



# Equality Outcomes Plan 2023-26: Progress Update – Year 2 Report

## Contents

Context for our equality outcomes .....	2
Equality Outcomes Progress 2024-25 .....	2
Equality Outcome 1 .....	2
Workstream 1: Pay and grading Review – Complete.....	2
Workstream 2: Development of a workforce planning framework – In Progress.....	2
Equality Outcome 2 .....	3
Workstream 3: Gathering/use of applicant data – In Progress .....	3
Workstream 4: Gathering/use of client equality data for Client Legal Services – In Progress.....	3
Workstream 5: Gathering/use of staff equality data – In Progress.....	4
Workstream 6: Identify improvements of equality information coverage available – In Progress ...	4
Equality Outcome 3 .....	4
Workstream 7: Ministerial advice on legal aid reform – In Progress .....	4
Workstream 8: Analysis of availability/accessibility of legally aided services – In Progress.....	5
Equality Outcome 4 .....	5
Workstream 9: Engage external stakeholders to develop information materials – In Progress .....	5
Workstream 10: Review of Principal Sums and Collection letters – In Progress.....	5

## Context for our equality outcomes

As a public body, we are legally required under the Equality Act (2010) to consider equality in our day-to-day business. We need to demonstrate that we pay due regard to the three aims of the public sector equality duty (PSED):

1. Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
2. Advance equality of opportunity between people who share a relevant protected characteristic and people who do not
3. Foster good relations between people who share a protected characteristic and those who do not.

Every three years, we publish a set of Equality Outcomes to help us fulfil our duties. These outcomes are developed based on evidence, including literature review, consultation with internal and external stakeholders, and our leadership team.

Our [current set of equality outcomes](#) was developed and published in 2023 and focus on:

- 1. Creating the conditions to narrow the gender, disability and ethnicity pay gap.**
- 2. Gathering and using equality data to inform our policies and improve our services.**
- 3. Gathering and using equality data to advise Ministers as part of our advice on legal aid reform.**
- 4. Making key information about our work and legal aid accessible to those who need our help.**

To achieve these outcomes, we developed a plan with 10 workstreams, each with an identified owner and a timeline. This report summarises the work we have accomplished in the second year of the Equality Outcomes Plan.

## Equality Outcomes Progress 2024-25

### **Equality Outcome 1: Create the conditions to narrow the gender, disability and ethnicity pay gap.**

Relevant to the protected characteristics of: Sex, Disability, Race.

Equality Duty Deliverables:

- Advance equality of opportunity
- Eliminate discrimination.

### **Workstream 1: Pay and grading Review – Complete**

This workstream was completed in the first year of the Equality Outcomes Plan. It allowed us to review and update our job description and grading structure to ensure equal pay for equal value roles within our organisation.

### **Workstream 2: Development of a workforce planning framework – In Progress**

#### **Objective**

Our aim is to develop a workforce planning framework that will set out how we will seek to ensure that we have a workforce of the right size and with the right skills to enable us to deliver our corporate objectives.

### ***What we have achieved so far***

Workforce planning has started. The Executive Team are working on the corporate approach, with staff equalities information and impact assessment informing its development.

### ***Next steps***

Drivers and key principles for this work have been identified and will inform corporate planning for 2025-26.

## **Equality Outcome 2: Gather and use equality data to inform our policies and improve our services**

Relevant to all protected characteristics.

Equality Duty Deliverables:

- Advance equality of opportunity
- Eliminate discrimination.

### **Workstream 3: Gathering and use of applicant data – In Progress**

#### ***Objective***

Gathering, supporting and promoting equalities data analysis, which includes:

- reviewing the percentage of disclosure across the relevant protected characteristics and devising communications or engagement as needed to improve disclosure
- analysing our Operational Performance Overview Reporting by relevant protected characteristics.

### ***What we have achieved so far***

We have produced tables and graphics for 2023-24 applicants' data, and accompanying narrative, with multi-variate analysis looking at age, sex and subject matters. The data has been published alongside the annual report.

### ***Next steps***

Two more reports will be produced.

