

Success Stories

Name:
Mrs Ngozi Emembolu

Profile:
Mediator at CRMC Enugu

Story So Far:
She is one of the pioneer staff of the CRMC Enugu since it was established in 2004. She attended the mediation skills training in 2014, which was supported by the J4A programme. She believes that the training has positively affected her perspective on being a mediator. When interviewed she said,

“ This training helped in transforming me from being a mini-Judge to being a better mediator who allows parties to reach agreement themselves without pressure ”

Next steps
Mediators are encouraged to learn from each other through co-mediation and observation practises.

CRMC Enugu **Lay Visitors Scheme Project** has been revived with support from J4A.

CPVMP protecting the rights of women

Name:
Monica Njoku

Profile:
She is a resident of Nkerefi Community in Enugu

Story So Far:
She was a participant at the community CPVMP/Human Rights sensitisation forum. Following the sensitisation, she became aware that certain practices in the community that affects women negatively are in breach of their rights. According to her,

“ I thank CIRDDOC and J4A for the CPVMP. I have learnt that I have the right to inherit my husband's property whether I gave birth to all female children or have no child at all. I appreciate your visit to Nkerefi today, because the women in this community suffer a lot from human rights abuses. ”

Next steps:
The CPVMP will continue to involve members of the community in spreading human rights knowledge and practices and ensure they are entrenched in the daily lives of members

Our impact reports capture the positive changes brought about by our activities.

For more information visit: www.j4a-nigeria.org

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Access to Mediation and Legal Assistance Services

CIP 2.3

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Impact Report:
Issue 6: October 2015

Strengthening legal assistance and mediation services

This intervention aims to strengthen the capacity of the justice sector to deliver legal assistance and mediation services to citizens, especially those from poor and vulnerable groups, including women.

In the past three years this work has focused on improving the effectiveness of Citizens' (Rights) Mediation Centres (CMCs/CRMCs) in Lagos, Enugu and Kano through mediation skills development; improving data capture, analysis and

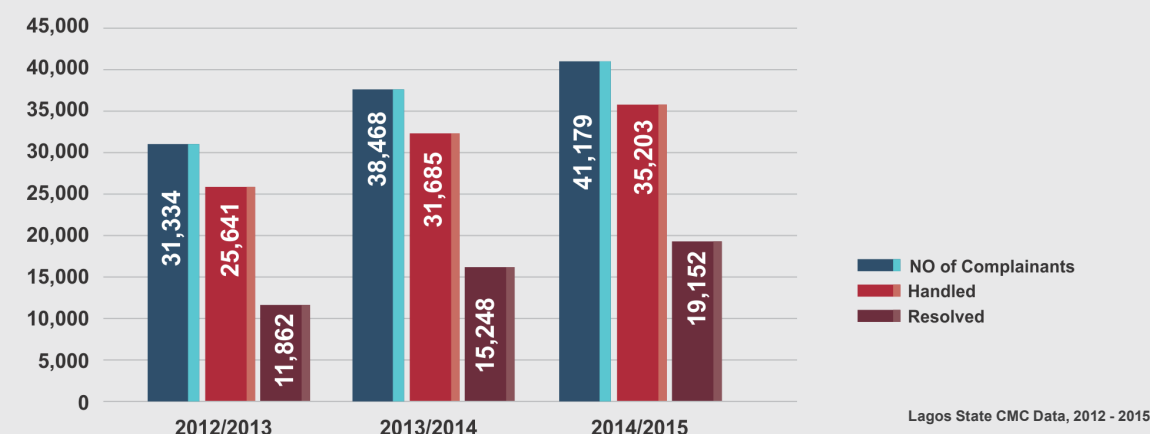
usage; improving management and leadership skills. This intervention has also supported the development and implementation of a pilot Community Paralegal and Village Mediation Programme (CPVMP) in Enugu State.

'The high cost of lawyers' fees and amount of time it takes to resolve disputes at the court has made me prefer using the mediation centre.'

CMC user



Number of Individual Complainants, Cases Handled and Cases Resolved by Lagos CMC



CMCs Contributing to Economic Growth and Sustaining Development Impact

Citizens Mediation Centres (CMCs) are contributing to the local efforts being made at using the justice sector to promote economic growth and development.

Though the CMCs were established to

provide free mediation and legal services for poor people, their performance, efficiency and rate of settlement has also endeared them to users with commercial disputes. More commercial disputes are now being brought to the CMCs for resolution. For example in the case of Lagos, the value of cases settled has grown from N500m in the last year to N700m this year.



