

End of Year Report- Legal Services 2015/2016

Best value for money through the service delivery	Baseline (from previous year if applicable)	Target	Outcome
To maximise the recovery of legal costs & fees - i.e. court costs & fees, contribution to legal costs & disbursements.	95%	95% No. of cases: Legal Costs recovered in £	100% 21 cases: Legal costs recovered: £10,766
To ensure the recovery of court costs and fees attributable to parking fines	100%	95% Summons issued /Costs recovered in £	98% Car Parking Costs claimed £5630 costs awarded £5540
To ensure the recovery of outstanding debts owed to the Council	95%	100% Instructions for recovery: Costs recovered in £	100% Instructions 110 Costs recovered: £43603.64

Support the local property market	Baseline (from previous year if applicable)	Target	Outcome
To ensure the smooth transition of the Land Charges service	By 2016	By 2018	Still ongoing, no date set for migration

APPENDIX A1

Provide a comprehensive and qualitative legal service	Baseline (from previous year if applicable)	Target	Outcome
To deliver a better than minimum service standard performance in relation to internal legal instructions from clients	90% Requests: 648 Days to respond 0-5 days = 50% 6-10= 32% 11-15 = 5% 16- 20=3% 20+ = 10%	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+ =%	83% within 10 working days 92% within 20 working days Requests: 854 Days to respond 0-5 days = 61.8% 6-10= 21.2% 11-15 = 6.7% 16- 20=2.3% 20+ = 8%
To provide legal support for committees when necessary	100%	100% Requests /Attendance.	100% 38 committees attended
To ensure Car Parking Appeals and enforcement comply with advertised and statutory timescales	100% 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.	87% of Appeals * (see variance below) responded to in 10 working days 100% of First letters sent out in 29 working days

APPENDIX A1

<p>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.</p>	<p>100% annually or quarterly for Datasets and as soon as completed for disclosure log and officer decisions</p>	<p>100% annually or quarterly for Datasets and as soon as completed for disclosure log and officer decisions. Requests /compliance.</p>	<p>100% annually or quarterly for 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>96% responses in 20 working days Requests:479 0-5 days = 51% 6-10 days=13% 11-15 days=20% 16-20 days =12% 20+ days = 4%</p>	<p>60% of responses in 10 days. 40% of responses in 20 working days. Days to respond: 0-5 days= % 6-10 days= % 11-15 days=% 16-20days=% 20+ days=%</p>	<p>71.6% within 10 working days 97.5% **(see variance below) responses in 20 working days Requests: 627 0-5 days = 58% 6-10 days=13.6% 11-15 days=13.6% 16-20 days =12.3% 20+ days = 2.5%</p>
<p>To ensure that DPA requests comply with statutory timescales</p>	<p>100% in 40 days</p>	<p>100% in 40 days.</p>	<p>100% in 40 days</p>
<p>To ensure the provision of the Local Land Charges responses</p>	<p>100% of searches within 10 working days. 95% within 5 working days</p>	<p>100% of searches within 10 working days.</p>	<p>100% of Searches responded to within 10 working days.</p>

APPENDIX A1

		95% within 5 working days.	98% within 5 working days.
		Search requests: /Average days to respond:	Average turnaround time 4 working days to respond
<p>Variance</p> <p>* The number of appeals received over the year have risen and it is therefore no longer possible to answer appeals within 10 working days.</p> <p>** The variance is 1.5% up on 2015/16 and can only be assumed that officers are responding to FOIA/EIR requests more quickly.</p>			

Assist and facilitate with the Corporate Priorities to enable a better environment for the District	Baseline (from previous year if applicable)	Target	Outcome
To work proactively with services across the Council to offer legal advice to support the implementation of the corporate priorities.	100%	100% Requests: /Average days to respond:	100%

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	Baseline (from previous year if applicable)	Target	Outcome
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%
100% appraisals completed by June 2016	100%	100% No of staff: /Completed:	100%
Service briefing for each quarter for our Service Delivery Champion	4	4	4

Legal Services – Service Delivery Plan 2016-2017

Overview

The Legal Services team comprises 1 Legal Services Manager, 2 Legal Assistants (Trainee Solicitors/Chartered Legal Executives) (2 posts vacant), 1 Local Land Charges & Senior Legal Support Officer (pt) and 1 Information and Legal Support Officer (ft).

