

End of year report

Legal Services Service Delivery Plan 2016-2017

| Best value for money through the service delivery | Baseline (from previous year if applicable) | Target | End of year 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 £ | Figures relate to Car Parking costs only 95% Costs recovered £6,660.00 to 28/02/217 |
| To ensure the recovery of court costs and fees attributable to parking fines | 98% | 95% Summons issued /Costs recovered in £ | 29% Costs awarded £6,660.00 Costs received from court £1,938.00 to 28/02/2017 *please see notes |
| To ensure the recovery of outstanding debts owed to the Council | 100% | 100% Instructions for recovery: Costs recovered in £ | Estimated 113 instructions, 92 debts recovered, Costs recovered £93189.52 Actual 01/04/2016-28/02/2017 104 instructions, 84 debts recovered, costs recovered £85,423.73 |
| <p>* Notes: - Any negative variance on the award of court costs for parking fines is due to Magistrate's choosing to award less costs or no costs, mostly because of defendants appearing at court or making representations in writing regarding their financial status.</p> <p>Any negative variance on payments received from the courts in respect of costs awarded is due to the court bailiff service not being able to recover the costs from the guilty party.</p> | | | |

| Support the local property market | Baseline (from previous year if applicable) | Target | End of year 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 |

| Provide a comprehensive and qualitative legal service | Baseline (from previous year if applicable) | Target | End of year 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. Requests /Average days to respond. Requests: days to respond 0-5 days= 6-15=% 16- 20=% 20+ =% | 93.9% within 20 working days Requests: 609 Days to respond: 0-5: 73.5% 6-10:16.5% 11-15:2.5% 16-20:1.4% 20+: 6.1% |
| To provide legal support for committees when necessary | 100% | 100% Attendance at Committees where necessary | 100% attendance at Committee where required |
| To ensure Car Parking Appeals and enforcement comply with advertised and statutory timescales | 87% 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. | 97.7% of Appeals responded to within 10 working days 100% of first letters sent in 29 working days (unless over a bank holiday) To 28/02/2017 |
| To ensure the timescales set out in the Transparency Code are complied with and | 100% annually or quarterly for | 100% annually or quarterly for | 100% annually or quarterly for |

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| <p>manage information data on the council's website: Open Data, Disclosure log and Officer Decisions.</p> | <p>Datasets and as soon as completed for disclosure log and officer decisions</p> | <p>Datasets and as soon as completed for disclosure log and officer decisions. Requests /compliance .</p> | <p>datasets and as soon as completed for disclosure log and officer decisions</p> |
| <p>To deliver an FOI/EIR service that is better than the statutory requirement</p> | <p>97.5% responses in 20 working days 71.6 within 10 working days</p> | <p>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=%</p> | <p>96.5% responses in 20 working days 70.5% responses in 10 working days Requests: 500 Days to respond: 0-5: 55% 6-10:15.5% 11-15:13% 16-20:13% 20+: 3.5%</p> |
| <p>To ensure that DPA requests comply with statutory timescales</p> | <p>100% in 40 days</p> | <p>100% in 40 days. Requests /Average days to respond:</p> | <p>82.6% in 40 days 46 requests Average days to respond 21.7</p> |
| <p>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</p> | <p>100% of searches within 10 working days. 98% within 5 working days Average turn around 4 working days to</p> | <p>100% of searches within 10 working days. 95% within 5 days Search</p> | <p>100% of searches within 10 working days. 98% of searched responded to within 5</p> |

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| | respond | requests: /Average days to respond: | working days. Average turnaround time 4 working days to respond. To 28/02/2017 *please see notes |
| To ensure the provision of the Local Land Charges responses | N/A | 100% implementation by 4 th July 2016 | VAT was successfully introduced on 1 st March 2017 |
| Notes:*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 only been 2 or 3 due to software problems | | | |

| Assist and facilitate with the Corporate Priorities to enable a better environment for the District | Baseline (from previous year if applicable) | Target | End of year report |
|--|---|----------------------------|---|
| 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 | The service continues to support all services in legal matters when we are required to do so. |

| Ensure that Staff have the required skills and knowledge to provide a comprehensive service | Baseline (from previous year if applicable) | Target | End of year report |
|--|---|---|-----------------------------------|
| 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% legal training is up to date |
| 100% appraisals completed by June 2016 | 100% | 100% No of staff: /Complete | 100% of appraisals are completed |

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| Service briefing for each quarter for our Service Delivery Champion | 4 | 4 | Service delivery champion has been continuously involved within the development of the service |
| Review web pages in accordance with the Transformation programme | N/A | 1 review by July 2016 | Web pages have been reviewed |