Highlights of Achievements

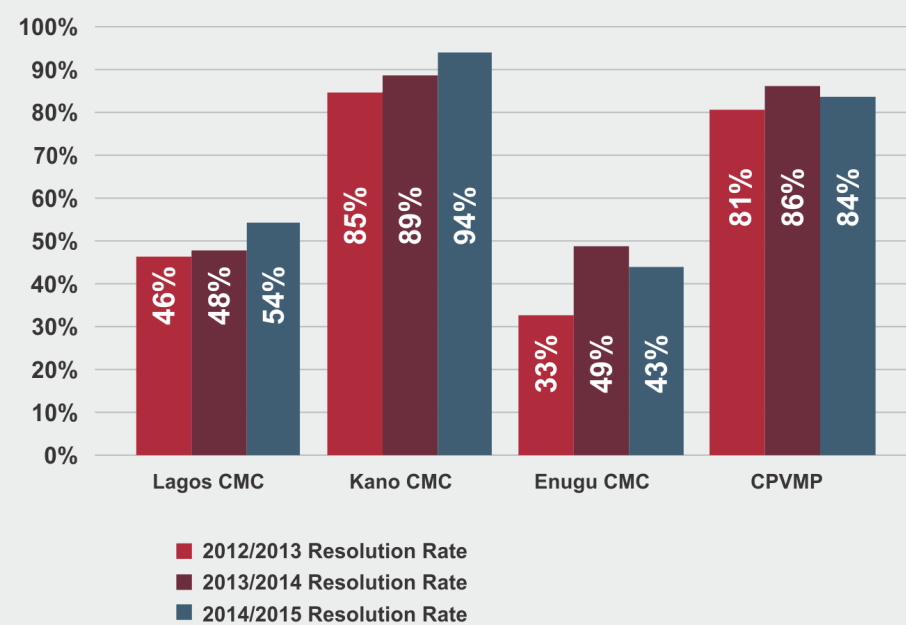
1. Three more Citizens Law Centres established in Jigawa state
2. The value of cases settled in the Lagos CMC increased from N549m in 2013/2014 to N763m in 2014/2015
3. While the value of settlements in Enugu CRMC from January to December 2014 was N15,997,330 it recorded a total of N14,116,800 in a six month period in 2015 (from January to June)

Highlights on Gender

1. There is a 6% increase in the number of women who are satisfied with the services of local legal assistance services. In 2014, 81% of women were satisfied with the services compared to 87% of women in 2015
2. % of female complainants at various CMCs includes 38% in CRMC Enugu; 33% in Lagos CMC; and 49% in Kano CMC

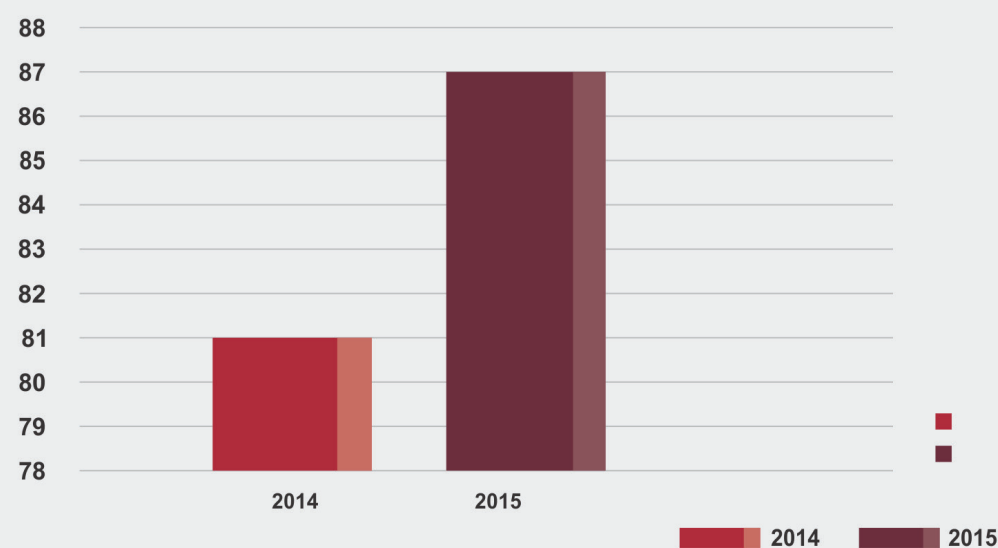
Getting Results

Resolution Rate for Cases Handled by Citizens Mediation Centres (CMCs)/ Community Paralegals and Village Mediation Programme (CPVMP)



CMC/CPVMP Data, 2012 - 2015

Level of Satisfaction with Legal Assistance Services at community level (Female only)



J4A Survey, 2014 - 2015

Expanding the Frontiers of Justice as More Benefit from CMCs and CPVMP

The collaboration between J4A and Citizens Mediation Centres is leading to an increase in the number of people using the centres. This can be attributed to a rise in user confidence and trust in the centres as credible alternative dispute resolution points.

