionally been based on local lawyers practicing within a given jurisdiction.

The paper will examine global developments in criminal enforcement, the challenges they pose to legal aid providers, and possible solutions, including the recently proposed establishment of a network that will facilitate worldwide cooperation between legal aid providers.

Mallory SoRelle and Jamila Michener

Race, Class, and the Democratic Consequences of Unequal Access to Civil Justice

This paper offers the first systematic examination of the relationship between people's experiences with civil legal problems and their subsequent political participation. Utilizing original survey data from the 2020 Collaborative Multiracial Post Election Survey, a 20,000-person national sample that allows for racial group analysis, we first offer a rich descriptive picture of the breadth of civil legal problems

experienced by members of different racial groups in the United States and their resources and strategies for addressing those problems. We then explore how people's disparate experiences navigating civil legal problems with and without legal assistance 1) correspond with their trust in government broadly and in civil legal institutions specifically and 2) influence broader patterns of political participation. Our findings suggest that, while negative experiences with the civil legal process can demobilize members of already marginalized groups, civil legal institutions can also serve as a site for political mobilization. This study sheds light on one of the most critical, but underexplored, interactions that race-class subjugated communities have with the state, illuminating a key dimension of inequality in American political economy.

Neil Steinkamp, Stout Risius Ross, LLC

Tending to the Garden of Justice – Innovative Techniques for Fostering the Development of Thriving Justice Systems

Over the last 10 years, I have worked with legal services organizations, advocates, organizers, government, community-based organizations, the courts, landlords and other stakeholders to develop methods of data collection, integration, and analysis that has facilitated dialogue and advanced policy change improving access to justice, while also creating an ecosystem of organizations that can work together to continue to use these techniques to advance access to justice in the years ahead. In some instances, this approach has contributed to historic legislation and new rights to legal representation. In other instances, this approach has provided pathways to gradual improvement in access to justice sustained to create lasting and transformative change over time.

This paper will review the development and application of these varied techniques (with examples from jurisdictions around the country). It will discuss each individually and the synergies associated with an integrated implementation. Topics that will be reviewed, include but are not limited to:

- Iterative program evaluation techniques
- Facilitated collaboration with a wide range of community stakeholders
- Cost-benefit analyses and fiscal considerations for justice initiatives
- Sustainable staffing analyses to ensure adequate funding and to avoid resource-constrained funding models
- Qualitative sources of feedback from court users (both plaintiff and defendant)
- Transforming the design of data collection and analysis by legal services organizations
- Integrating data sets from multiple sources in the community
 - Through stakeholder engagement, we identify data sets that may help to inform our analyses and further dialogue
 - Initial data sets we collect often include expanded data collection from legal services organizations, municipal court records, rental assistance application records and reports related to community requests for assistance (2-1-1 in the U.S.)
 - With this information (provided daily or monthly), row-level data is linked, when possible, and dynamic data visualizations are created (accessible to the legal services organizations and others)

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- We then explore the potential to gather and integrate additional data (both row level data and periodic reports) from the homelessness response systems, public education, healthcare, foster care / child protective services, policing, etc., when possible
 - These data sets and related visualizations are intended to facilitate dialogue, identify areas for further exploration, and prompt the development of new programs or solutions to improve access to justice and limit the impact that arises when effective assistance is not accessible
 - As such, row level linking is not necessary for all data sets
 - The intention is to facilitate dialogue using the best available data
 - Iterative data review and data sharing to create dialogue and a deeper understanding of the issues presenting obstacles to access to justice

Aneurin Thomas

AI and Access to Justice: Where Are We and Where Are Going?

AI systems are increasingly being used by governments and agencies around the world to make decisions affecting personal liberty, government benefits, regulatory compliance, and access to important government services. Many believe that AI can “crack code of mass adjudication”, improve access to justice, reduce justice systems backlogs, and reduce discrimination.

This technology has been controversial: Questions about racial bias, “black box” decision-making, due process, and public participation have surfaced quickly and repeatedly when AI systems are used by governments. Experience suggests AI’s harms are felt disproportionately by low-income or otherwise marginalized clients and communities. Notably, some of the most common – and controversial – AI systems are used in core areas of access to justice and legal aid: criminal law, family law, government benefits, housing, and immigration.

