

## Our aims and objectives are...

C&CS contribute to corporate outcomes by providing legal advice and support to facilitate the delivery of these outcomes.

C&CS priorities in relation to corporate outcomes are determined largely by client department priorities, projects and programmes.

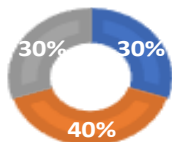
## Our five major workstreams this year will be...

1. Deliver efficient, high quality, cost effective legal advice that meets client requirements and contributes to the achievement of the twelve outcomes of the Corporate Plan.
2. To provide governance and legal advice to support the major corporate projects and programmes .
3. Provide legal and rent accounting support, advice and transactional work to assist the City Surveyor in the management and development of the City's Investment portfolio to achieve increased rental income.
4. Progress the transformational departmental information management project and internal trading account.
5. Manage the governance of and provide guidance and advice to departments on GDPR compliance.

## Our Impact

### CONTRIBUTION TO THE TWELVE OUTCOMES BY LEGAL HOURS DELIVERED

- Contribute to a flourishing society
- Support a thriving economy
- Shape outstanding environments



## Where our money comes from

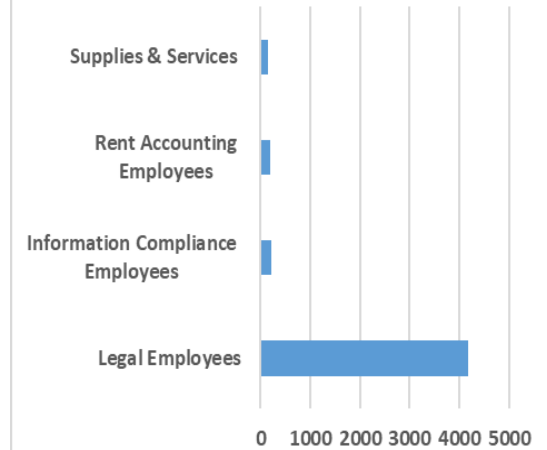
### Legal Fee income (£3.7m)



- Internal fee income £'000
- External fee income £'000

## Legal Fee Income

### C&CS Budget £'000



## Customer Satisfaction

### Customer Satisfaction Ratings 2018 Target 80% agree



Next satisfaction survey February 2020



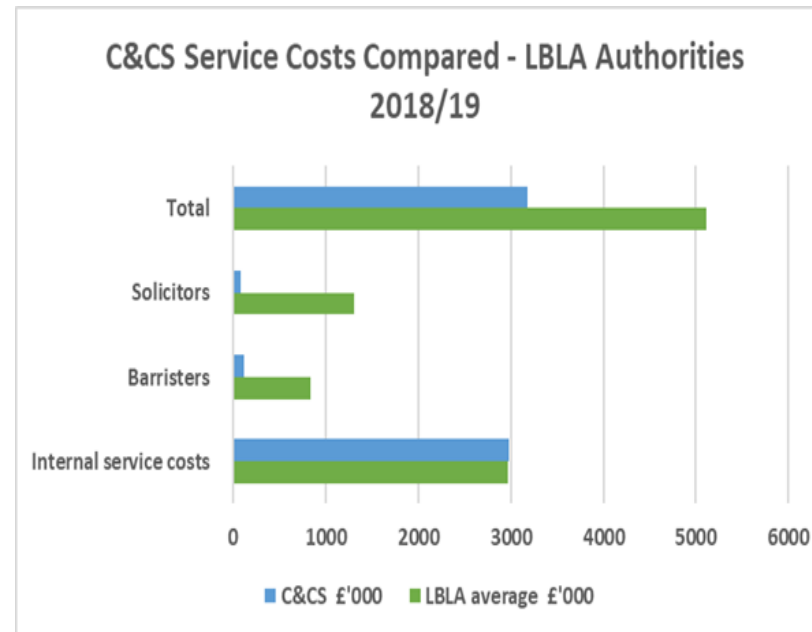
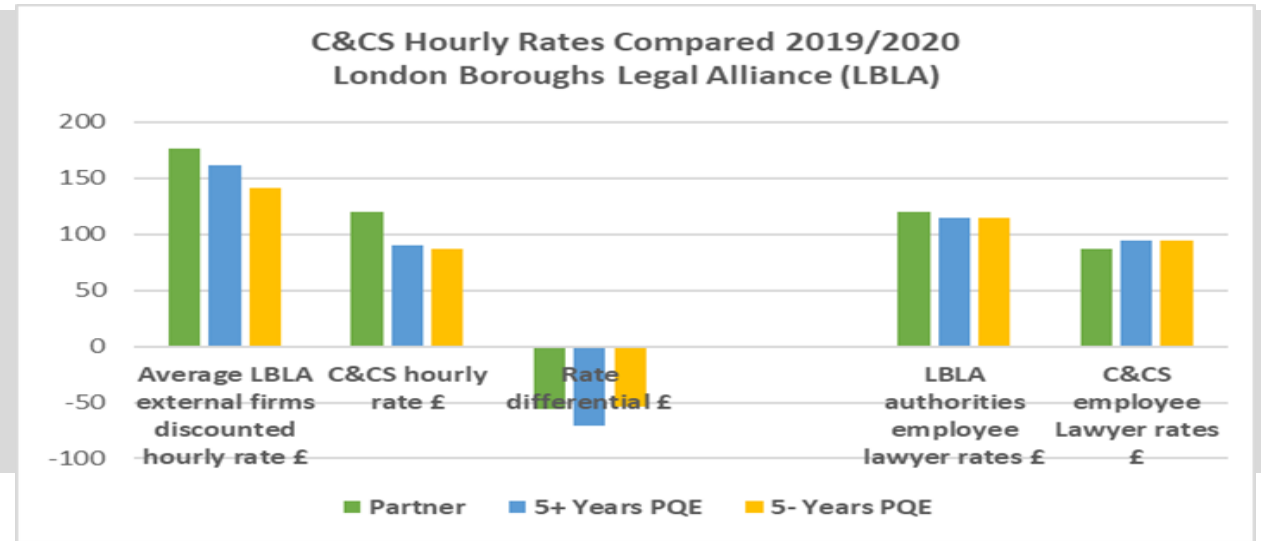
## What's changed since last year...

1. Increased focus and resource requirements on major corporate projects—markets re-location/Barking Power Station, Museum of London re-location, Centre for Music.
2. Increased level of instructions to assist the City Surveyor in the management and development of the City's investment portfolio.
3. Key objective to insource to minimise reliance on external legal support to reduce risk and minimise corporate legal costs.
4. GDPR project successfully completed in March 2019 now business as usual.
5. Deployment DPS Spitfire case management system in July 2019 and the transition to paper light working .
6. Successful transition to hard charging trading account business model commenced 01.04.2019.

### Key KPI's

1. % total C&CS chargeable hours achieved against 100% target. 2018/19 115%
2. LEXCEL (Law Society Quality Standard) Achieved May 2019 .
3. % of FoI requests responded to within 20 days. October 2019 97.4%
4. Complaints against caseload under 5% pa. 2018/19 zero complaints
5. C&CS Customer Satisfaction respondents rating the service as high quality . 2019 87%

## London Boroughs Legal Alliance Benchmark



### Equalities

We aim to support three apprenticeships across the division there are currently three apprenticeships in place

### Key Risks

#### Departmental:

- Loss of key staff and expertise
- Data breach

### Staffing

Turnover 12% due largely to retirements

#### Apprentices & Trainees

- 1 Trainee Solicitor
- 1 Apprentice Solicitor
- 1 Apprentice has progressed from level 2 to level 3
- 1 Apprentice level 2