

Comptroller & City Solicitors Department

C&CS contributes to corporate outcomes by providing expert high quality legal advice and support to facilitate the delivery of these outcomes.

C&CS priorities in relation to corporate outcomes are determined largely by corporate and client department priorities, projects and programmes.

Our major workstreams this year will be:

1. Deliver efficient, high quality, cost effective legal advice that meets client requirements and contributes to the achievement of the City of London's aspirations and to the outcomes of the Corporate Plan.
2. Provide governance and legal advice to support the major corporate projects and programmes.
3. Deliver enabling support in collaboration with Chamberlains and City Surveyors in the management of the £4.3b investment portfolio to generate income in support of the City of London's aspirations.
4. Leverage the benefits of the MRI Horizon asset management system and deliver improved business processes in collaboration with City Surveyors and Chamberlains.
5. Deliver the TOM enabling service client care proposals.
6. Manage the governance of and provide guidance and advice to departments on Data Protection and FOI compliance.
7. Progress the activities and outputs of the C&CS Equalities Group in alignment with the corporate equalities, diversity and inclusion programme.
8. Manage the transition to a new Senior Management Team following two key retirements in 2023.

What's changed since last year:

1. C&CS Has adjusted to the post-Covid lockdown environment both internally and externally and managed the transition with most staff now hybrid working.
2. External income generation in the Planning and Property sectors has increased due to increased commercial activity and a higher volume of fee-earning transactions
3. Increased focus and resource requirements on major corporate and capital projects e.g. Markets consolidation, corporate charities review, Museum of London re-location.

Some property achievements:

- Purchase of long leasehold - Rainham Industrial Estate £21.6m
- Adelaide House re-development £4m
- Variation of headlease New Broad Street House £40m

Some Planning & Corporate Law achievements:

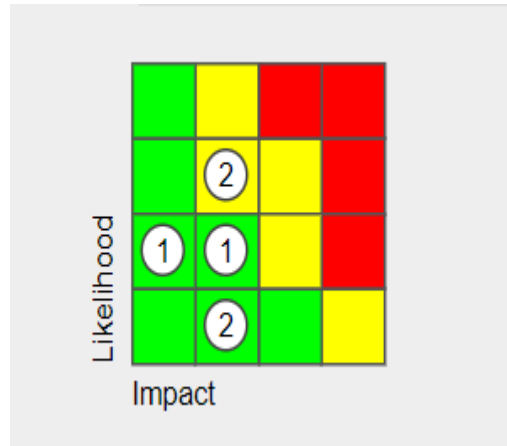
- Approval of BHE supplemental charter by HM in Privy Council
 - Customs House Public Inquiry – refusal of planning permission upheld
 - All out ward elections supported effectively
 - Hampstead Heath JR – introduction of swimming charges upheld
4. Significant increase in the volume of instructions to assist the City Surveyor in the management of the City's investment portfolio.
 5. C&CS TOM proposals were implemented.
 6. The creation of a C&CS Equalities Group that has delivered several successful pragmatic outputs to support Equality, diversity and inclusion.
 7. C&CS continues to benchmark value against other London local authority Legal teams and forecasts the delivery of £357k unallocated savings.
 8. Achieved re-accreditation to the Law Society LEXCEL quality standard.

Our strategic commitments

To provide legal and data protection advice in support of the strategic aims, commitments, aspirations and the 12 corporate plan outcomes of the City of London

Key Risks

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



Key Performance Indicators

KPI	Current Performance	Direction of Travel/Target
% total C&CS chargeable hours achieved against 100% target.	116%	100%
LEXCEL (Law Society Quality Standard) Achieved May 2022	100% compliant	100% compliant
% of FOI requests responded to within 20 days (in collaboration with depts)	94.7%	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 2023	87%	93%
% of invoices paid within 30 days	90%	100%
% staff who report good levels of engagement (staff survey)	49%	60%

Our People

C&CS currently has 61 staff comprising:
 54 Permanent Employees
 3 Fixed-term staff
 4 Agency staff

Staff turnover is stable at 11% compared to the 19.9% average across CoLC

Equality Diversity and Inclusion (ED&I)

C&CS Equalities Group launched in 2021 to tackle inequality and support diversity and inclusion with a focus on pragmatic actions. Achievements thus far:

Targeted recruitment at under-represented groups e.g. via Black Solicitors Network

