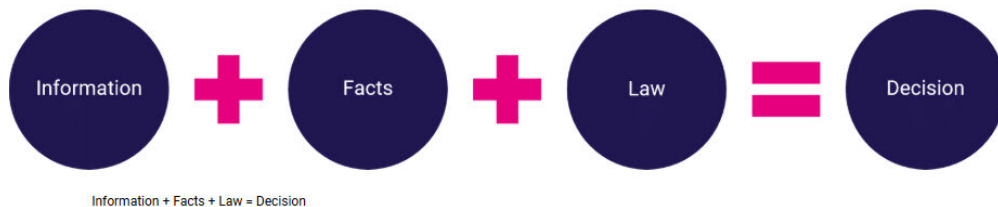


## Just and fair decision making

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- as a case manager, the overall decision is yours - it is your responsibility to use all the relevant supporting information to make a **fair and just determination**
- use all the **facts** that you have in the supporting information to make an informed decision
- **do not** use guess work, assumptions or prior cases of clients with similar circumstances or conditions or disabilities etc to influence your decision
- all decisions made must be **reasonable and fair** - the supporting information and facts of each case must be considered on their own merits
- when making decisions you must remember the following:



### Errors in decision making might occur if case managers:

- dismiss certain facts as unimportant
- don't use guidance
- make assumptions when rushing into making a decision
- copy text from one decision and pasting to another without checking whether the details apply to the new decision
- don't check the full facts
- don't use the decision making tools or use them incorrectly
- do not understand guidance and do not attempt to clarify with Decision Support Team through case discussion.



This list is not exhaustive.

## How to avoid errors

To help avoid errors:

- ☐ allow yourself enough time to make the decision
- ☐ consider each case on its own merits
- ☐ apply Social Security Scotland's person centred approach
- ☐ treat each client with dignity fairness and respect
- ☐ use decision making guidance throughout
- ☐ make use of case discussion and peer to peer support process when necessary.

## Quality assurance

Quality assurance process is in place to monitor and control the decision making process. Feedback from the quality assurance will be used to improve processes and guidance.

**Continue**