Costs of running the Service

The estimated net cost of running the Legal Services department in 2016/17 is £109,285. This includes income received for local land charge searches carried out and income from legal services for fees charged externally, for example, s106 Agreements.

Many of the services provided within the service are statutory (e.g. Local Land Charges, FOIA, EIR & DPA). The main purpose of Legal Services is to provide a responsive, timely, cost effective and professional legal service, providing quality legal advice to the Council on a variety of subject areas:

Corporate /Corporate Governance

- Constitutional review, political changes, efficiency, effectiveness & economy, policy reviews/ audit.

Corporate Plan 2015/19

- 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.

Planning & Development

- Planning, committees, Community Infrastructure Levy (CIL) development & Appeals.
- Negotiation, drafting and completion of planning obligations under s106 Town & Country Planning Act 1990 (as amended) and any related Nomination Agreements.
- Planning Appeals: conducting or supporting external barrister and Planning Officers.

Property

- Acquisition of land and public open spaces.
- Database support.
- Enforcement of s106 process.
- Sale of Assets at market value.
- Commercial and residential related conveyancing: leases, easements or licences, release of covenants, redemption of charges and mortgages.

Criminal & Civil Litigation

- Bringing or defending proceedings for the Council covering the range of Council functions, for e.g. food safety, taxi licensing or planning.
- Car parking enforcement, logging DVLA Searches, letters before action, Appeals, Prosecutions - Summonses, Witness statements and attendance at court.
- Sundry debt recovery.

Contracts

- Preparation and completion of contract documentation in compliance with the Council's Contract Procedure Rules.
- Review of Council's Contract Procedure Rules.
- Provision of procurement advice in liaison with Finance and LGSS (under Service Level Agreement).

Freedom of Information, Environmental Information Regulations, Data protection:

- Management and recording of Freedom of Information requests to ensure complies with the Freedom of Information Act.
- Management and recording of Data Protection requests and reporting to ensure the Council complies with the Data Protection Act.
- Oversee requests.
- Co-ordinate responses.
- Monitor compliance.
- Maintenance of central registers.

Quasi-judicial committee support

- Reviewing reports, attending and advising at Council & Committee for Licensing Planning & Asset Development.

Local Land Charges Searches:

The Infrastructure Act 2015 became law in February 2015 and confirmed that the Land Registry will take over responsibility as the sole registering authority for Local Land Charges (LLC).

The Act will enable it to hold and maintain a composite register for England and Wales and be the sole provider of LLC official search results. **The Land Registry is only taking the register, which leaves Local Authorities with the much more complicated CON29 Questions.** It will be a major project to transfer this function and will have quite a big impact on all Council departments as they will either need to send their information to the Land Registry for registration (planning applications, CIL info, etc.) or the Land Registry will expect access to our IT systems to retrieve the information. From October 2017 HMLR will start the local authority phased migration and the live service roll-out.

Monitoring Officer: The Legal Services Manager also acts as the Council's Monitoring Officer, which is a statutory role under the Local Government and Housing Act 1989 and in such a role will provide advice and training to Members, Parish Councils, advice to Corporate Governance and Finance Committee, on the Code of Conduct, Ethical Governance, investigations into complaints against Members and any subsequent determinations.

Service Purpose: To enable the Council, in achieving its Corporate Objectives, to be efficient, open and transparent and to advance and protect its interests, implement its decisions, be sensitive to its role as a public authority and provide services to the public to the highest possible standards through the provision of effective and high quality legal, local land charges and Ethical Governance. To 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.

Forward Planning for Councillors

(Are there any dates which you think Service Delivery Champions might need to be aware of e.g. committee dates, events linked to outputs etc)

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
2017	Transfer of Local Land Charges service to Land Registry	Local Land Charges	Mark Hugo	N/A

How does the Service link in with the Corporate Plan?

Legal Services provides ongoing legal support to all services across the authority and the Local Authority Trading Company. It helps to ensure that the Council continues to be customer driven and meeting its legal requirements.

In addition, through their support provided to the Local Authority Trading Company, they also contribute to the Council being commercially focussed.

