



# Impact Report 2020-2021

  
**SI<sup>2</sup> FUND**  
Investing for Sustainable Societal Impact



# Justice42

www.uitelkaar.nl | Geography: the Netherlands

With its online divorce resolution platform 'Uitelkaar.nl', Justice42 guides divorcing couples towards the best outcome, through a step-by-step, de-escalating and cooperative process with expert support.



## Societal challenge

Legal procedures have a big impact on people's lives. This is particularly true for divorces. It's easy to get overwhelmed when there are so many things to sort out, meanwhile still having to deal with heavy emotions. Sadly, **the traditional divorce procedure is a complex legalistic process that contributes to severe additional stress.** The 'tournament model' where two lawyers fight for their clients tends to put people further on the edge; polarising parties by emphasising opposing viewpoints. Many people feel they weren't heard enough, and it's often not clear what the outcomes (such as the amount of alimony) are based on. This affects the degree in which agreements are met-- with only 15% of divorcees stating that the outcomes are largely or completely respected. **The perceived fairness of the separation procedure is strikingly low**, scoring only 2.8 out of 5 on average. With about 30,000 couples divorcing in the Netherlands every year- and legal aid for separation being the second largest share of the justice budget- a better justice system could add significant social value. Traditional mediation is an alternative to some painpoints, but it is still a costly affair, requiring a lot of time and willingness to collaborate.

## Justice42's solution

Via its online divorce resolution platform 'Uitelkaar.nl', Justice42 guides divorcing couples through a cooperative, step-by-step mediation process that seeks the best outcome for everyone involved. Clients take the lead in developing arrangements they both can live with, at their own pace. A personal case manager is assigned to every case, providing unlimited practical support. Clients have a lawyer at their disposal for legal advice when needed. Their lawyer also does a final legal review of the arrangements. Those that desire more guidance or get stuck on a specific topic can include sessions with a mediator. Because **clients only pay for what they really need, costs are kept to a minimum.**



**€1 Input  
created €5,8  
Social Return**

For every euro 'invested' in the activity by the stakeholders (financially or by delivering an in-kind contribution), Justice42 created 5,8 euros of social value in 2020.



- 47,7% for divorcees
- 21,9% for the legal aid council
- 30,4% for lawyers

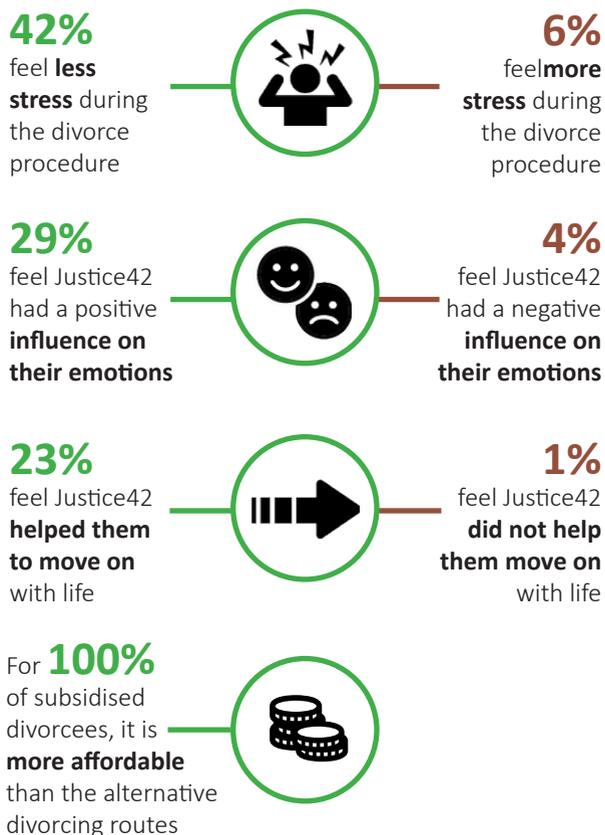
## Justice42's impact on divorcees in 2020

**How many divorcees did they reach, and what are their profiles?**

**478** divorced couples who finished the process      **1349** divorcing couples in the process



### What effects do we see?



### What would have happened if there was no Justice42 procedure?

Divorcing couples would either go through the traditional divorce procedure, or shape arrangements together with the guidance of a mediator. A part of the effects we see ('the deadweight') would also have happened via these routes. But given that Justice42 is less expensive, allows people to be more in control, de-escalates, and is time-saving, we've estimated the value Justice42 brings represents 20% of the effects.

### Who else is contributing to these effects?

The effects can be attributed to four things: (1) the online divorce platform itself, (2) the Justice42 case manager offering practical guidance and support (3) the lawyers and -when they are called upon- (4) the mediators.

Justice42 cannot take credit for **the lawyers and mediators and the expertise they bring**, which counts for approximately 40% of the impact.

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Arranging the divorce via Uitelkaar.nl made things a lot lighter, because you can start making arrangements at your own pace. We did this together deliberately and gave each other space for our emotions. At those moments, it was nice to be able to close the laptop and take some time.

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## Which other stakeholders benefit from Justice42's activities and how?

### 1. Impact on lawyers

Lawyers working with the Uitelkaar.nl platform reported higher work satisfaction, since couples who have used the platform were more constructive, better-informed, and had less conflict with each other. Lawyers also see Uitelkaar.nl as a source of additional revenue, and by taking care of practical and administrative issues, Uitelkaar.nl helps lawyers better organize their work.

### 2. Impact on the Legal Aid Council

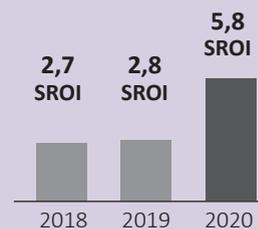
For 1 euro paid as a subsidy to Uitelkaar.nl, the Legal Aid Council saves 1,8 euros, compared to alternative routes.

## How did measuring impact benefit Justice42?

Impact measurement led to the observation that some customers valued certain aspects of the product far more than others. That way, Justice42 was **able to define three customer groups** with their own characteristics and needs, leading to three sub-value propositions which are now used on the website. By tracking the effect of these propositions, they are can refine their services and marketing.

While clients reported a significant positive effect on themselves, the effect on children seemed to be limited. Because of this finding, Justice42 is currently **developing a special children's access to the platform**, to directly identify and tackle their needs.

It has also led to the **unexpected observation** that the positive impact on lawyers was more than just practical and monetary.



The Social Return increase in 2020 is a.o. caused by the extension of the guidance and support provided by the case managers, further research leading to the conclusion that the impact on lawyers is significantly higher than initially expected and various efforts made to tailor and strengthen the service.