

The People-Centered Justice Measurement Framework

Indicators for People-Centered Justice



The Challenge

Around the world, people face challenges that affect their homes, jobs, health, and families—but too often, these problems go unresolved.

The Response

To make sure justice systems deliver for people, communities, and societies, we need to know what matters in people's lives. This requires more quality data and the use of clear indicators to guide justice reforms.

How Does It Work?

As part of the Justice Action Coalition's workstream on data and evidence—led by OECD—a new global framework, the *People-Centered Justice Measurement Framework*, is being developed to understand justice from the ground up.

The Framework will help to identify the justice problems people face, how they seek help, and whether they find fair and lasting solutions.

The framework looks at three layers:



It measures **outcomes**: Are people's problems resolved and do they feel they are treated fairly?



It examines **services**: How accessible, affordable, and timely are justice services?



It tracks **policies**: Are governments creating conditions that make justice systems more responsive, inclusive, and people centered?

By turning these dimensions into measurable indicators, countries can better see what works, what doesn't, and where people are being left behind.

Why This Matters

Justice is a foundation for opportunity and trust. When people can resolve their problems fairly and affordably, they are more secure, productive, and confident in the institutions that govern them.

For people, better data means justice services that respond to their needs and capabilities.

For societies, better data supports fairness and trust, while reducing the costs of unresolved problems.

For governments, better data offers evidence to design and implement reforms that deliver real impact.

For the world, better data enables countries to compare, learn, and work together.



In the **United Kingdom**, the National Courts Agency (HM Courts & Tribunals Service) began measuring how easily people use court services, whether they face delays, and if outcomes differ between groups.

This evidence has helped identify hidden barriers—such as longer waits for certain communities—and prompted reforms to make the justice system more accessible and fair.

Source: OECD, "Measuring and Improving Access to Justice in Court Services: Learning from the United Kingdom's Experience," OECD, 2024,

How to Support the Indicators For People-Centered Justice

Everyone has a role to play in building a justice system that puts people at the center.



Governments. Use these indicators to guide reform and track progress.



Philanthropies and the Private Sector. Invest in innovation and data to improve access.



International Partners and Donors Align support around shared measures.



Civil Society. Use the evidence to advocate for fairness and accountability.

Next Steps

Justice Action Coalition's workstream on data and evidence is refining the indicators and collecting data across countries. This will inform the *OECD State of People-Centered Justice Report*, helping decision-makers see where justice is working, and where it must do better.



Learn more about the [Justice Action Coalition \(JAC\)](https://www.sdg16.plus/justice-action-coalition/)—a multi-stakeholder alliance of countries and organizations that is working to achieve measurable progress in justice outcomes for people and communities by the third SDG summit in 2027 and beyond. More at: <https://www.sdg16.plus/justice-action-coalition/>.