

## Administrative Justice Council - Business Plan 2022-2023

The Business Plan sets out the strategic objectives of the Administrative Justice Council and the activity to meet these objectives for 2022-2023. Proposed actions and desired outcomes will fall under the objectives and overall principles listed below:

### Objectives

The Administrative Justice Council ('the Council') has the following objectives:

- To keep the operation of the administrative justice system under review;
- To consider how to make the administrative justice system more accessible, fair and efficient;
- To advise on, and develop, recommendations and proposals to ensure the effectiveness of the administrative justice system;
- To share learning and areas of good practice across the UK;
- To provide a forum for the exchange of information between Government, the judiciary, ombudsman schemes, academics and those working with users of the administrative justice system; and
- To identify areas of the administrative justice system that would benefit from research.

### Principles

The Council's purpose will be to help make the administrative justice system increasingly accessible, fair and effective by:

- playing a pivotal role in the development and sharing of good practice;
- promoting understanding, learning and continuous improvement; and
- ensuring that the needs of users are central to the operation and ongoing reform of the system.

### Outcomes

The Council will set objectives and measure its effectiveness against the following outcomes:

- those taking administrative decisions do so on soundly-based evidence and with regard for the individual needs of those affected;
- routes of appeal are simple and accessible to those who need them;
- people are assisted to understand how they can best challenge decisions or seek redress at least cost and inconvenience to themselves;
- grievances are resolved in a fair, timely, open and proportionate manner; and

- the advice, recommendations and proposals made by the Council are based on evidence and principle, and the Council advocates for evidence-based policy-making centrally focused on the needs of users

### Core Objectives

Objective	Body Responsible	Proposed Action	Desired Outcome
1. To keep under review the operation and delivery of the administrative justice system, and to make recommendations for improvements	AJC	<p>Bring together key stakeholders in administrative justice to identify problems and propose solutions to the most pressing issues</p> <p>Identify areas for review and report on possible reforms to improve the system</p> <p>Identify and respond to relevant bills, consultations and calls for evidence on administrative justice as appropriate.</p>	Areas for review identified and steps taken to assess and report on possible reforms to improve the system in these areas
2. To consider how to make the administrative justice system more accessible, fair and efficient	AJC	<p>Promote good quality decision-making by public bodies, assessing the impact of those affected and making suggestions for improvements</p> <p>Consider the impact of the modernisation of tribunals on litigants in person</p> <p>Work with Ombudsman schemes making suggestions on how they can be as accessible, effective and efficient as possible</p>	<p>Better understanding of public body decision-making and suggestions made on how to improve it, resulting in reduced cases before the tribunal and reduced cases overturned by the tribunal.</p> <p>Recommendations in reports are implemented by public bodies ensuring improvements to the procedural aspects of administrative justice</p> <p>A better-informed tribunal modernisation</p>

			<p>programme with the needs of users taken into consideration by HMCTS/MoJ</p> <p>Good relationship with public services ombudsman schemes and the identification of improved procedures and processes</p>
<p>3. To advise on, and develop, recommendations and proposals to ensure the effectiveness of the administrative justice system</p>	AJC	<p>To develop recommendations through evidence-based research on issues affecting the administrative justice system</p>	<p>That the government, judiciary, and ombudsman schemes are fully informed on the development of the administrative justice system and that recommendations are taken onboard to ensure a more effective system</p>
<p>4. To share learning and areas of good practice across the UK</p>	AJC/Secretariat	<p>Exchange of information between similar oversight bodies, government departments and NGOs</p> <p>To share areas of best practice across all UK jurisdictions</p> <p>To arrange thematic events on issues affecting the administrative justice system</p> <p>To share learning between ombudsman schemes and tribunals</p>	<p>An increased awareness of good practice across government, oversight bodies, sectors and geographic jurisdictions</p>
<p>5. To provide a forum for the exchange of information between government, the judiciary, ombudsman schemes, academics and those working with users of the</p>	Secretariat	<p>Bi-annual Council meetings</p> <p>Panel meetings</p> <p>Workshops and events bringing together key members of the administrative justice system</p>	

administrative justice system			
6. To identify areas of the administrative justice system that would benefit from research	AJC	<p>Explore issues of concern and provide evidence-based research for the Council's consideration</p> <p>Thematic workshops organised by the Academic Panel</p>	<p>Increased evidence-based research into how the system could work better.</p> <p>Better data collection which can be used for analysis of challenges in the system</p>
7. To develop a plan for continued funding for the sustainability of the AJC and to work towards become a statutory body	Secretariat	To engage with funders, look for new funding opportunities and to provide progress reports to current funders	The continued operation of the AJC
8. To promote the work of the Council and to engage through effective communications and outreach work	AJC/individual members	<p>Publish summaries of Council meetings and working group reports</p> <p>Publish an annual report (every 18-24 months)</p> <p>Publish a tri-annual newsletter sharing information from members across the system</p> <p>Field an AJC representative at relevant events</p>	Increased Council efficacy though greater visibility of the work which it is undertaking