A SUMMARY OF LEGAL ASSISTANCE 2017-18


GRANTS OF LEGAL ASSISTANCE

There were 203,203 grants of legal assistance made, of which:

- **76,740** were for civil cases
- **115,193** were for criminal cases
- **11,270** were for children’s cases

<table>
<thead>
<tr>
<th>Civil</th>
<th>Criminal</th>
<th>Children’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>63,647 Advice and assistance and ABWOR</td>
<td>18,682 Advice and assistance</td>
<td>4,279 Advice and assistance</td>
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<tr>
<td>13,093 Legal Aid</td>
<td>2,315 CIA advice and assistance and ABWOR</td>
<td>4,383 ABWOR</td>
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<td>26,660 ABWOR</td>
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<td></td>
<td>42,828 Summary legal aid</td>
<td>2,279 Legal aid (including appeals)</td>
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<td>229 Automatic legal aid</td>
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</tbody>
</table>

Total legal assistance 2017-2018

Total number of grants

- **Civil legal assistance 76,740**
- **Criminal legal assistance 115,193**
- **Children’s legal assistance 11,270**
LEGAL ASSISTANCE EXPENDITURE

The total cost of legal assistance was £124.4m, of which:

- £42.3m was civil legal assistance
- £74.1m was criminal legal assistance
- £5.4m was children’s legal assistance
- £2.3m was for grant funded projects

1.5 Total cost to the taxpayer of legal assistance

Costs (£000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Costs (£000’s)</th>
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<tbody>
<tr>
<td>Civil</td>
<td></td>
</tr>
<tr>
<td>Advice and assistance and ABWOR</td>
<td>19,606</td>
</tr>
<tr>
<td>Net legal aid expenditure</td>
<td>21,246</td>
</tr>
<tr>
<td>Civil Legal Assistance Office</td>
<td>1,459</td>
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<tr>
<td>Grant funding</td>
<td>2,291</td>
</tr>
<tr>
<td>Criminal</td>
<td></td>
</tr>
<tr>
<td>Advice and assistance and ABWOR</td>
<td>12,125</td>
</tr>
<tr>
<td>Net legal aid expenditure</td>
<td>58,485</td>
</tr>
<tr>
<td>Children's</td>
<td></td>
</tr>
<tr>
<td>Other costs</td>
<td>301</td>
</tr>
<tr>
<td>Miscellaneous payments</td>
<td>301</td>
</tr>
</tbody>
</table>

2,254 Public Defence Solicitors’ Office
1,233 Duty, PSDSCL and other criminal
2,564 Advice and assistance and ABWOR
2,794 Net legal aid expenditure
301 Miscellaneous payments
LEGAL ASSISTANCE EXPENDITURE - KEY COSTS AND INCOME

- £95.2m: Paid in fees to solicitors
- £13.8m: Paid in fees to advocates and solicitor advocates
- £17.8m: Paid for outlays, such as expert witnesses and court reports
- £12m: The total cost of running our organisation (salaries for staff, running & capital costs)
- £1.5m: Expenditure on our employed solicitors delivering civil legal assistance
- £2.2m: Expenditure on our employed solicitors delivering criminal legal assistance
- £9.3m: Collected in contributions & expenses from assisted persons

£95.2m
£13.8m
£17.8m
£12m
£1.5m
£2.2m
£9.3m

Total Expenditure: £177.9m

£13.8m
£95.2m
£17.8m
£17.2m
£2.1m
£1.4m
£12m
£104.8m
£17.8m

£11.7m
£12.2m
£17.8m
£17.2m

£13.8m
£95.2m
£17.8m
£17.2m

£141.6m
£95.2m
£17.8m
£17.2m

SUMMARY OF SLAB ACTIVITY

We delivered a range of key activities that contributed to the delivery of our Strategic Objectives.

To deliver improvements to legal aid processes that increase efficiency and improve the experience of system users and customers

To advise Scottish Ministers on the strategic development of legal assistance and its contribution to a Scotland in which rights are supported and disputes are resolved fairly and swiftly

To ensure that our organisation has the culture and capability to be responsive to our customers, the justice system and developments in legal and advice services

To build and maintain effective and collaborative relationships with the legal and advice sector and our public sector partners as we seek to achieve our purpose and contribute to wider Scottish Government aims

<table>
<thead>
<tr>
<th>Risk Review</th>
<th>Corporate Governance Review</th>
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<tbody>
<tr>
<td>We reviewed the way we assess and manage risks.</td>
<td>We implemented a range of corporate governance improvements during the year:</td>
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<tr>
<td>The project delivered:</td>
<td>• a revised tool to assess Board effectiveness.</td>
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<tr>
<td>• a risk appetite policy;</td>
<td>• a revised approach to Board Member appraisal.</td>
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<td>• a revised Risk Management Framework;</td>
<td>• a revised Board Member skills matrix.</td>
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<tr>
<td>• a new approach to the use of risk registers;</td>
<td>• a more proactive approach to the promotion of Board Member vacancies and formulation of a Succession Plan.</td>
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<tr>
<td>• a new Corporate Risk Register;</td>
<td>• a review of our FOI(S)A procedures, resulting in changes to procedures and publication of staff guidance.</td>
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<td>• initial improvements to the handling of Executive Team Meetings.</td>
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</tbody>
</table>
**Online Accounts**
We delivered a range of improvements to the submission of online accounts:

- new accounts for Criminal A&A and ABWOR
- a new initial layout of Legal Aid Online and the application tabs
- improvements to the electronic synopsis for paper accounts
- a new credits process
- improvements to the wording of the financial verification notifications
- a new online account negotiation process

**Cloud Based Services**
We moved our Finance systems over to Oracle Cloud.

**PDSO Business Plan**
We developed and are now implementing business plans for our Public Defence Solicitors’ Office network.

**Grant Funding**
We successfully managed a range of grant funded projects. [https://www.slab.org.uk/about-us/what-we-do/policyanddevelopmentoverview/#powers](https://www.slab.org.uk/about-us/what-we-do/policyanddevelopmentoverview/#powers)

**Performance Framework**
We continued to develop our new performance framework.

We developed and delivered a SLAB Operational Performance Overview Report (SOPOR) which is being used in operational areas to monitor some areas of performance and this will be developed further during 2018-19. We have also launched a new survey tool to get feedback from solicitors which will take us significantly forward in the development of the customer satisfaction part of the framework.

**Fee Reform**
We developed and delivered advice to Ministers on summary and solemn criminal fee reform and engaged extensively with the profession on the resulting proposals. Substantial progress was also made in identifying options for reform of counsel’s first instance criminal fees.

**Criminal Justice (Scotland) Act 2016 Implementation**
Part 1 of the Act was implemented on 25 January 2018. To compliment this, new legal aid regulations were successfully passed alongside a revised Code of Practice for Criminal Legal Assistance. A new and improved police station advice claim and payments system was also implemented.