Engagement session on service design, delivery and strategic planning *Legal Aid Reform*

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Agenda

- Welcome & Introductions
- Background and context
- Purpose of today's session
- Purpose and scope
- Outcomes
- Discussion themes
- Evidence and decision-making
- Service quality and effectiveness
- Reflections and next steps

Background and context

- Reform seeks a more proactive and planned system
- Service design and delivery are key reform themes
- Understanding need, demand and outcomes is essential
- Future arrangements may require new planning functions
- Today's discussion explores implications for services

Purpose of today's session

Long-Term Reform

- Long-term reform aims to support a legal aid system that is more planned, strategic and proactive.
- Service design and delivery play a crucial part of that
- Today's discussion focuses on how evidence and information can shape future planning and decision-making to support service design and delivery

Important to note

- This session is independent of the Scottish Government consultation process.
- We are seeking stakeholder views to inform SLAB's own work and advice.

Purpose and scope

Focus and Scope

We are interested in how evidence and information can support:

- Strategic planning
- Priority setting
- Resource allocation
- Service design and delivery decisions
- Long-term adaptability

Today's discussion is exploratory

- We are not designing a specific framework or model
- We are interested in looking ahead to future needs and services
- What would support a more proactive and strategic legal aid system

Outcomes

- How organisations use evidence and information
- How need and demand are identified
- How unmet need is recognized
- How service quality is assessed
- What supports effective planning
- Priorities for future service delivery

Discussion themes

Evidence and information

- What information do organisation collect and use?

Understanding need and demand

- Emerging issues
- Unmet need
- Changing demand

Service quality and effectiveness

- What does a high quality and effective service look like?
- How it is impact assessed?

Proactive Planning

- Responding to changing needs
- Future priorities
- Earlier intervention

Evidence and decision-making

Evidence may include

- Research and evaluation
- Needs assessments
- Administrative data
- User insight
- Practitioner experience
- Learning from other jurisdictions

Discussion

- What sources of information are most valuable when shaping service design and delivery?

Service quality and effectiveness

- How do you know services are making a difference?
- What indicators are most useful?
- How important is user feedback?
- What limitations exist in current measures?

Next steps

- Discussion themes will be analysed and reviewed
- A summary of key themes will be published on our website
- Insights will inform ongoing work on long-term legal aid reform
- Future engagement will continue as reform develops.

Thank you

Questions, reflections and final comments

Thank you

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