














Commitments towards our Vision


Legal Services- 2018-2019 Six month update



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Ensure that the Council offers best value for money	Delivering a financially sound and well managed Council	Maximise the recovery of legal costs and fees; Court costs and fees, contribution to legal costs and disbursements. 97%- Number of legal costs recovered in £	Costs recovered £14,655.50 to 13/03/2018	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Victoria Higham - Information Officer Tim Driver – Planning Lawyer (pt)		Costs recovered between 1/04/2018 and 30/09/2018 = £12,058
		To ensure the recovery of outstanding debts owed to the Council 100% Instructions for recovery: costs recovered in £	Up to 01/04/2017- 31/03/2018 71 instructions 53 debts settled Equating to 74.6%	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Victoria Higham - Information Officer		01/04/2018 to 30/09/2018 - 44 instructions 26 debts settled Equating to 59%
		Proactively assist all services across the Authority with issues related to legal requirements. 90% within 10 working days 100% within 20 working days 0-5 days = % 6-15=% 16-20=% 20+=%	92% within 20 working days 86% within 10 working days	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt)		01/04/2018 – 30/9/2018 89.7% within 20 working days 85.3% within 10 working days 0-5 days =82.6% 6-15=4.8% 16-20=2.2% 20+=10.2%

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Support the local property market.		Ensure continuous service delivery for the Local Land Charge Service <ul style="list-style-type: none"> 100% of Local Land Charge searches within 10 working days; 95% within 5 working days 	100% of searches within 10 working days. 98.6% of searches responded to within 5 working days. Average turnaround time 4 working days to respond to 31/03/2018	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Victoria Higham - Information Officer	  	100% of searches within 10 working days 74% of searches responded to within 5 working days Average turnaround time 5 working days
To provide a comprehensive and qualitative legal service		Provide legal support for committees when necessary. 100% attendance at committees where necessary	100% supported	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt)		100% supported
		Ensure car parking appeals and enforcements comply with the following timescales; 80% of appeals responded to within 10 working days 100% within 20 working days First letters to be sent within 29 working days	97% of appeals responded to within 10 working days. 100% of first letters sent in 29 working days to 31/03/2018	Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges & Senior Legal Support Officer		98% of Appeals responded to within 10 working days No records available for 1 st letters sent
To provide a comprehensive and qualitative legal service	Delivering a financially sound and well managed Council	Ensure that the timescales set out in the Transparency Code are complied with and manage information data on the Council's website: Open data, Disclosure log and Officer Decisions 100% annually or quarterly for datasets and as soon as completed disclosure log and officer decisions.	100% annually or quarterly for datasets and as soon as completed for disclosure log and officer.	Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges & Senior Legal Support Officer Victoria Higham – Information Officer		100%

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Ensure that staff have all the necessary skills to maximise their input service delivery		Deliver an effective, accurate and transparent FOI/EIR service. 100% of responses within 10 working days (unless the FOI request involves further in-depth research but the service will ensure that the customer is kept informed)	95% responses in 20 working days 67% responses in 10 working days	Maggie Camp- Legal Services Manager Victoria Higham - Information Officer Paula Holmes – Local Land Charges & Senior Legal Support Officer		Requests: 196 to 31/09/2018 Days to respond: 0-5: -55% 6-10:-13% 11-15:-9% 16-20:-14% 20+: -7% Note-2% of FOI requests are awaiting clarification 68% within 10 working days 91% responded within 20 working days
		To support the continued professional development of the team to ensure that they are meeting with personal and professional career development opportunities 100% compliance and with an average of 16 hours professional development per member of the team	The service continues to meet with the professional and statutory requirements for CPD.	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt) Paula Holmes- Local Land Charges & Senior Legal Support Officer Victoria Higham - Information Officer		100% CPD compliant
		To update Service Delivery Champions with the progress of the service, how the service is being operated and the direction it is going in	Meetings every quarter (or as requested by councillors)	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt) Paula Holmes- Local Land Charges & Senior Legal Support Officer Victoria Higham - Information Officer		Completed
		100% of appraisals completed by June 2018	100% of appraisals completed.	Maggie Camp- Legal Services Manager		Completed

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
				Paula Holmes – Local Land Charges & Senior Legal Support Officer		
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Delivering a financially sound and well managed Council	To regularly review corporate risks associated with the Council's legal requirements. The current risks to the Authority are as follows: Implementation of General Data Protection Regulations		Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges & Senior Legal Support Officer Victoria Higham – Information Officer		All front facing elements for GDPR completed by 25 th May 2018

Name of Service Delivery Champion: Cllr Mark Hugo

Comments

No comments received