One will include equality data on all aid types for all other protected characteristics, and the other will include equality data on all aid types and our operation Key Performance Indicators (KPIs).

### **Workstream 4: Gathering and use of client equality data for Client Legal Services – In Progress**

#### ***Objective***

- Reviewing percentage of disclosure across relevant protected characteristics – Completed Year 1
- Developing reports and using customer demographics and needs data in Equality Impact Assessments for Client Legal Services – In Progress, to be continued in Year 3.

### ***What we have achieved so far***

Reports have been produced for every quarter of the year 2024-25 and shared with Client Legal Services for review.

### ***Next steps***

The reports will be published and analysed in 2025-26.

## **Workstream 5: Gathering and use of staff equality data – In Progress**

### ***Year 2 and 3 Objective***

Developing HR metrics including equalities data, as appropriate.

### ***What we have achieved so far***

We have appointed a support provider to build the recruitment platform within our system.

The viable product has been implemented.

### ***Next steps***

We will be reporting on data as required, and the data will be used for Equality Impact Assessments.

## **Workstream 6: Structured plan to identify improvements in coverage of equality information available to SLAB – In Progress**

### ***Objective***

Identify priority groups and topics where research work will aid our understanding of any difference in experience and create a plan to improve coverage of equality information.

### ***What we have achieved so far***

We have reviewed research gaps and engaged with managers on their needs regarding equalities.

This data has been used to draft a project proposal to focus on equality groups, which our review suggests need additional insight.

### ***Next steps***

Development of research proposal to supplement equality impact assessments for protected characteristics where we have little evidence, such as gender reassignment.

## **Equality Outcome 3: Gather and use equality data to advise Ministers as part of our advice on legal aid reform, and work to monitor availability and accessibility of legal services**

Relevant to all protected characteristics.

Equality Duty Deliverables:

- Advance equality of opportunity
- Eliminate discrimination.

## **Workstream 7: Advice to Ministers on legal aid reform or improvement including relevant equalities assessment as appropriate – In Progress**

### ***Objective***

Provide Scottish Government with advice on preferred options for reform by carrying out equality impact assessments.

### ***What we have achieved so far***

Our advice to Scottish Government has been informed by high level equality impact assessments.

As the proposals for regulation change have become clearer, we have continued to develop our equality impact assessments for the proposed structural changes. These assessments will support Scottish Government's own assessments.

### **Next steps**

Support Scottish Government as required with equalities data and information.

## **Workstream 8: Undertake analysis to better understand the availability and accessibility of legally aided services for equality groups – In Progress**

### **Objective**

Analysing trends in supply of legally aided services by relevant protected characteristics.

### **What we've achieved so far**

We have compiled a report on legal aid applicant equality data.

This report presents applicant data for different aid type, subject matter, by age and sex. It is available for our staff to use the data.

### **Next steps**

Further reports will be produced and will look at other protected characteristics by aid type.

We will also internally publish a flexible table builder to allow staff to filter and present data that best suits their needs.

## **Equality Outcome 4: Make key information about our work and legal aid accessible to those who need our help**

Relevant to the protected characteristics of: Age, Disability.

Equality Duty Deliverables:

- Advance equality of opportunity
- Eliminate discrimination.

## **Workstream 9: Engage external stakeholders to review and develop information materials – In Progress**

### **Year 2 objective**

Develop accessible legal aid materials with external stakeholders and our communications team by March 2026.

### **What we've achieved so far**

We have updated our [New to Legal Aid webpage](#) with information materials.

We commissioned Deaf Action to create a BSL information video and produced information videos about legal aid.

We have also created an information sheet about legal aid and translated it into the three most prominent languages of our applicants (Polish, Arabic, Farsi).

### **Next steps**

We will promote the materials to internal and external stakeholders.

## **Workstream 10: Review of Principal Sums and Collection Letters – In Progress**

### **Objective**

Reviewing letters to make them more accessible.

***What we've achieved so far***

The Principal Sums letters have been amended and are awaiting deployment. Collections letters are being reviewed.

***Next steps***

We will finish reviewing the Collections letters.