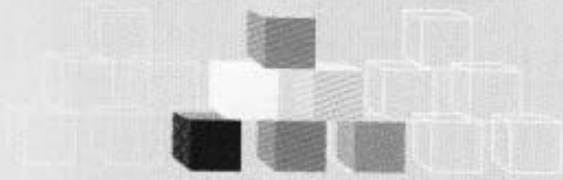


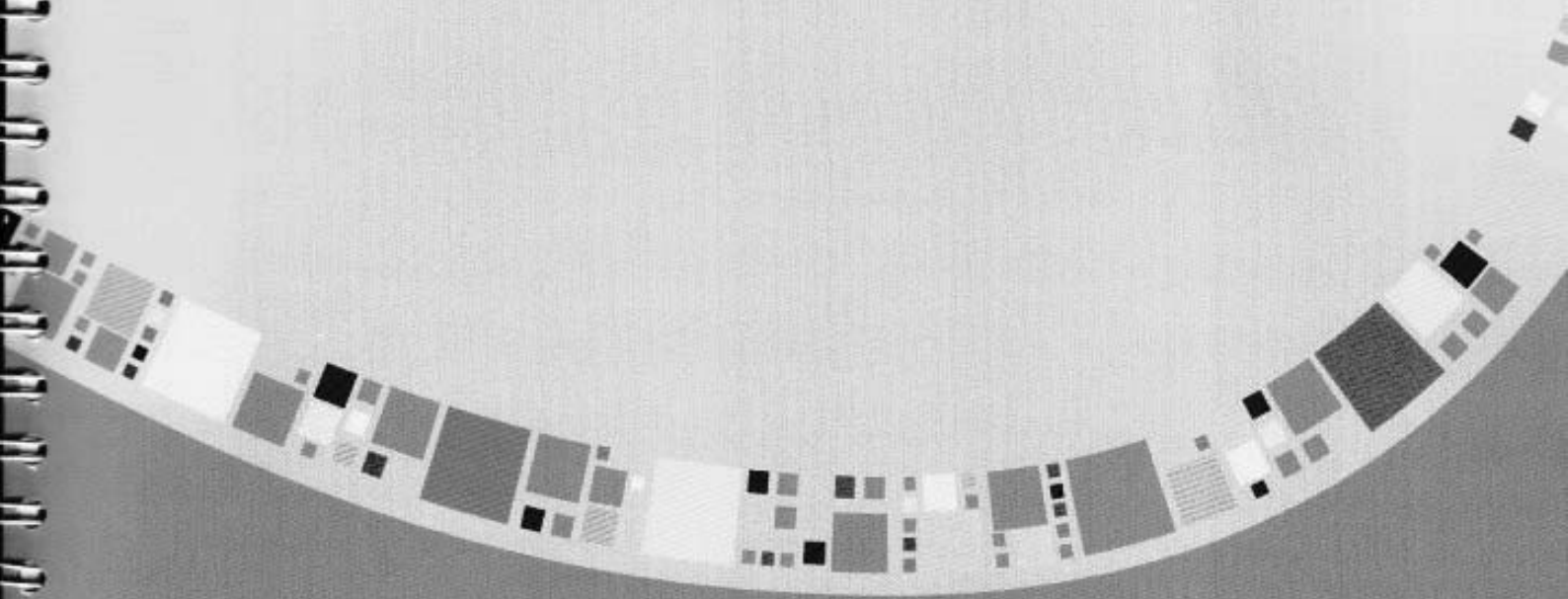


Independent and within reach



Business Plan 2011/12

Legal Aid South Africa





Legal Aid
South Africa

Your voice. For justice.

BUSINESS PLAN PLAN 2011 - 2012

(SMART Compliant)

(31 March 2011 - based on Strategic Plan 9 March 2011)

Notes:

1. With effect from 2011/12 the SMART compliant corporate plan, including the priority/key programmes of Legal Aid SA, is called the Annual Performance Plan (APP).
2. Performance will be reported on quarterly in terms of the programmes and KPIs of the APP to the Board and to the Executive Authority.
3. The programmes and KPIs in the APP forms the reporting basis for the Annual Performance Report, which is published in the Annual Report.
4. Key to the row colours in this document :

	Indicates rows in the expanded APP
	Indicates rows in the APP

S	Specific
M	Measurable
A	Achievable
R	Relevant
T	Time-bound

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Projects	Measures	KPIs		Outputs	Proof of Delivery	Time-frames				Budget	Responsible Exec		
		Targets				Q1	Q2	Q3	Q4				
		Quality	Quantity										
P26-5	Leadership Development	Develop the Legal Aid SA Leadership Pipeline	Maintain Legal Aid SA Leadership Pipeline	Ongoing	Management and Leadership Competencies Developed across pipeline	Focussed management and leadership training appropriate to the level of management	*	*					
P26-6	Management of training	Training addresses the competency gaps of Legal Aid SA Employees	Assessed skills improved appropriately	All Training interventions	Conduct a needs analysis amongst practitioners regarding their training and development needs and include their proposals in the training	Legal Training Plan	*						LDE
P26-7	Accreditation of training providers	Training Providers comply with SETA requirements	As per the unit standards	All training service providers	Source and maintain relationships with accredited training service providers in order to obtain formal recognition	Training Provider Expert Locator	*						LDE
P26-8	Skills Development Compliance	Improved skills level of work force	Relevant and responsive ATP	1	Submission of revised annual training plan	ATP and ATR prepared and finalised to be submitted to Seto on time		*					HRE
P26-9	Employment Equity	Targets as per Justice Centre, Regional Offices and Departments at National Office, to be defined in the performance contract, met and adhered to	Reflect demographics	As per the five-year plan	Diverse workforce in line with annual targets to achieve EE goals	5 Year EE Plan implemented and monitored	*	*	*	*			HRE
P26-10	Talent acquisition & retention	Effective and efficient recruitment processes	Efficient recruitment processes	No longstanding vacancies	Effective and efficient recruitment processes	Monthly reports	*	*	*	*			HRE
P26-11	Retaining Talent	Talent risk profile monitored and mitigated	Retention risk monitored	Annual omnibus survey conducted	Ensuring staff retention	i. High risk employees identified ii. Retention interviews conducted iii. Mitigation measures implemented	*	*	*	*			HRE



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