

Developing Excellence in Administrative Justice

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1. Brief summary of what the research is about.	The project will look at a representative selection of local authority decision-making areas to model the user journey through these administrative justice processes. The project will provide a whole system view, including the appeal or review processes and will attach costs to each part of the process. The report aims to raise awareness of the importance of sound and transparent administrative justice decision making, in particular by local authorities.
2. What are the research questions?	The report will aim to: • raise awareness of the impact and importance of administrative justice decision making by local authorities; • provide a better understanding of the cost and impact of administrative justice decision making on both service users and the council; and • provide a toolkit for local authority officials and elected members to support good practice in administrative justice decision making and “getting it right first time”.

3. What, if any, outputs so far?	None: the finished report will be published in November 2015.
4. What outputs are planned?	The report will aim to raise awareness of the importance and impact of administrative justice decision making by local authorities. The outputs include: • A report, based on a number of case studies, which will examine the impact of administrative justice decision making on both individuals and councils. • A case study compendium, based on four in-depth case studies, which will follow the user journey through the administrative justice decision making process and associated review or appeal processes with attached costs. • A methodology for local authorities to examine and improve their administrative justice processes, including an examination of issues such as: costs, time, effort, user experience and reputational risk. • A toolkit for local authority officials and elected members which will aim to support good practice in decision making and “getting it right first time”.
5. What is the anticipated impact?	The report aims to highlight the importance and impact of administrative justice decision making to local authority officials and elected members. This will ensure that local authorities can examine and assess their administrative justice processes and make improvements in the broad sense.
6. Comments / additional information / requests for data or input from the broader administrative justice community	