As a result more Nigerians are now utilising and benefitting from free legal assistance and mediation services offered by the CMCs. The number of complainants being taken to the three J4A supported CMCs for dispute

resolution is on the rise. In Lagos for instance, the number of complainants has increased from 31,334 in 2012/2013 to 38,468 in 2013/14 and 41,179 in 2014/15.

There is also the geographic spread of the centres which is helping to increase the accessibility to justice for more Nigerians. J4A is currently partnering with existing CMCs through a network of CMCs in Nigeria to ensure best practices, promote the establishment of more CMCs across the country and the expansion of existing ones so as to provide access for more people. For instance, the Citizens Rights and Mediation Centre (CRMC) in Kaduna is now functional while Jigawa recently established three more Community Law

Centre (CLCs) and Akwa Ibom is establishing three more centres.

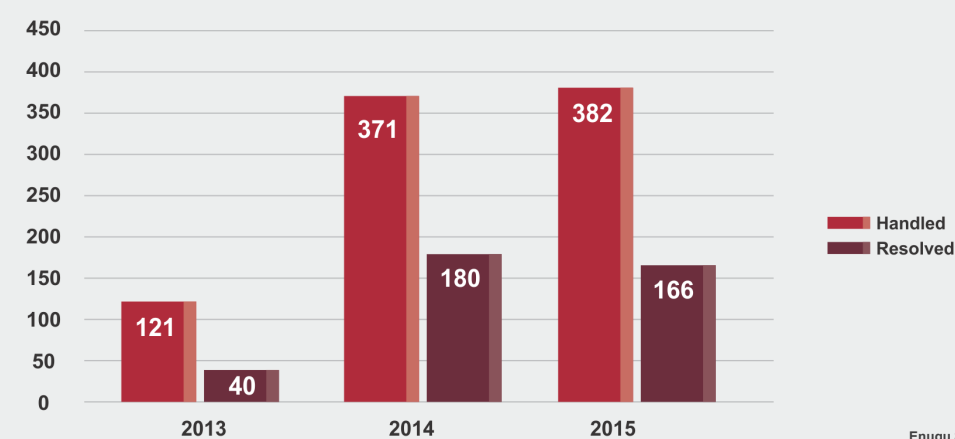
The CRMCs and the CPVMPs have also sustained the level of human rights awareness among communities through their various advocacy activities. In the last year about 15,000 persons benefitted from such activities in Enugu state. In addition, CRMC Enugu with the support of J4A has revived the '**Lay Visitors Scheme Project**' whereby the centre visits police stations within Enugu metropolis every Tuesday and Thursday in order to improve the compliance to human rights law. This is helping to reduce the length of time awaiting trial persons stay in the police cells and prisons in Enugu State.



CPVMP Community sensitization at Enugu Nkerefi

CRMC Enugu with the support of J4A has revived the '**Lay Visitors Scheme Project**' whereby the centre visits police stations within Enugu metropolis every Tuesday and Thursday in order to improve the compliance to human rights law.