Webinars at the London Careers Festival to promote careers in the legal profession via alternative paths e.g. Solicitor Apprenticeships

Unconscious bias training mandatory across the department in 2022 to be revised in 2023

Equalities and inclusion appraisal target mandatory for all staff in 2022/3

Safe space anonymised e-form to raise ED&I concerns to SMT for action and redress

ED&I session at the C&CS staff conference in December 2022 to raise awareness

Staff Survey 2022 (44% participation) - The Positives

Staff Engagement overall satisfaction score 49% : 1% below CoLC average

Purpose 64% satisfied : 15% above the CoLC average

Enablement/Autonomy 73% satisfied : 11% above the CoLC average

Leadership 69% satisfied : 8% above the CoLC average

Support through change (TOM) 54% satisfied : 21% above the CoLC average

Fairness and inclusion 63% satisfied : 6% above the CoLC average

Staff Survey 2022 – of concern & requiring action

Pay & Reward 39% satisfied in line with CoLC average – but 8 staff commented that pay had fallen behind comparator organisations.

Action 1 current ongoing benchmark with comparator organisations to validate the comments and assess competitiveness.

Action 2 positively engage with the HR led pay and reward project in 2023.

Guildhall workplace environment score only 10% satisfied 17% below CoLC average, comments that there is inequality between North Wing floors that have been refurbished and the 5th floor NW which has not.

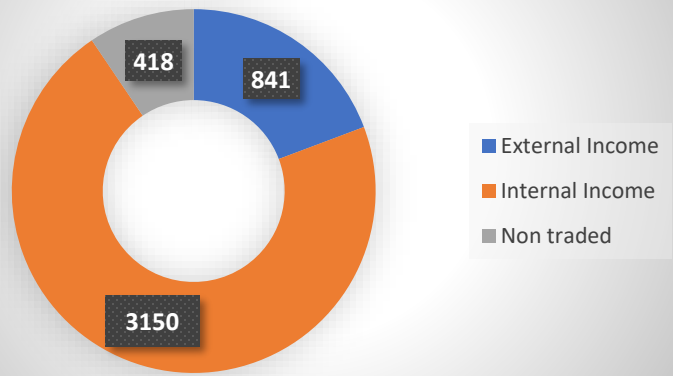
Action 1: Little that can be done within C&CS, engage with the Guildhall Refurbishment project.

Fairness & inclusion at Team level (not overall) – comments in relation to a lack of openness to discuss issues at team level

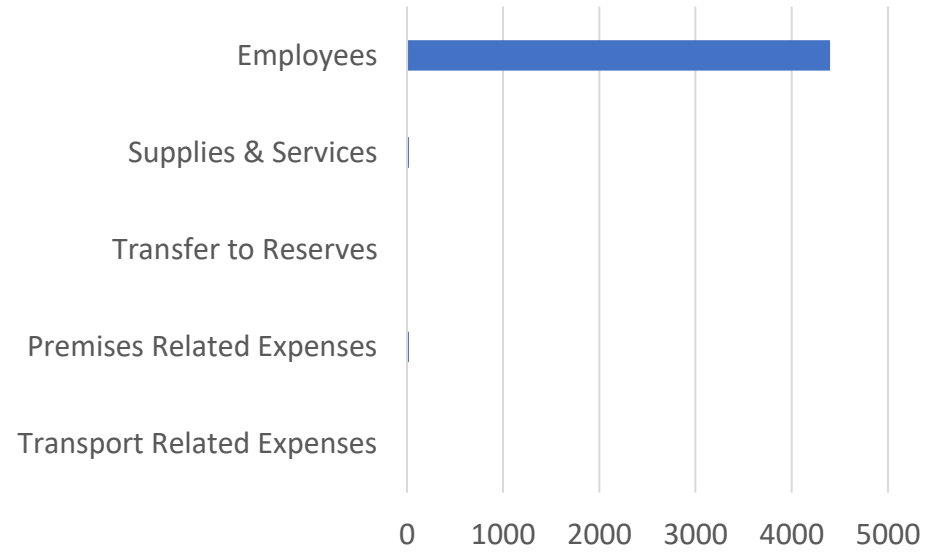
Action: Issue to be addressed by further training developed by C&CS Equalities Group endorsed by SMT

Where our money comes from

Legal Income £'000



Where our money is spent



Expenditure - Budget vs Actual

