

Meeting 17 December 2013 Paper 1.XX

Outline for a Strategy for Administrative Justice in Scotland (SG)

What are we trying to achieve? (what is the vision?)

A focus on 'getting the decision right first time' and where there are disputes that they are resolved as efficiently and as early as possible.

Why are we trying to achieve this? (what are the benefits?)

- Ensure disputes are being resolved for users (access to justice);
- That disputes are being resolved as quickly as possible;
- That disputes are being resolved at the most appropriate level – saving users and system cost and time in disputes not being unduly escalated or delayed;
- That public bodies are learning from dispute resolution to ensure they are getting decisions right first time.

How do we achieve this? (what is the strategy?)

1. An understanding of the administrative justice landscape in Scotland.
2. An understanding of how disputes progress through the system, to identify where the system, or understanding of the system, needs to be improved to encourage quicker and more efficient dispute resolution.

Key Tasks

To define the administrative justice landscape; identify the routes users take through; identify where they the system can be improved and by whom.

Actions

1. Research and illustrate the current landscape for Administrative Justice in Scotland – through literature review and meetings with relevant stakeholders.
2. Map pathways through administrative justice, using logic modelling, to identify how users identify the route they use for dispute resolution
3. Consider where there are blockages and improvements in the system
4. Produce a strategy which outlines actions (which may be for Gov, Loc Gov, other public bodies) for improving the system to support earlier and more effective dispute resolution with a focus on 'getting the decision right first time'

Proposed Product

A strategy for administrative justice that defines the landscape; emphasises the importance of getting the decision right first time; supports early and appropriate dispute resolution; and with feedback to original decision makers.

This would also be a tool to support policy makers when creating policy, to identify the most appropriate routes for dispute resolution.