Number of Cases Handled and Resolved by Enugu State CRMCs

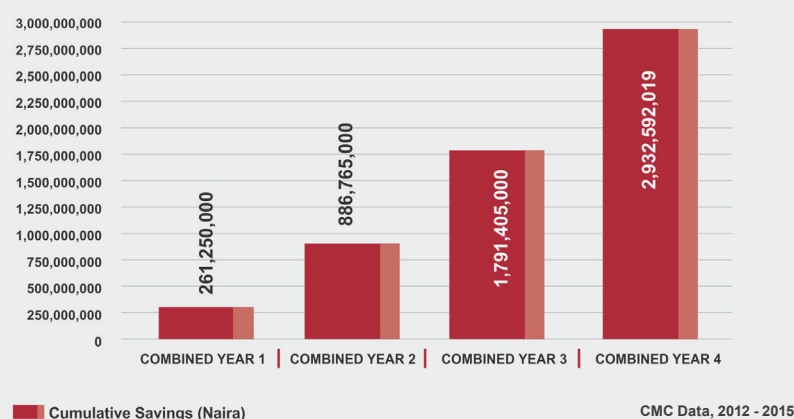


Enugu State CRMC Data, 2013 - 2015

CMCs Yielding Value for Money Results

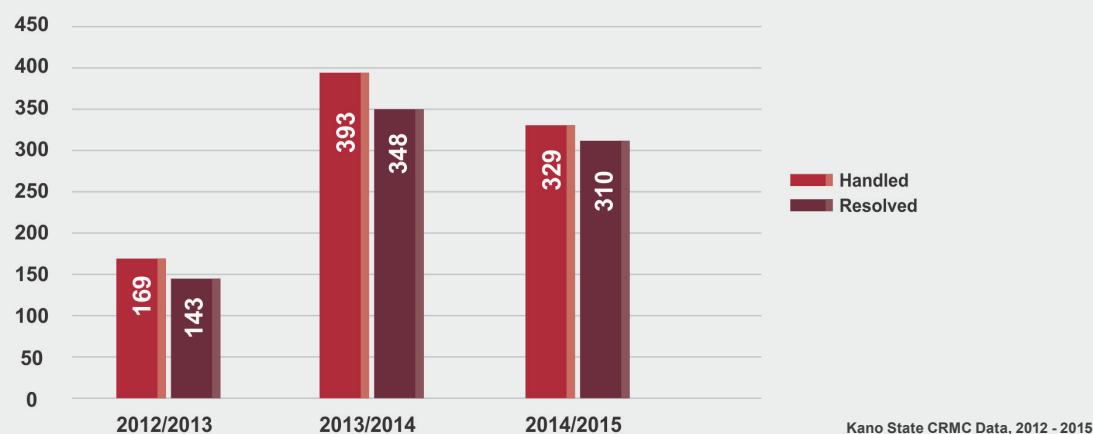
J4A's support to Citizens Mediation Centres (CMCs) in focal states is helping to save money in billions of Naira. One of the key benefits of this support is the enhanced ability of CMCs to divert cases from the formal court system. This has multiple monetary benefits. For example, savings are made when courts do not have to fund thousands of additional hearings or when parties who would otherwise have to pay expensive lawyer's fees make use of CMCs. If all of these cases that were resolved by the CMCs had been handled by the court system it is estimated that the cost to the public sector and court users would have been more than 2.9 Billion Naira (£10.5

Savings made by all CMCs

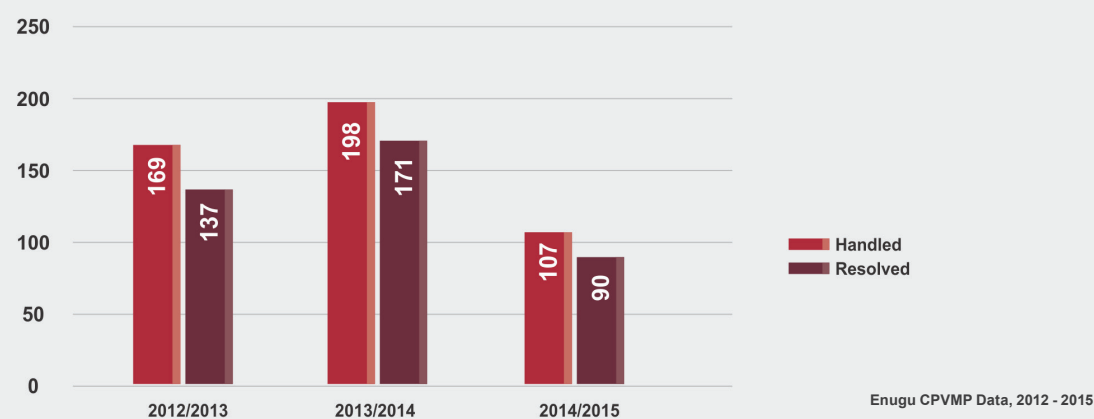


Getting Results

Number of Cases Handled and Resolved by Kano State CRMC



Number of Cases Handled and Resolved by Paralegals in Enugu State



Improved Competence and Capacity of CMCs and CPVMPs

The quality of services provided by the CMCs and CPVMPs has continued to improve as mediation skills are now more entrenched than ever before among mediators in the J4A supported Citizens Mediation Centres (CMCs) and Community Paralegals and Village Mediator Programme (CPVMP).

In the previous years, J4A provided intensive mediation skills training (MST) for mediators, which was supplemented by a monitoring and mentoring support aimed at furthering the skills of mediators. Since then mediator skills have improved and are able to resolve disputes brought before them for settlement.

The number of cases that have failed to reach settlement have reduced while the number reaching resolutions have steadily increased. For instance, the number of cases that were successfully mediated and returned again to the Lagos CMC for further mediation or enforcement through court action has reduced by about 23% (from 288 in

2013/2014 to 222 in 2014/2015)

In addition, available data shows that while the overall level of satisfaction with the services offered by the local legal assistance has increased by 1%, the level of user satisfaction for women with the local legal assistance services has increased by 7% over the last year (from 81% to 87%).

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