

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.

• Deliver efficient, high quality, cost effective legal advice that meets client requirements and contributes to the achievement of the outcomes of the Corporate Plan.

• To provide governance and legal advice to support the major corporate projects and programmes.

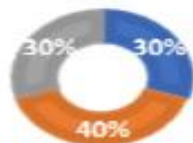
• Provide legal and rent accounting support, advice and transactional work to assist the City Surveyor in the management and development of the City's Investment portfolio to achieve increased rental income.

• Progress the transformational departmental information management project and internal trading account.

• Manage the governance of and provide guidance and advice to departments on GDPR compliance.

CONTRIBUTION TO THE TWELVE OUTCOMES BY LEGAL HOURS DELIVERED

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



What's changed since last year...

1. The Impact of Covid19 and home working for all but essential office-based work was effectively managed and enabled by the DPS case management system resulting in a seamless transition and continued effective service delivery.
2. A rationalization of the employee establishment will deliver the 12% saving of £101k and an additional £136k unallocated savings.
3. External income generation has reduced due to fewer fee-earning transactions though demand for non income generating work remains high.
4. Increased focus and resource requirements on major corporate projects—markets re-location/Barking Power Station, Museum of London re-location, Centre for Music.
5. Increased level of instructions to assist the City Surveyor in the management and development of the City's investment portfolio.
6. Deployment DPS Spitfire case management system and the transition to paper light working and business system improvements.

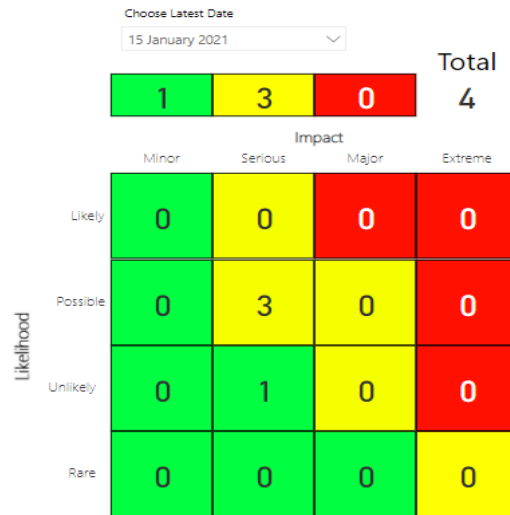
Plans under consideration

Plan	Time Scale
Continued development of the DPS case management system to improve and case management processes and service delivery	March 2022
Upgrade the KMX Records Management system	March 2022
Tackling Racism & Inequality project group to deliver initiatives supported by Senior Management Team	March 2022

Our strategic commitments

To provide legal and data protection advice to Clients in support of their strategic aims and commitments.

Key Risks



C&CS Key Performance

KPI	Current Performance	Target
% total C&CS chargeable hours achieved against 100% target.	110%	100%
LEXCEL (Law Society Quality Standard) Achieved May 2020	100% compliant	100% compliant
% of FoI requests responded to within 20 days.	97.4%	100%
Complaints against caseload under 5% pa.	0%	<5%
C&CS Customer Satisfaction respondents rating the service as high quality	87%	93%
% of invoices paid within 30 days	93%	100%
Number of data breaches	0	0
Delivery of 12% savings	On target	110k

Our E D & I self assessment score

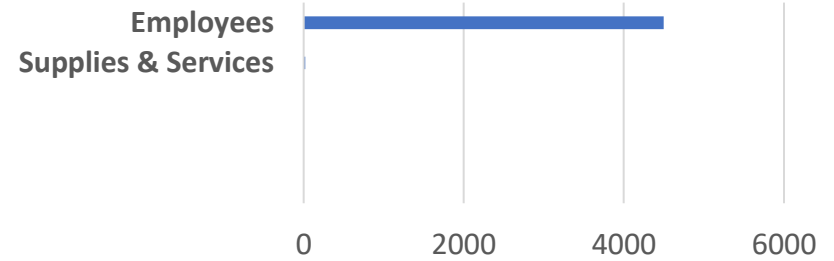
Monitoring and use of data and information	4
Completing Equality Analysis (EQIA) and tackling discrimination and barriers to inclusion	4
Target setting and mainstreaming equalities into performance systems	3
Using procurement and commissioning to achieve equality and cohesion targets	4
Engagement and partnership	2
Employment and training	3

	Score
Loss of information assets	6
GDPR Departmental Compliance	6
GDPR compliance data flow between CoLC & EU	6
Management of legal risk	4

Where our money comes from



Where our money is spent



Budget vs Actual