End of Year Report- Legal Services 2015/2016

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Support the local property market	Baseline (from previous year if applicable)	Target	Outcome
To ensure the smooth transition of the Land Charges service	By 2016	By 2018	Still ongoing, no date set for migration

Provide a comprehensive and qualitative legal service	Baseline (from previous year if applicable)	Target	Outcome
To deliver a better than minimum service standard performance in relation to internal legal instructions from clients	90% Requests: 648 Days to respond 0-5 days = 50% 6-10= 32% 11-15 = 5% 16- 20=3% 20+ = 10%	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+ =%	83% within 10 working days 92% within 20 working days Requests: 854 Days to respond 0-5 days = 61.8% 6-10= 21.2% 11-15 = 6.7% 16- 20=2.3% 20+ = 8%
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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
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To ensure that DPA requests comply with statutory timescales	100% in 40 days	100% in 40 days.	100% in 40 days
To ensure the provision of the Local Land Charges responses	100% of searches within 10 working days. 95% within 5 working days	100% of searches within 10 working days.	100% of Searches responded to within 10 working days.

		95% within 5 working days. Search requests: /Average days to respond:	98% within 5 working days. Average turnaround time 4 working days to respond
<p>Variance</p> <p>* The number of appeals received over the year have risen and it is therefore no longer possible to answer appeals within 10 working days.</p> <p>** The variance is 1.5% up on 2015/16 and can only be assumed that officers are responding to FOIA/EIR requests more quickly.</p>			

Assist and facilitate with the Corporate Priorities to enable a better environment for the District	Baseline (from previous year if applicable)	Target	Outcome
To work proactively with services across the Council to offer legal advice to support the implementation of the corporate priorities.	100%	100% Requests: /Average days to respond:	100%

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	Baseline (from previous year if applicable)	Target	Outcome
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%
100% appraisals completed by June 2016	100%	100% No of staff: /Completed:	100%
Service briefing for each quarter for our Service Delivery Champion	4	4	4

Strategy map



Legal Services Service Delivery Plan 2016-2017

<ul style="list-style-type: none"> Best value for money through the service delivery 	Baseline (from previous year if applicable)	Target
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 £
To ensure the recovery of court costs and fees attributable to parking fines	98%	95% Summons issued /Costs recovered in £
To ensure the recovery of outstanding debts owed to the Council	100%	100% Instructions for recovery: Costs recovered in £

<ul style="list-style-type: none"> Support the local property market 	Baseline (from previous year if applicable)	Target
To ensure the smooth transition of the Land Charges service	By 2016	By 2018 Still ongoing as no date set for migration

<ul style="list-style-type: none"> Provide a comprehensive and qualitative legal service 	Baseline (from previous year if applicable)	Target
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+ =%
To provide legal support for committees when necessary	100%	100% Attendance at Committees where necessary
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.
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.

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=%
To ensure that DPA requests comply with statutory timescales	100% in 40 days	100% in 40 days. Requests /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:
To ensure the provision of the Local Land Charges responses	N/A	100% implementation by 4 th July 2016

Assist and facilitate with the Corporate Priorities to enable a better environment for the District	Baseline (from previous year if applicable)	Target
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

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% appraisals completed by June 2016	100%	100% No of staff: /Completed:
Service briefing for each quarter for our Service Delivery Champion	4	4
Review web pages in accordance with the Transformation programme	N/A	1 review by July 2016

Delivering the service

Best value for money through the service delivery	
Owner	Maggie Camp, Legal Services Manager
Co owner(s)	Legal Assistants (Trainee Solicitors/Chartered Legal Executives).
Output/Outcome(s)	To maximise the recovery of legal costs & fees i.e. court costs & fees, contribution to legal costs & disbursements. No of cases: Legal Costs recovered in £
Links	Car Parking Orders, Statutory requirements.
Source of data	Agresso/Finance Department/Internal recording.
Frequency of reporting? e.g. annually	Daily.
Who measures?	Legal Services Manager and Legal Assistants
Please list processes briefly	<ul style="list-style-type: none"> • Applications to court for full costs. • Ensure legal fees are recovered prior to completion. • Provide full costs information prior/on commencement of matter. • Recover all fees and Disbursements.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Town Centres and Tourism for car parking enforcement, Finance for sundry debt recovery, Asset management for property transactions, Development services for s106 Agreements and all other instructing departments

