

Six month performance update reportLegal Services- 2016/2017

Performance Measure - Best value for money through the service delivery	Baseline	Target	6 month update report
To maximise the recovery of legal costs & fees - i.e. court costs & fees, contribution to legal costs & disbursements	100%	95% No. of cases: Legal Costs recovered in £	100% 14 Cases: Legal costs recovered: £10,211.11
To ensure the recovery of court costs and fees attributable to parking fines	98%	95% Summons issued /Costs recovered in £	*86% Costs recovered from Summons issued £3,240
To ensure the recovery of outstanding debts owed to the Council	100%	100% Instructions for recovery: Costs recovered in £	100% Instructions 66 Costs recovered £70,344.48
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)			
Notes			
<u>*10% negative variance on recovery of court costs for parking fines is due to Magistrate's choosing to award less costs (£45.00) or no costs, mostly because of defendants appearing at court or making representations in writing regarding their financial status</u>			

Performance Measure - Support the local property market	Baseline	Target	6 month update report
To ensure the smooth transition of the Land Charges service	By 2016	By 2018 Still ongoing as no date set for migration	By 2020 Still ongoing as no date set for migration
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)			
Notes:-			

Performance Measure - Provide a comprehensive and qualitative legal service	Baseline	Target	6 month update report
To deliver a better than minimum service standard performance in relation to internal legal instructions from clients	92% within 20 working days	65% within 10 working days and 35% within 20 working days.	93.7% within 20 working days Requests: 332 Days to respond

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		<p>Requests/Average days to respond.</p> <p>Requests: days to respond; 0-5 days=% 6-15 days=% 16-20=% 20+=%</p>	<p>0-5 days = 72% 6-10= 17.8% 11-15 = 2.4% 16- 20=1.5% 20+ = 6.3%</p>
To provide legal support for committees when necessary	100%	100% Attendance at committees where necessary	100% attendance at committees where necessary
To ensure Car Parking Appeals and enforcement comply with advertised and statutory timescales	87% of Appeals responded to in 10 working days and First Letters in 29 working days	100% Appeals responded to in 10 working days and First Letters in 29 working days. Appeal /Average days to respond.	99% of Appeals responded to within 10 working days 100% of First Letters sent in 29 working days (unless over a weekend or bank holiday)
To ensure 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 for disclosure log and officer decisions	100% annually or quarterly for Datasets and as soon as completed for disclosure log and officer decisions. Requests /compliance.	100% annually or quarterly for Datasets and as soon as completed for disclosure log and officer decisions
To deliver an FOI/EIR service that is better than the statutory requirement	97.5% responses in 20 working days 71.6 within 10 working days	40% of responses in 20 working days. 60% of responses in 10 days. Requests : Days to respond: 0-5 days= % 6-10 days= % 11-15 days=% 16-20days=% 20+ days=%	97.8% responses in 20 working days Requests:227 0-5 days = 52.9% 6-10 days=16.7% 11-15 days=14.1% 16-20 days =14.1% 20+ days = 2.2%
To ensure that DPA requests comply with statutory timescales	100% in 40 days	100% in 40 days. Requests /Average days to respond:	100% in 40 days Requests 28/ Average days to respond:
To ensure the provision of the Local Land Charges responses N.B. this target links with the target below but as they are measuring two different outputs we are keeping them separate	100% of searches within 10 working days. 98% within 5 working days Average turn around 4 working days to respond	100% of searches within 10 working days. 95% within 5 days Search requests: /Average days to respond:	100% of searches responded to within 10 working days 98% of searches responded to within 5 working days Average turnaround time 3 working days to

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			respond
To ensure the provision of the Local Land Charges responses	N/A	100% implementation by 4 th July 2016	There is no way of assessing accurately the number of searches sent out within 5 working days as the Local Land Charges system is only set up to calculate the 10 working day deadline, 98% is an educated guess but there have probably only been 2 or 3 due to software problems.
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)			
Notes:-			

Assist and facilitate with the Corporate Priorities to enable a better environment for the District	Baseline (from previous year if applicable)	Target	6 month update
Proactively assist and enable other client departments to deliver the Corporate Plan 2015/19 by the provision of timely, cost effective, good quality legal advice and assistance.	100%	100% of services supported	100% of services supported
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead)			
Notes:-			

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	Baseline (from previous year if applicable)	Target	
To ensure all staff within legal services have up-to-date training as appropriate to their role.	100%	100% compliance: 16 hrs: /Average hrs PFE:	100% compliance: 16 hrs PFE
100% appraisals completed by June 2016	100%	100% No of staff: /Completed:	100%
Service briefing for each quarter for our Service Delivery	4	4	4

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Champion			
Review web pages in accordance with the Transformation programme	N/A	1 review by July 2016	1 review by July 2016
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service Delivery Lead) Notes:-			

Service Delivery Champions to review six month performance report and write down their comments in the box below.

Name of Service Delivery Champion:- Councillor Mark Hugo

Comments):-

All targets effectively hit and clear explanation given for the only >10% variance. An excellent performance especially when the department is understaffed. The “Land Charges” transition is still a concern with target dates drifting.