

Committee	Date:
Establishment Committee	3 May 2017
Subject: Comptroller and City Solicitor's Departmental Business Plan 2016-2019 Progress report as at 31 March 2017	Public
Report of: Comptroller and City Solicitor	For Information
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Summary

The purpose of this report is to provide a summary of progress toward achieving the aims and objectives of the Comptroller and City Solicitor's Departmental Business Plan 2016-2019.

Progress toward achieving the strategic aims and objectives are as follows:

- a) To manage resources effectively to provide efficient and high quality legal services.

The department has remained within its local risk budget at the year-end including delivery of the 2016/17 Service Based Review (SBR) savings of £169k and on this basis has delivered the total required £377k SBR savings.

Following an external full assessment on 13-15 June 2016 the department was re-accredited with the Law Society's LEXCEL quality assurance standard. The assessment identified a high level of compliance and many areas of excellent practice.

The department's strategic risks are regularly reviewed and updated. The risk relating to the management of legal risk has been reduced from amber to green given the high level of compliance with robust departmental risk management procedures.

- b) To tailor our services so as to meet the needs of, and add value to the transformation and modernisation agenda and be an exemplar of innovative good practice so as to combine "the best of the old with the best of the new"

The Information Management Project is has progressed to the stage of procurement but has been paused pending the deployment of the corporate ICT transformation programme. Implementing a replacement legal case management system will deliver smarter leaner processes, improved client information and communication and facilitate a significant shift to paper light working.

Lean system reviews have been undertaken, recommended process improvements agreed and the proposals are currently being implemented.

Recommendation

1. Members are asked to note the report.

Main Report

Background

1. The Establishment Committee approved the Business Plan on 19 April 2016 this report provides an update on progress toward achieving the strategic aims and objectives of the Comptroller and City Solicitor's Departmental Business Plan 2016-2019.

Current Position

2. The improvement objectives are:

a) To manage resources effectively to provide efficient and quality legal services

A1. Achieve the Service Based Review (SBR) target.

The departmental SBR target for 2016/17 was £169k out of a total of £377k for the period 2014-2018. Due to the increased demand for legal support and advice it was not possible to achieve the allocated £49k saving in staffing costs and this saving was instead loaded into the external income target. The 2016/17 income at the year end exceeded the 2016/17 £169k savings target and the service will therefore meet the overall SBR target of £377k.

A2. Achieve re-accreditation to the Law Society re-structured LEXCEL standard version 6.

The service undertook a full assessment against the LEXCEL standard in June 2016 resulting in re-accreditation with a high level of compliance and with many areas of good practice identified. Internal monitoring against the LEXCEL standard is on-going.

b) To tailor our services so as to meet the needs of, and add value to the transformation and modernisation agenda and be an exemplar of innovative good practice so as to "combine the best of the old with the best of the new"

B1. Complete a major information management project.

Significant progress has been made toward procuring and implementing a replacement legal case management, the project has been paused to ensure that the technical implications of the corporate information technology transformation are fully understood and the requirements incorporated into the system specification. It is likely that case management system will be procured in 2017.

It is anticipated that the system will facilitate smarter leaner processes and will deliver improved client information and communication, excellent standards of records management and will facilitate paper light working.

B2. Undertake an in-depth review of our work processes in order to maximise efficiency.

Lean system reviews have been undertaken, recommended process improvements agreed and tabulated and the proposals implemented.

Corporate & Strategic Implications

3. The service provides effective legal advice and support to enable service departments to achieve specific corporate and strategic aims and to protect the City's interests. The Business Plan aligns to the City's key policy priorities as follows:-

KPP1 – Supporting and promoting the UK financial based services sector throughout the world for the benefit of the wider UK economy.

KPP2 – Improving the value for money of our services within the constraints of reduced resources.

4. The Departmental Performance Indicators (and current position) are listed in Appendix A.

Finance

5. The service effectively monitored and controlled expenditure to remain within its local risk budget at the year end.

Strategic Risk Management

6. Strategic and Operational Risks are reviewed by the Department's Senior Management Team on a monthly basis. The latest strategic risk report is included in a separate report.

Conclusion

7. The department has on the whole achieved the 2016/2017 business plan objectives with the exception of the implementation of a major information management project which has been paused for sound business reasons to ensure that the system aligns with the corporate ICT transformation programme it is anticipated that the system will be procured in the third quarter of 2017.

Appendices

- Appendix 1 – Comptroller & City Solicitor – Performance Indicators 2016/17

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Appendix 1

Comptroller & City Solicitor - Performance Indicators (2016/2017)

Ref	Performance Indicator	Target and progress for 2016/2017	Position at 31 March 2017
PI 1	Responses of chairmen of committee to the client care survey give a 'high overall service' rating	Target 98%	<i>Achieved - 99% January 2017</i>
PI 2	Responses of departments to the client care survey give a 'high quality service' rating	Target 98%	<i>Achieved 99% January 2017</i>
PI 3	Responses of departments to the client care survey give a 'staff keep you well informed' rating	Target 93%	<i>Achieved 93% January 2017</i>
PI 4	Justified complaints against total caseload	Target – maximum of 5 per annum	<i>On target 0 complaints received</i>
PI 5	Maintain LEXCEL accreditation	LEXCEL accreditation achieved	<i>Accreditation achieved June 2016</i>
PI 6	File reviews completed in a timely fashion	Target - 90% within one month	<i>Achieved 91% 4th quarter</i>
PI 7	Inactivity on live files in 6 months	Target – Not more than 15%	<i>Achieved 10% at 4th quarter 5% above target</i>
PI 8	Inactivity on live files in 3 months	Target – Not more than 20%	<i>Achieved 17% at 4th quarter 3% above target</i>
PI 9	Overall chargeable hours target	Target 100%	<i>On target for 100%</i>
PI 10	Effectively managing short term sickness absence	Target – Below City short term average	<i>Below target CCS 0.63 days CoL average 0.32 days</i>
PI 11	Percentage of Foi requests responded to in under 20 days	Target 96%	<i>Above target 98.9%</i>