

SLCC Budget Consultation 2013/14: Operating Plan

Although the SLCC is an independent body, it contributes to achieving the justice outcomes set out in the Scottish Government's *Strategy for Justice in Scotland*. Five of the eight outcomes are most closely related to our work

- Our people and communities support and respect each other, exercising both their rights and responsibilities
- We have high levels of public confidence in justice institutions and processes
- Our public services are fair and accessible
- Our institutions and processes are effective and efficient
- Our public services respect the rights and voice of users

In performing our functions under the Legal Profession and Legal Aid (Scotland) Act 2007, we have identified three key objectives. The SLCC must be

- A high quality, independent and impartial service focussed on early resolution and on the needs of users
- An efficient, accountable organisation which tracks performance and acts to improve on it
- An influential organisation providing guidance and insight to improve standards and build public trust and confidence

To deliver against these objectives, our Operating Plan for 2013/14 will focus on four strands

- *Platforms and Core Processes* to ensure we are mindful of our users and are fair, effective and efficient in our work
- *Building Confidence* through informed guidance and assurance
- *Developing our Capability* by recognising and encouraging the knowledge, skills and behaviours of our team
- *Working with our Legislation* to play our part in evaluating and improving the wider framework we work in

SLCC OPERATING PLAN - JAN 2013 TO JUL 2014	A high quality, independent and impartial service focussed on early resolution and on the needs of users	An efficient, accountable organisation which tracks performance and acts to improve it	An influential organisation providing guidance and insight to improve standards and build public trust and confidence
1. PLATFORMS & CORE PROCESSES			
a) Review our complaint handling structures and processes to resolve complaints proportionately			
b) Recognise and adapt to the needs of our users			
c) Review how effectively we communicate with users of our services			
d) Set ambitious, meaningful KPI targets to control speed, quality and costs			
e) Ensure our IT and case management platforms are fit for purpose			
f) Develop rules, structures and processes to deliver our complaint handling role under the 2010 Legal Services Act			
g) Embed the principles and duties of the 2010 Equality Act in how we work			
h) Learn from other complaint handling organisations and ombudsman schemes			
2. BUILDING CONFIDENCE			
a) Develop guidance with the legal profession to improve the quality of complaint handling at the first tie			
b) Identify and publish trends in complaints to inform priorities for action			
c) Review complaint handling processes at the relevant professional organisations			
d) Ensure that governance and operational arrangements for the Guarantee Fund and Master Policy support public confidence			
e) Ensure that insight and intelligence is shared with key stakeholders to identify emerging issues and trends			
f) Raise public awareness of the SLCC and how it can help in resolving complaints			
3. DEVELOPING OUR CAPABILITY			
a) Refresh our competency and performance management framework			
b) Refresh our appraisal and PDP framework			
c) Ensure training and development supports customer service, management and technical skills			
d) Strengthen links between performance and reward			
4. WORKING WITH OUR LEGISLATION			
a) Work with consumer groups and the profession to identify and address improvements to the 2007 Act			
b) Update our rules so we have a clear and understandable framework to operate within			