Best value for money through the service delivery	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Assistants, Local Land Charges & Senior Legal Support Officer and Information and Legal Support Officer.
Output/Outcome(s)	To ensure the recovery of court costs and fees attributable to parking fines. 95% Summons Issued/Costs recovered in £
Links	Corporate Strategy Finance outcome, Car Parking Orders.
Source of data	Copies of parking penalty notice issued by the car parking wardens.
Frequency of reporting? e.g. annually	Daily.
Who measures?	Local Land Charges & Senior Legal Support Officer.
Please list processes briefly	<ul style="list-style-type: none"> • Determine & respond to any appeals within 10 working days of receipt. • Request information from DVLA on the 29th day from the date the ticket was issued, then issue first letter. • Prepare & issue court summonses & witness statements no later than 6 months from date ticket issued. • Engage with members of the public regarding queries & appeals. • Ensure personal data is destroyed within Data Protection principles.
Reporting timescale	Produce monthly and half yearly reports for the Town Centre and Tourism Team.
What resources are needed to ensure success?	Case Management system with time recording. Car Parking Access database.
Are there opportunities for cross-service working?	Town Centres and Tourism Service.

Best value for money through the service delivery	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Assistants and Information and Legal Support Officer.
Output/Outcome(s)	To ensure the recovery of outstanding debts owed to the Council. 100% Instructions for recovery: Costs recovered in £
Links	Legal Services Sundry Debts procedure.
Source of data	Finance Department/Iken/Sundry Debts spreadsheet.
Frequency of reporting? e.g. annually	Daily.
Who measures?	Information and Legal Support Officer and Legal Services Manager.
Please list processes briefly	<ul style="list-style-type: none"> • Ensure letters to debtors are sent within 14 working days. • Liaise with debtor and arrange payment plans where required. • Proceed to further enforcement action when necessary through use of the Money Claims Online (MCOL) service – issuing Claim Forms, entry of judgment and enforcement. • Report to Finance on an annual basis.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Finance department for sundry debts and Commercial Services for outstanding mooring charges.

Support the local property market	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Local Land Charges & Senior Legal Support Officer.
Output/outcome(s)	To ensure the smooth transition of the Local Land Charges service. By 2018
Links	Support the Local Property Market.
Source of data	Department for Business Innovation & Skills, HM Land Registry and Local Land Charges Institute.
Frequency of reporting?	As required by HMLR processes.
Who measures?	Local Land Charges & Senior Legal Support Officer.
What will be done? Please list processes briefly	ECDC will need to assist HMLR in accessing the information they require to enable them to provide the LLC1 to clients in the immediate future, with a view to providing the CON29 information at a later date. This would lead to the complete function of Local Land Charges moving to HMLR, it is envisaged that this will be over a 3 to 4 year time period.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording, Local Land Charges system (TLC).
Are there opportunities for cross-service working?	When the Land Registry have confirmed how the transfer of this service will take place then other services in the Council will need to work with legal to achieve the legislative changes – IT, Planning and Environmental Services.

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Assistants.
Output/Outcome(s)	<p>To deliver a better than minimum service standard performance in relation to internal legal instructions from clients</p> <p>65% within 10 working days and 35% within 20 working days.</p> <p>Requests</p> <p>/Average days to respond.</p> <p>Requests: days to respond 0-5 days= 6-15=% 16- 20=% 20+ =%</p>
Links	To provide a comprehensive and qualitative legal service to all Instructing Departments and Council Members.
Source of data	Iken/Case Management spreadsheet.
Frequency of reporting?	Daily.
Who measures?	Legal Assistants.
Please list processes briefly	<ul style="list-style-type: none"> • Work allocated and acknowledged within 3 working days. • Response for standard work provided within 20 working days. • Ensure that prosecutions are laid within 6 or 12 months from the date of offence depending on the statutory requirements.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Peterborough City Council and Suffolk County Council have assisted in providing legal advice through Service Level Agreements.

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Assistants.
Output/Outcome(s)	To provide legal support for committees when necessary. 100% committees supported where necessary
Links	To provide a comprehensive and qualitative legal service to all Instructing Departments and Council Members.
Source of data	Iken/Case Management spreadsheet.
Frequency of reporting?	Daily.
Who measures?	Legal Services team.
Please list processes briefly	<ul style="list-style-type: none"> • May be requested to check and approve committee report by other instructing department. • May be required to write and present report to committee. • Attend and act as legal adviser to committee for any matters arising.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Democratic Services team, Lead officer for committee and Peterborough City Council legal team (who have provided legal cover for planning committee).

