



Corporate Plan 17-20

VISION: We will have transformed the delivery of our functions

Prioritising our vision:

EXCELLENCE

Key Focus:

- People Strategy
- Review of risk
- Review of corporate governance

For applicants & assisted persons:

- Simpler and quicker processes
- Improved experience

For the legal profession

- Controls focussed on areas of greatest risk

EVIDENCE

Key Focus:

- Research
- Surveys
- Consultation

For applicants & assisted persons:

- Increased SLAB understanding of system user needs
- Highlighting unnecessary barriers to access

For the legal profession

- Understanding of private firms informs SLAB's services and changes to processes and procedures

STREAMLINING

Key Focus:

- Review of Legal Aid Handbooks
- Fee reforms
- Digital Strategy

For applicants & assisted persons:

- Simpler and quicker processes
- Fewer interactions with the application process
- Greater use of technology

For the legal profession

- Fewer interactions with SLAB
- Level of bureaucracy is appropriate for level of risk

PERFORMANCE

Key Focus:

- Review of performance management framework

For applicants & assisted persons:

- Performance reflects customer insight
- Getting things right first time
- Focus on total duration of application process

For the legal profession

- Increased accountability of SLAB
- Performance measures based on time, quality, and numbers of interactions on applications and accounts

COLLABORATION & REFORM

Key Focus:

- Evidence and Procedure Review
- Independent review of legal aid
- Close working and consultation with the legal profession

For applicants & assisted persons:

- Justice system reforms take full account of legal aid impacts

For the legal profession

- Positive and strategic relationships
- Collaboration makes the legal aid system easier for solicitors to operate

ACHIEVEMENT OF SLAB STRATEGIC OBJECTIVES

1. Improvements to legal aid processes 2. Advising Scottish Ministers 3. Responsive culture and capability 4. Effective collaborative relationships