

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.

Our (five) major workstreams this year will be:

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

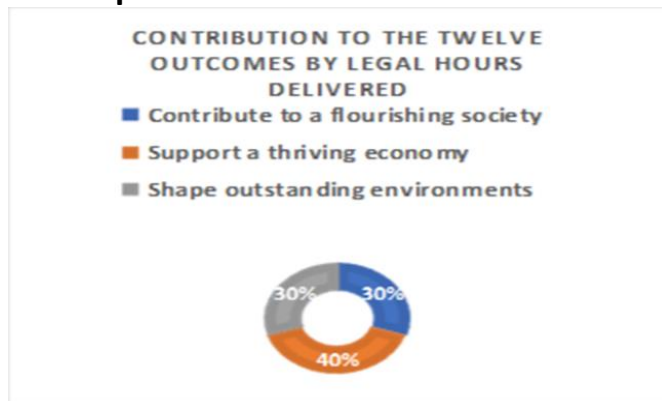
Provide governance and legal advice to support the major corporate projects and programmes .

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.

Deliver the TOM enabling service improved productivity, performance and client care proposals.

Manage the governance of and provide guidance and advice to departments on Data Protection and FoI compliance.

The Corporate Plan outcomes we have a direct impact on are:



What's changed since last year:

1. The continuing Impact of Covid19 and home working was effectively managed and enabled by the DPS case management system resulting in a seamless transition and continued effective service delivery.
2. External income generation has reduced due to fewer fee-earning transactions though demand for non income generating work remains high.
3. Increased focus and resource requirements on major corporate projects—markets re-location/Barking Power Station, Museum of London re-location.
4. Increased level of instructions to assist the City Surveyor in the management and development of the City's investment portfolio and the property divestment programme.
5. C&CS TOM and Enabling Service proposals were approved by Establishment Committee on 12.05.21 resulting in one minor structural change.

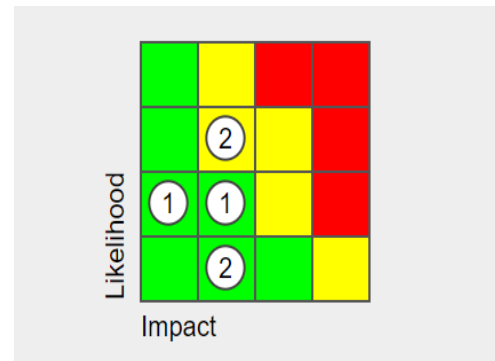
Plans under consideration

Plan	Time Scale
Continued development of the DPS case management system to improve and case management processes and service delivery	March 2023
Upgrade the KMX Records Management system	March 2023
Departmental Equalities group to deliver further initiatives supported by Senior Management Team	March 2023
Succession plan to replace significant retirements of senior officers	March 2023

Our strategic commitments

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

Key Risks



Key Performance Indicators

KPI	Current Performance	Direction of Travel/Target
% total C&CS chargeable hours achieved against 100% target.	115%	100%
LEXCEL (Law Society Quality Standard) Achieved May 2020	100% compliant	100% compliant
% of FoI requests responded to within 20 days.	97%	100%
Complaints against caseload under 5% pa.	0%	<5%
C&CS Customer Satisfaction respondents rating the service as high quality (2019/2020 data) next survey planned 2022/3	87%	93%
% of invoices paid within 30 days	92%	100%
Number of data breaches	0	0

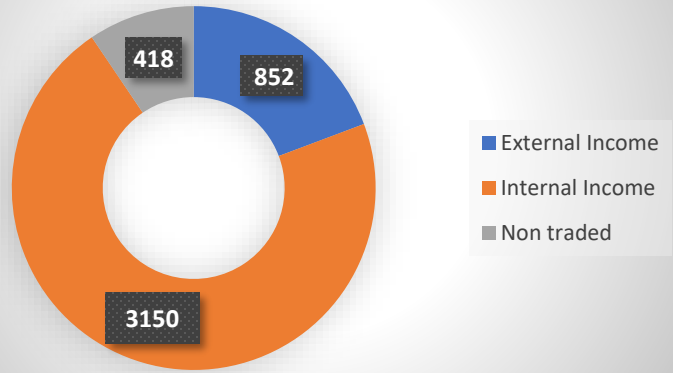
Our E D & I self assessment score

Monitoring and use of data and information	3
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 & partnership	3
Employment and training	3

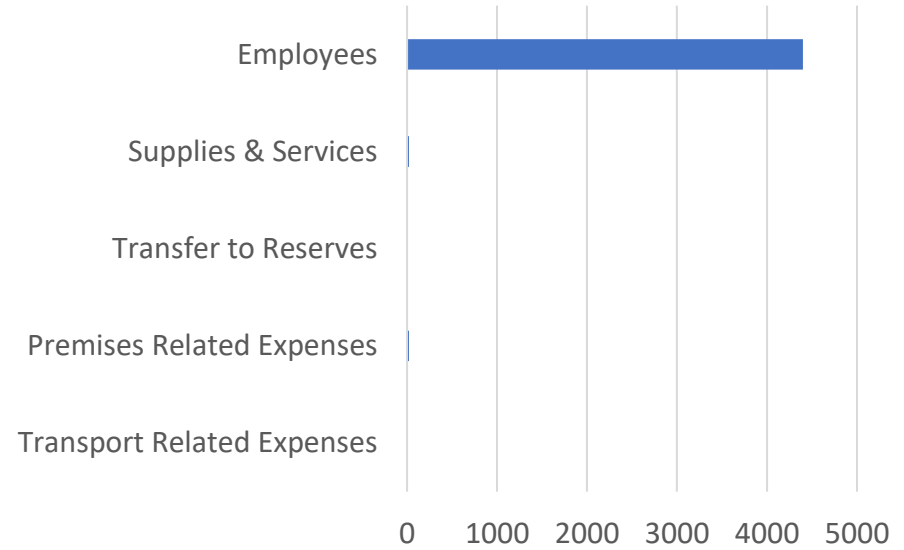
Risk Title	Score
Data protection compliance in the management of information assets	6
GDPR departmental compliance	6
Business Continuity – Covid19	4
Recruitment and retention of legal expertise	2
Managing legal risk	2
GDPR implications – Brexit	2

Where our money comes from

Legal Income £'000



Where our money is spent



Expenditure - Budget vs Actual