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Local Land Charges & Senior Legal Support Officer.
Output/Outcome(s)	To ensure Car Parking Appeals and enforcement comply with advertised and statutory timescales. 100% appeals responded to in 10 working days and First letters in 29 working days.
Links	Provide a comprehensive and qualitative legal service. Road Traffic Regulation Act 1984 32, 35, 35A as amended by the Parking Act 1989 East Cambridgeshire (Off Street Parking Places) Order 2013.
Source of data	Copies of parking penalty notices issued by the car parking wardens.
Frequency of reporting?	Daily.
Who measures?	Local Land Charges & Senior Legal Support Officer.
Please list processes briefly	<ul style="list-style-type: none"> • Determine & respond to any appeals within 10 working days of receipt. • Request information from DVLA on the 29th day from the date the ticket was issued. • Prepare & issue court summonses & witness statements no later than 6 months from date ticket issued.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Car Parking wardens issue the tickets and Legal Services record all the information and provide the administrative support for this function.

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Information and Legal Support Officer.
Output/Outcome(s)	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
Links	Managing the Open Data page and Disclosure Log on the website.
Source of data	Officers who answer requests. Officers who hold the Datasets.
Frequency of reporting?	Requests and responses as soon as they are received.
Who measures?	Information and Legal Support Officer.
Please list processes briefly	<ul style="list-style-type: none"> • In accordance with the Local Government Transparency Code, collate and upload datasets on to the Open Data page either annually or quarterly and ensure that any updated legislation is enforced. • Once an officer decision has been made, to upload this and record on the Officer Decision Record page and keep a file in case this is requested for viewing. • To proactively publish requests and responses on the Disclosure Log from Freedom of Information/Environmental Information Regulations requests.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Officers from all Council departments send datasets to the Information and Legal Support Officer.

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Information and Legal Support Officer.
Output/ Outcome(s)	To deliver an FOI/EIR service that is better than the statutory requirement 60% of responses in 10 days. 40% of responses in 20 working days. Requests : Days to respond: 0-5 days= % 6-10 days= % 11-15 days=% 16-20days=% 20+ days=%
Links	Freedom of Information Act 2000.
Source of data	Excel spreadsheet – New Freedom of Information Request Log.
Frequency of reporting?	Monthly.
Who measures?	Information and Legal Support Officer.
Please list processes briefly	<ul style="list-style-type: none"> • Email requests are sent to officers to notify them that a new request has been received. • Reminders are sent to officers if a response has not been received a week, two days and a day before the response is due. • To send refusals notice if necessary at the time when the request is received, if the information is accessible to the applicant already due to it being published already. • Offer training to new staff at induction and provide refresher training to all staff.
Reporting timescale	Quarterly monitoring report.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	All departments as : <ul style="list-style-type: none"> - Training offered at induction to new staff and refresher training provided to all staff. - Service Leads of each department receive formal notification when a new request relevant to their service has been received and must ensure a form of response is provided by their team within the statutory timescales

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Assistants
Output/Outcome(s)	To ensure that DPA requests comply with statutory timescales. 100% in 40 calendar days
Links	Data Protection Act 1998.
Source of data	Iken/Case Management Spreadsheet.
Frequency of reporting?	Monthly.
Who measures?	Legal Services Manager and Legal Assistants.
Please list processes briefly	<ul style="list-style-type: none"> • All data protection requests will be checked fully and acknowledged. • Further information and/or proof of identification and payment will be requested when Data Access Requests received. • All relevant departments will be contacted for a response. • A full response will be given within 40 calendar days.
Reporting timescale	Quarterly monitoring report of SDP to committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Named officers from Elections, Housing and ARP are notified when a request is received and provide a response to legal. All departments as training offered at induction to new staff and refresher training provided to all staff.

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Local Land Charges & Senior Legal Support Officer.
Output/Outcome(s)	To ensure the provision of the Local Land Charges responses. 100% of searches within 10 working days.95% within 5 working days.
Links	Provide a comprehensive and qualitative legal service. Local Land Charges Act 1975 and Rules of 1977.
Source of data	ECDC - Development Control, Environmental Services and Building Control. Cambridgeshire County Council. Conveyancers' requests for official searches.
Frequency of reporting?	Daily.
Who measures?	Local Land Charges & Senior Legal Support Officer.
Please list processes briefly	Reports to Legal Services Manager on an Annual Basis. Report to Principal Accountant to enable fee calculations.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Planning & Environmental Services provide information responses within 3 working days. IT and Highways (Cambridgeshire County Council).

