

## **Paper 6.2**

### **Developing Excellence in Administrative Justice – Project Update**

#### Progress to Date

Moving forward with the Steering Group's five chosen case study areas (Planning Decisions; Additional Support Needs; Housing Benefit; Parking Fines; and Social Work Needs Assessment), John Lincoln (Audit Scotland) and I have started constructing the draft Case Studies.

This involves John Lincoln drafting the textual part, with the Process Maps and Legislative Background provided by me.

The attached Social Work Needs Assessment Process Case Study is a first draft. East Lothian Council are currently checking the process map to ensure it fits with their processes, and are due to get back to John with feedback and actual case studies for inclusion. It is also our intention to then have this cross-checked by other Local Authorities.

A number of adjustments need to be made to the first draft – I will emphasise the legislation that regulates the social work complaints process, and also include the social work complaints process in the map. The user journey will also need to come through more clearly, rather than a descriptor of local authority practice.

#### Going Forward

John and I will update the draft case study, in accordance with East Lothian Council feedback.

I have mapped out and defined the legislative background to the Planning Decisions case study. Again, this will be checked to ensure it reflects the user journey and will be cross-checked with Local Authorities. I may then be taking this forward by drafting the textual part of the case study in this area too, given my previous work for a Planning Authority.

#### Issues

Housing Benefit as a case study may have to be replaced with another – HB is being subsumed into Universal Credit which the DWP has begun rolling out nationally from this month. It will be the responsibility of JobCentres and not Local Authorities.

Another case study may require to be chosen – ideally one which is centrally controlled but delivered by local authorities.