

We deliver high quality commercially focused legal, governance and data protection advice which aims to effectively contribute to the achievement of the twelve outcomes of the City of London Corporation's Corporate Plan 2018-2023

The corporate outcomes we aim to impact on 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.

What we do is:

- Comptroller & City Solicitor: Chief Officer, Data Protection Officer
- Litigation Division: Legal advice and support on employment, environmental & consumer protection, prosecutions, licensing, police law, contracts & procurement, child and community care protection, debt recovery.
- Public and Corporate Law Division: Legal advice and support on charities, constitution & decision-making, planning & highways, education.
- Property Division: Legal advice and support on property, landlord & tenant, historical property and land research.
- Office Services Division: business management, service development, project management, information and records management, commercial rent accounting and general administration.
- Data Protection Compliance Team: data protection and Freedom of Information.

Our budget is:

C&CS Local Risk Budget	2018/2019	C&CS Local Risk Budget aligned to high level corporate outcomes :
Employee Costs	4,011,000	
Operational	155,000	
Legal fees	35,000	
Income	-857,000	
Net cost	3,344,000	Contribute

to a flourishing Society:

35% £1,172,000

To Support a Thriving Economy:

40% £1,337,000

To shape Outstanding Environments:

25% £835,000

Our top line objectives which contribute to the twelve outcomes are:

Service Deliverables:

- 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. (see measures 1-5)
- Minimise reliance on external legal support to reduce risk and minimise 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 an 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)
- Collaborate with Chamberlains Dept on the review and delivery of the C&CS financial operating model - linked to SBR.

Corporate programmes and projects:

- 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.
- 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.
- Continue with the First Registration programme to comply with the proposed target date for completion in August 2018.
- Continue to deliver support to the City of London Police (CoLP) e.g. dealing with a suspected financial fraud.
- Continue to manage the governance of and provide guidance and advice to departments on GDPR compliance.
- Expand the apprenticeship programme in C&CS: Apprentice Solicitors, Business Administrators, Legal Administrators

Departmental programmes and projects

- Achieve re-accreditation with a high level of compliance to the Law Society's LEXCEL quality standard.
- Deliver a transformational departmental information management project which will facilitate paper light working, achieve process efficiencies and improve customer communication due to commence in April 2019.

What we'll measure:

1. Customer satisfaction responses:

1. Staff provide a quality service
2. Staff are accessible
3. Staff are approachable and helpful
4. Staff understand your service needs
5. Staff respond promptly
6. Staff give clear advice
7. Staff provide effective advice

Target: > 90% satisfaction rating

2. Complaints against caseload:

Target: Less than 5% per annum

3. Fee-earner chargeable hours

Target: 10 % over overall target

4. LEXCEL quality standard accreditation.

Target: Continue to be accredited with zero non-compliances

5. Inactivity on live files

Target: Less than 15% for a 6month period

6. Sick absence

Target: Less than CoLC average

7. Effective budget management & control – within LRB

Target: Zero variance

8. Fol response times

Target: 96% answered within 20 days

How we plan to develop our capabilities this year:

Succession Planning is to be undertaken by the Senior Managers, with the support of the HR Business Partner to further develop the Workforce Plan.
Further develop our business processes, systems and competencies to facilitate effective legal support using a new information case management system.
Greater utilisation of training and development offered by the London Boroughs Legal Alliance.
Expand the apprenticeship programme within C&CS - Apprentice Solicitors, Business Administrators and Legal Administrators

What we're planning to do in the future:

To further develop competencies and expertise to ensure that the service is agile and has the expertise to effectively anticipate and respond to new and changing legislation
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

Utilise the C&CS Trading Account to achieve more efficient use of legal resources to meet increasing demand.