Provide a comprehensive and qualitative legal service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Local Land Charges & Senior Legal Support Officer.
Output/Outcome(s)	To ensure the provision of the Local Land Charges responses. 100% implementation by 4 th July 2016
Links	Provide a comprehensive and qualitative legal service. Local Land Charges Act 1975 and Rules of 1977.
Source of data	ECDC - Development Control, Environmental Services and Building Control. Cambridgeshire County Council. Conveyancers' requests for official searches.
Frequency of reporting?	Daily.
Who measures?	Local Land Charges & Senior Legal Support Officer.
Please list processes briefly	To ensure the continuous service delivery of the LLC service whilst implementing changes to the CON29 questions and the addition of VAT to Local Search Services, both of these changes will take place on 4 th July 2016.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Planning, Building Control, Environmental Services, IT and Highways (Cambridgeshire County Council) to ensure a smooth service delivery.

Assist and facilitate with the Corporate Priorities to enable a better environment for the District	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Assistants, Local Land Charges & Senior Legal Support Officer and Information and Legal Support Officer.
Output/outcome(s)	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%
Links	Corporate Plan 2015/19.
Source of data	Council Members and Corporate Plan 2015/19.
Frequency of reporting?	As required by Instructing Departments.
Who measures?	Legal Assistants, Local Land Charges & Senior Legal Support Officer and Information and Legal Support Officer.
What will be done? Please list processes briefly	The provision of legal advice and assistance as and when required.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	All departments, Chief Executive and Leader/Deputy Leader.

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Local Land Charges & Senior Legal Support Officer, Legal Assistants and Information and Legal Support Officer.
Output/outcome(s)	To ensure all staff within legal services have up-to-date training as appropriate to their role. 100% compliance: 16 hrs:/Average hrs PFE:
Links	Staff Accountabilities/Legislative and other developments.
Source of data	Regulating Professional Authorities.
Frequency of reporting?	When training has been undertaken.
Who measures?	Local Land Charges & Senior Legal Support Officer, Legal Assistants and Information and Legal Support Officer.
What will be done? Please list processes briefly	Attendance at relevant courses/seminars and if available offer free training in order to reduce cost to Authority.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Joint training between services to be held where possible

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Local Land Charges & Senior Legal Support Officer, Legal Assistants and Information and Legal Support Officer.
Output/outcome(s)	100% appraisals completed by end of June 2016. 100% No of staff: /Completed:
Links	HR Policy and Procedure.
Source of data	HR, Legal Services Manager, Local Land Charges & Senior Legal Support Officer and member of staff.
Frequency of reporting?	Yearly.
Who measures?	Legal Services Manager and HR.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Time frame set by HR. • Legal Services Manager and Local Land Charges & Senior Legal Support Officer to book appraisals with staff. • LSM and LLCSLSO to issue staff with paperwork to complete (giving enough time in which to do so) • Staff members to complete appraisee's comments and return to LSM and LLCSLSO. • Appraisal conducted by LSM and LLCSLSO and LSM and LLCSLSO comments to be added to paperwork. • Completed paperwork to be passed to Staff member for review and final signatures. • Completed appraisals to be sent to HR.
Reporting timescale	Quarterly monitoring report of SDP to Committee
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	HR and Corporate Management Team

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Services Team.
Output/outcome(s)	Service briefing for our Service Delivery Champion. Target 4/Briefings:
Links	Service Delivery Plans.
Source of data	Regular feedback from Members and Chief Executive.
Frequency of reporting?	Quarterly.
Who measures?	Legal Services Manager.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Identify Service Delivery Champion. • Legal Services Manager to invite Service Delivery Champion to regular meetings. • Invite Service Delivery Champion to shadow the team if they wish. • Invite Service Delivery Champion to attend team meetings. • Include Service Delivery Champion in the distribution of quarterly performance reports.
Reporting timescale	Quarterly monitoring report of SDP to Committee.
What resources are needed to ensure success?	Case Management system with time recording.
Are there opportunities for cross-service working?	Human Resources services

Ensure that Staff have the required skills and knowledge to provide a comprehensive service	
Owner	Maggie Camp, Legal Services Manager.
Co owner(s)	Legal Services Team.
Output/outcome(s)	Review web pages in accordance with the Transformation programme By July 2016
Links	Web team
Source of data	Website
Frequency of reporting?	Quarterly.
Who measures?	Legal Services Manager.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Service to assess existing pages on the website • Service to make recommendations on which pages to update/delete or stay • Alterations completed
Reporting timescale	six month report
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	Customer Services