

Commitments towards our Vision

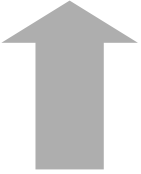

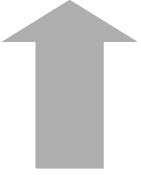






East Cambridgeshire
District Council

Appendix D

Six month report – Legal Services

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	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	Maximise the recovery of legal costs and fees; Court costs and fees, contribution to legal costs and disbursements.	95% costs recovered £6,660.00 to 28/02/2017	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Mary Cooper- Information and Legal Support Officer	↑	Legal costs and fees recovered between 1.4.17 and 30.9.17 was £9549
		97%- Number of legal costs recovered in £				
		Ensure the recovery of court costs and fees attributable to parking.	29% costs awarded, costs received from court £1,938.00 to 28/02/2017 N.B. This figure is dependent on the magistrate choosing to award fewer costs or no costs. ECDC are not able to influence this decision.	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Mary Cooper- Information and Legal Support Officer Lyndsay Kirkby – Trainee Solicitor	↔	£3,690 requested in court costs - £3,260 awarded by the court + 88% N.B. This figure is dependent on the magistrates choosing to award fewer costs of no costs. ECDC are not able to influence this decision.
		95%- Summons issued/ costs recovered in				
Assist and facilitate with the Council's Corporate Priorities and contribute to ensuring that East Cambridgeshire continues to be a fantastic place to live.		To ensure the recovery of outstanding debts owed to the Council	Up to 01/04/2016-28/02/2017 104 instructions 84 debts Equating to 81%	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Mary Cooper- Information and Legal Support Officer Lyndsay Kirkby – Trainee Solicitor	↔	35 instructions received, 31 instructions settled. 88.6% recovered Number of instructions are down as no longer chasing sundry debts for markets
		100% Instructions for recovery: costs recovered in £				
		Proactively assist all services across the Authority with issues related to legal requirements.	93.9% within working 20 days 90% within 10 working days	Maggie Camp- Legal Services Manager Lyndsay Kirkby- Trainee Solicitor	↑	94.5% within 20 working days 90.1% within 10 working days 0-5 = 84.6% 6-15 = 7.9% 16-20 = 2% 20+ = 5.5%
		90% within 10 working days 100% within 15 working days 0-5 days = % 6-15=% 16-20=% 20+=%				

Support the local property market.		<p>Ensure continuous service delivery for the Local Land Charge Service</p> <ul style="list-style-type: none"> 100% of Local Land Charge searches within 10 working days; 95% within 5 working days 	<p>100% of searches within 10 working days.</p> <p>98% of searched responded to within 5 working days.</p> <p>Average turnaround time 4 working days to respond to 28/02/2017</p>	<p>Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges & Senior Legal Support Officer Mary Cooper- Information and Legal Support Officer</p>		<p>100% of searches responded to within 10 working days 99.8% of searches responded to within 5 working days Average days to respond – 4 working days</p>
To provide a comprehensive and qualitative legal service		<p>Provide legal support for committees when necessary.</p> <p>100% attendance at committees where necessary</p>	<p>100% supported</p>	<p>Maggie Camp- Legal Services Manager Lyndsay Kirkby- Trainee Solicitor</p>		<p>100% supported</p>
To provide a comprehensive and qualitative legal service	<p>A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.</p>	<p>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</p> <p>100% annually or quarterly for datasets and as soon as completed disclosure log and officer decisions.</p>	<p>100% annually or quarterly for datasets and as soon as completed for disclosure log and officer.</p>	<p>Maggie Camp- Legal Services Manager Mary Cooper – Information and Legal Support Officer Lyndsay Kirkby- Trainee Solicitor</p>		<p>100% annually or quarterly for datasets and as soon as completed for disclosure log and officer decisions</p>
		<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>96.5% responses in 20 working days</p> <p>70.5% responses in 10 working days</p> <p>Requests: 500 Days to respond: 0-5 = 55% 6-10 = 15.5% 11-15 = 13% 16-20 = 13% 20 +=3.5%</p>	<p>Maggie Camp- Legal Services Manager Mary Cooper- Information and Legal Support Officer Paula Holmes – Local Land Charges & Senior Legal Support Officer</p>		<p>98% responses in 20 working days 67% responses in 10 working days Requests: 248 Days to respond: 0-5 = 51% 6-10 = 15% 11-15 = 15% 16-20 = 17% 20+ = 2%</p>

<p>Ensure that staff have all the necessary skills to maximise their input service delivery</p>		<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 Lyndsay Kirkby- Trainee Solicitor Paula Holmes- Local Land Charges & Senior Legal Support Officer Mary Cooper- Information and Legal Support Officer</p>		<p>100% compliance and with an average of 16 hours professional development per team member</p>
		<p>To update Service Delivery Champions with the progress of the service, how the service is being operated and the direction it is going in</p>	<p>Meetings every quarter (or as requested by councillors)</p>	<p>Maggie Camp- Legal Services Manager Lyndsay Kirkby- Trainee Solicitor Paula Holmes- Local Land Charges & Senior Legal Support Officer Mary Cooper- Information and Legal Support Officer</p>		<p>Service Delivery Champion kept updated as to developments within the legal team</p>
		<p>100% of appraisals completed by June 2017</p>	<p>100% of appraisals completed.</p>	<p>Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges & Senior Legal Support Officer</p>		<p>100% appraisals completed by 31st March 2017</p>
<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.</p>	<p>A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.</p>	<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><i>New target</i></p>	<p>Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges & Senior Legal Support Officer</p>		<p>Seeking to engage external resources via 3C Shared Services</p>

Name of Service Delivery Champion-Councillor Mark Hugo

Once again the legal team have been a well run unit and have matched or exceeded all their targets in the period covered. Meetings with me are as and when we are able to meet and Maggie knows that I am always available for consultation on any issue.