

Corporate Business Plan 2025-26.

Corporate Objective	Activity	Activity Description	Lead Directorate(s)	Success Measures (output)	Success Measure (outcomes)	Progress Tracking	Owner	Target Completion
High Quality Administration	Customer Insight Strategy	We aim to develop and implement a strategy to capture both structured and unstructured customer feedback to inform future business process change, operational benchmark setting and legal aid policy change.	Operations	Strategy finalised. New customer feedback capture, analysis and reporting processes designed and implemented.	Future policy, procedures and performance management draw on insight obtained through the strategy	ET, CPDT, Board	AF	Apr-26
High Quality Administration	Solicitor Training and Support	We aim to improve the consistency and quality of solicitor training delivery across the organisation. This will include methods of delivery, the experience of solicitors, the materials that are used and the ways in which we assess the effectiveness of this work.	Operations	Training hub launched Cost effectiveness measures developed	Fewer interactions with firms on applications and accounts Positive feedback from the profession	ET, CPDT, Board	AF	Apr-26
Investing in our People	Review of Staff Performance Management	Development and implementation of a performance management framework in line with new Policy and supported by Manager training programme.	Corporate Services and Accounts	Performance management framework agreed with Board Managers trained Performance reviews complete staff survey	Positive results through staff survey awareness of skills gaps More effective management of performance	ET, CPDT, Board	LR	Apr-26
Investing in our People	Journey to become a trauma informed organisation	Implementation of a roll out plan to support our trauma aware and informed processes.	Corporate Services and Accounts	Corporate position confirmed and training programme in place	Positive results through customer feedback Improved customer experience	ET, Board	LR	Apr-26
Shaping the future	Corporate Plan 2026-30	Development and approval of the Corporate Plan for 2026-29. To include a review of the business planning process, alignment of contributory strategies and a review of the Corporate Values.	CEO	Plan agreed by Ministers and published.	Plan is deliverable and fully informed by a range of key sources.	ET, CPDT, Board	CL	Apr-26
Shaping the Future	Legal Aid Reform	Development of Scottish Government package of regulatory change	Strategic Development	Relevant advice and support delivered to SG. Implementation plans in place.	Positive feedback from Minister and officials SLAB effectively facilitates implementation of regulations if passed	ET, CPDT, Board	MLF	Apr-26
Shaping the Future	Legal Aid Reform	Assisting Scottish Government on development of proposals for future primary legislation.	Strategic Development	Relevant advice and support delivered to SG.	Risks to SLAB are reduced through clear delineation of roles SLAB advice is accepted	ET, CPDT, Board	MLF	Apr-26
High Quality Delivery of Client Legal Services and Targeted Funding	Review delivery models for our legal services to respond to contextual changes	Ensure continued high-quality delivery of Client Legal Services by identifying internal/external events which may impact service delivery or provide enhancement opportunities.	Client Legal Services	Scenarios developed to inform future service delivery Options appraisals for enhancing our holistic approach 'test and learn' initiatives developed in the context of legal aid reform	Improved evidence base	ET, CPDT, Board	CM	2026