










# 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 £12,058 to 30/9/2018	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Victoria Higham - Information Officer Emily Wright - Paralegal Tim Driver – Planning Lawyer (pt) Angela Tyrrell – Senior Legal Assistant Russell Wignall – Legal Assistant		Costs recovered between 1/04/2019 and 30/09/2019 = £13,116.51
		To ensure the recovery of outstanding debts owed to the Council  100% Instructions for recovery: costs recovered in £	Up to 01/04/2018- 30/9/2018 44 instructions 26 debts settled Equating to 59%	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Emily Wright – Paralegal Victoria Higham - Information Officer		01/04/2019 to 30/09/2019 - 22 instructions 14 debts settled Equating to 64%
		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+=%	89.7% within 20 working days  85.3% within 10 working days	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt) Angela Tyrrell – Senior Legal Assistant Russell Wignall – Legal Assistant		01/04/2019 – 30/9/2019  95.5% within 20 working days 81.5% within 10 working days 0-5 days =82.8% 6-15=10.8% 16-20=1.9% 20+=4.45%
Assist and facilitate the Council's Corporate Priorities to ensure that East Cambridgeshire continues to be a fantastic place to live, work and visit.						

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Support the local property market.		Ensure continuous service delivery for the Local Land Charges Service <ul style="list-style-type: none"> <li>100% of Local Land Charge searches within 10 working days;</li> <li>95% within 5 working days</li> </ul>	100% of searches within 10 working days.  74% of searches responded to within 5 working days.  Average turnaround time 5 working days	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Emily Wright – Paralegal Victoria Higham - Information Officer	    	100% of searches within 10 working days  93% of searches responded to within 5 working days  Average turnaround time 4 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 Angela Tyrrell – Senior Legal Assistant Russell Wignall – Legal Assistant		100% supported
		Ensure car parking appeals and enforcement 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	98% of appeals responded to within 10 working days.  100% of first letters sent in 29 working days.	Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges & Senior Legal Support Officer		96% of Appeals responded to within 10 working days  100% first letters sent in 29 working days
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% annually or quarterly for datasets and as soon as completed.

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		<p>Deliver an effective, accurate and transparent FOI/EIR service.</p> <p>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)</p>	<p>91% responses in 20 working days</p> <p>68% responses in 10 working days</p>	<p>Maggie Camp- Legal Services Manager</p> <p>Victoria Higham - Information Officer</p> <p>Paula Holmes – Local Land Charges &amp; Senior Legal Support Officer</p>	<p>↑</p> <p>↔</p>	<p>Requests: 273 to 30/09/2019</p> <p>Days to respond:</p> <p>0-7 - 71.4%</p> <p>8-14 - 7.32%</p> <p>15-20 - 3.1%</p> <p>20+ - 3%</p> <p>68% within 10 working days</p> <p>91% responded within 20 working days</p>
Ensure that staff have all the necessary skills to maximise their input service delivery		<p>To support the continued professional development of the team to ensure that they are meeting with personal and professional career development opportunities</p> <p>100% compliance and with an average of 16 hours professional development per member of the team</p>	<p>The service continues to meet with the professional and statutory requirements for CPD.</p>	<p>Maggie Camp- Legal Services Manager</p> <p>Tim Driver – Planning Lawyer (pt)</p> <p>Paula Holmes- Local Land Charges &amp; Senior Legal Support Officer</p> <p>Victoria Higham - Information Officer</p>	↔	100% CPD compliant
		<p>100% of appraisals completed by June 2019</p>	<p>100% of appraisals completed.</p>	<p>Maggie Camp- Legal Services Manager</p>	↔	Completed
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	<p>To regularly review corporate risks associated with the Council's legal requirements. The current risks to the Authority are as follows:</p> <p>Implementation of General Data Protection Regulations</p>		<p>Maggie Camp- Legal Services Manager</p> <p>Paula Holmes – Local Land Charges &amp; Senior Legal Support Officer</p> <p>Victoria Higham – Information Officer</p>	↔	All front facing elements for GDPR completed by 25 <sup>th</sup> May 2018