The paper will reflect themes, lessons, and recommendations from the LCO’s multiyear AI, Automated Decision-making and the Justice System project. More specifically, the paper will discuss:

- How is AI being used in justice systems today?
- How does AI transform justice system and government decision-making?
- How do AI systems affect access to justice and legal aid services?
- Strategies and tools necessary to ensure AI systems comply with legal rights, promote access to justice, and mitigate harms to low-income clients and communities.

Jin Ho Verdonschot, Carla van Rooijen, Susanne Peters, Corry van Zeeland

Steps towards an evidence-based legal aid system

The Dutch legal aid system does not provide legal aid for judicial matters that people are assumed to solve themselves, like issues which are considered to be easy to handle: self-reliance is excluded from the legal aid system. However, recently it has

become clear to the Dutch government that citizens prove to be less capable of handling 'simple' legal problems than legal aid policy expected. The childcare benefits scandal (in which the Tax Authority falsely accused thousands of families of fraud) led to this important insights. As a result, citizens who are unable to resolve these matters themselves currently fall between the cracks.

This is problematic for a number of reasons. That is why an experiment was started in 2021 to explore if and how this issue – no legal aid in case of assumed self-reliance - should be remedied. Citizens who pass the threshold for legal aid and who risk falling between the cracks are eligible for the newly created and temporary provision, called the 'self-reliance certificate'.

In this paper we will discuss the development of this provision, the collaboration between the legal aid organisations that participated in the experiment, and the experiences with the provision. The Knowledge Centre of the Legal Aid Board collected information from all involved in the experiment, such as the employees of the Legal Services Counter and the Legal Aid Board, the lawyers and the citizens seeking help. Data and experiences contribute to the feedback loop, providing input for adjustments to and, possibly, extensions of the legal aid policy and the provision of legal aid in the future.

Mies Westerveld

Access to Justice, a multi-layered concept

In the late 2010s Dutch society was startled by a scandal around fiscal (child care) allowance fraud. The issue of the scandal was not fraud however, but unfounded and – as it turned out also discriminatory – accusations of fraud, resulting in unjustified reclaims of public money, fraud fining, home eviction and in some cases even out-of-home placement of young children. In 2020 a Parliamentary Committee concluded that practically all representative bodies of democracy had failed. Soon thereafter the government resigned and the president of the High Court in Administrative Cases publicly apologized for the Court's institutional blindness. Meanwhile the State Secretary of Legal Protection, declared – in Parliament and to the press - that the people who had been victim of this scandal had had access to justice. In his words: they could have and did bring their case to the court, albeit with negative outcome. That statement was the basis for my decision to dig deeper into the concept of access to justice (A2J). Where does it come from, in what way is it used nowadays and is there (still) *communis opinio* as to its meaning? The exercise led from founding fathers Cappelletti and Brown & Dauer (preventive law) to modern scholars like McArthur, Rhode, Genn, Green and Moorhead. The conclusion of this search is that A2J is too multi-layered for an encompassing definition, but that it is very well possible to catch it's meaning or meanings in a schedule. Such schedule (or matrix) can help improve the policy debate whether (A2)J is served in a particular case, and it can be a stepping stone for further research. Last but not least it is a counterstatement of the observation (Roger Smith, 2011) that the phrase A2J can best be avoided, as it has, taken away from its roots, become completely meaningless.

Yu-Shan

***Not All Clients Are The Same:
Exploring the Possibility of Legal Aid Service Innovation with Modern
Technology***

There has been a long-standing debate within the Taiwan Legal Aid Foundation (LAF) over whether and to what extent legal aid services can be accessed via modern information and communications technology. While some have argued that the level of technology penetration in Taiwan has been quite high and service delivered by technology can be more cost-effective, others have contended that legal aid client groups are more disadvantaged and may be excluded from access to justice if services are digital by default. Currently, most of the LAF services are still in-person services while telephone and video-conference advice are minor exceptions.

Though occurring suddenly and lasting for only a few months, the first outbreak of COVID in Taiwan in summer 2021 provided a pilot arena for the LAF to practice and explore this topic. Subsequently, the LAF also conducted some technology-related research including a national survey of legal aid clients' assistance seeking journeys and their life profiles in 2022. One of the profiles in the study is their daily information collection and communication habits and digital capability.

This presentation will introduce the experimental service delivery by modern technology during the COVID pandemic, investigating its benefits, disadvantages, challenges and impacts. It will also present the findings about legal aid clients' digital habits, capabilities and preferences informed by the recent national survey. Through integration of the knowledge, it is hoped that the gaps between service supply and demand can be identified and policy implications can be addressed for service innovation and future resource planning.