

We deliver high quality commercially focused legal, governance and data protection compliance advice that protects and supports the City of London Corporation's corporate ambitions, outputs and outcomes.

Our ambitions are:

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

To further develop excellence in customer service.

To support the further development of corporate robust data protection compliance.

How we are structured:

Comptroller & City Solicitor: *Chief Officer.*

Litigation Division: *Employment, environmental & consumer protection, prosecutions, licensing, police law, contracts & procurement, child and community care protection, debt recovery.*

Public and Corporate Law Division: *Charities, constitution & decision-making, planning & highways, education.*

Property Division: *Property, landlord & tenant.*

Office Services Division: *Business management and support.*

Data Protection Compliance Team: *Data protection and Freedom of Information.*

Our Local Risk budget is:

	£ '000
Legal	(2,156)
Commercial Rents	(145)
Corporate Data Protection compliance	(140)
Records management	(144)
Income	862
Net Local risk	(3,447)

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
- Provide governance, regulatory advice and input to the City's on-going activities (including information, elections, open space, planning, infrastructure, health, BHE)
- 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
- In partnership with departments, provide governance and expertise to support corporate compliance with data protection and general access to information legislation (see measure 8)
- Provide input and advice to the review of the C&CS financial operating model being undertaken by the Chamberlain's Department – linked to the Service Based Review.

What we'll measure:

1. Client care survey– high quality rating – target 98%
2. Complaints against caseload - <5 per annum.
3. Fee-earner chargeable hours - target 100%
4. Achievement of LEXCEL quality standard accreditation.
5. Inactivity on live files – <10% for a 6month period
6. Sickness absence <COL average
7. Effective budget management and control – within Local Risk Budget
8. Fol response times <20 days - target 96%

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.
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 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. Provide governance, guidance and advice to departments to 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.
6. Support the apprenticeship programme by assigning an apprentice to the Office Services Division.
7. 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 due to commence in January 2018.

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. Further develop our business processes, systems and competencies to facilitate effective legal support utilising the new information case managements system.

What we're planning to do in the future

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.

9. Continue to benchmark the legal service