

**BOARD REPORT**

**AGENDA ITEM: 10  
REPORT NUMBER: SLAB/2023/26**

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| **Report to:** | The Board |
| **Meeting date:** | 31 July 2023 |
| **Report title** | Business Plan 2023-24 |
| **Report category** | For Discussion |
| **Issue status:** | Business as usual |

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| **Written by:** | Andrew McIntosh, Corporate Support Manager |
| **Director responsible:** | Colin Lancaster |
| **Presented by:** | Andrew McIntosh, Corporate Support Manager |
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| **Delivery of Strategic Objectives** | |
| Select the Strategic Objective(s) relevant to the issues | 1. Our timely, clear and consistent decisions on legal aid applications and accounts deliver a positive customer experience 2. Our client legal services and targeted funding deliver high quality and accessible information, advice and representation 3. We support our people to develop the skills and ways of working needed to deliver our mission, both now and in the future 4. Our advice to Ministers supports their decision making on the future of legal aid and SLAB |

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| **Link to Board or Committee remit** |
| The Board has reserved authority to approve SLAB’s annual business plan and is responsible for overseeing progress against its delivery. |

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| **Publication of the paper** |
| We consider this paper is suitable for publication. |

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| **Previous consideration** | |
| **Meeting** | **Detail** |
| n/a | This is the first quarter update for 2023-24. |

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| **Report** |
| The Board approved the content of the 2023-24 plan at its meeting in May. Progress against the agreed projects is presented in the appendix to this paper.  The status of each project is given a traffic light score by the project sponsor. This is based on the risk to the overall delivery of the project and concerns high level issues. For this reason, the status may differ to that which is reported at a project board level which may be dealing with much more granular or very short terms issues.   * **Green**: The project overall is on track in terms of project end date and deliverables. * **Amber**: Issues exist which might have an effect on the overall success of the project, but these are being dealt with by the project manager and sponsor. Any deviation from the plan remains within tolerance levels. * **Red**: There are significant risks to the overall success of the project which require corrective action to meet the project’s objectives. The issues cannot be handled solely by the project manager or sponsor. One or more aspects of the project exceed tolerances.   As we are only at the end of the first quarter, there are no significant issues with delivery and all projects are generally on track. However, the project involving our input into the legal aid reform programme may soon move into amber dependent on the outcome of our meeting with the Scottish Government on 28 July. |

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| **Governance links** | |
| 1. Finance and resources | Delivery of the business plan will need to be delivered within available administrative funding. Availability of resources has the potential to impact on the delivery plans of individual projects.  Future restrictions on public funding will impact on the degree of change we can contemplate policy decisions at our hands and maintain good financial management. |
| 2. Risk | At a local level, each project within the corporate plan will have its own assessment of risk, with risks escalated as appropriate. This may result in a risk being escalated to the corporate risk register which will be considered by the Audit Committee and the Board. |
| 3. Legal and compliance | We are required by our framework agreement with Scottish Government to have a business plan in place, and published on our website.  Progress against the plan will be monitored by the Board and the Scottish Government. |
| 4. Performance | Performance against the plan will be measured through the established business planning update process.  Performance on our administration of the schemes will be monitored through our performance benchmarks. A revised set of benchmarks for 2023-24 has been agreed. |
| 5. Equalities impact | Equalities issues are a key driver for much of the activity within the business plan. All activity that results in changes to policies or procedures will be subject to equalities impact assessment. |
| 6. Privacy impact and data protection | N/A |
| 7. Communications and engagement | We will be communicating the plan internally on submission to Ministers and then externally on approval. |

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| **Conclusion and next steps** |
| The Board is asked to consider progress made in the first quarter of 2023-24 and comment as necessary. |

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| **Appendix/further reading** |
| **Appendix 1** – Business Plan 2023-24 Quarter 1 Update |