

To deliver high quality cost-effective commercially focused legal advice, governance and support that protects the City of London Corporation's interests

Our ambitions are:

To continue to deliver expert agile legal advice in response to increasing demand and complexity

To further develop our reputation for excellence in customer service

What we do is:

Legal advice and support.
Commercial rent accounting and collection.
Corporate Information compliance (Fol, DPA).
Information and records management.

Our Local Risk budget is:

	£ '000
Legal	3269
Commercial Rents	489
Corporate Information compliance	135
Records management	144
Income	-832
Net LRB	3,205

Our top line objectives are:

- Deliver efficient, high quality, cost effective legal advice and support that meets client requirements and supports corporate ambitions, outputs and outcomes (see measures 1-5)
- Minimise reliance on external legal support to reduce risk and corporate legal costs
- To provide governance and regulatory advice and input to the City's on-going activities (including information, elections, open space, planning, infrastructure, health, BHE)
- To provide legal services commissioned by external or partner bodies engaged in the delivery of pan-London services (e.g. London Councils) or in the provision of public or philanthropic benefits to the City, London and the nation (e.g. Lord Mayor's Show, CLF).
- Deliver effective and efficient commercial rent accounting function to maximise income generation to fund corporate service delivery priorities outputs and outcomes
- Ensure corporate compliance with data protection and general access to information legislation (see measure 8)

Corporate Programmes and Projects:

1. To provide governance and legal advice to support corporate projects and programmes to enhance the City e.g. Multi Academy Trust, Museum of London relocation, Central London Forward, Centre for Music.

What we'll measure:

1. Client care survey – high quality service rating – target 98%
2. Complaints against caseload - <5 per annum.
3. Fee-earner chargeable hours targets -
4. LEXCEL quality standard accreditation high level of compliance.
5. Inactivity on live files – under 10% for 6 month period
6. Sickness absence management – under Corporate average.
7. Effective budget management & control – within LRB
8. Fol response times within 20 days target 96%

2. Provide legal 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.
3. Continue with the First Registration programme in order to comply with the proposed target date for completion in August 2018.
4. Continue to deliver support to the City of London Police (CoLP) e.g. dealing with a suspected Ponzi schemes.
5. Ensure that the City of London is prepared for compliance with the General data Protection Regulation, EU 2016/679 when it comes into force on 25 May 2018, and any related amendments to the Data Protection Act 1998.
6. Provide governance and support to the Agile Ways of Working Programme.

Departmental Programmes and Projects

1. Achieve re-accreditation with a high level of compliance to the Law Society's LEXCEL quality standard.
2. Deliver a transformational departmental information management project which will facilitate paper light working, achieve process efficiencies and improve customer communication.

How we plan to develop our capabilities this year

1. Succession Planning is to be undertaken by the Senior Managers, with the support of the HR Business Partner to further develop the Workforce Plan.
2. Review and re-issue the Professional Services Protocol to improve engagement and communication with clients to ensure that legal support is accessible and responsive.
3. Further develop our business processes, systems and competencies to facilitate effective legal support.

What we're planning to do over the following two years

1. To further develop competencies and expertise to ensure that the service is agile and possesses the expertise to effectively anticipate and respond to new and changing legislation.
2. Horizon scan corporate objectives and projects to more effectively plan and develop the legal resource and expertise required to protect the Corporation's interests and support the delivery of corporate objectives and outcomes.