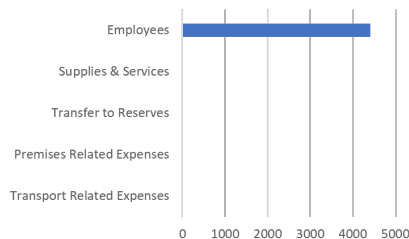
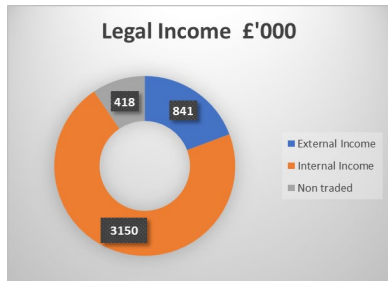


# Comptroller and City Solicitors Department

C&CS key aim and objective is to contribute to corporate outputs and outcomes by providing expert high quality legal advice and support to departments, institutions and academies. To ensure that the City acts lawfully. Electoral Services deliver all Elections for the City, compile the Parliamentary and Common Hall Registers & the Ward List & implement elections registration legislation.

## Legal income and budget spend

Total 2024-25 budget estimate allocation is £4.9m



## What's changed since last year

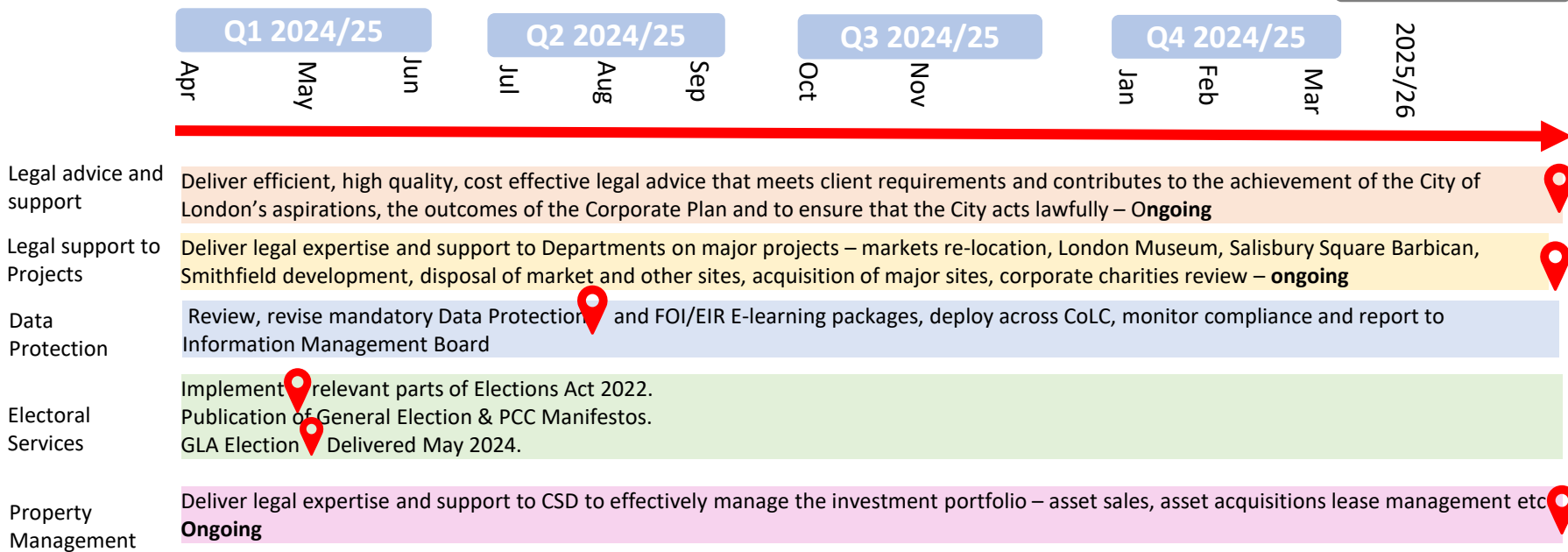
- Recruitment to three Assistant Solicitor positions and the development of a new C&CS Senior Leadership Team.
- Staff adjustment to hybrid working and attendance in the office.
- External income generation in the Planning and Property sectors has increased.
- Electoral Services team & City Occupiers Database team merged fully & successfully migrated the COD database into the Electoral Services database which has improved efficiencies within the team.
- Significant increase in the volume of instructions to assist the City Surveyor in the management of the City's investment portfolio, particularly property sales.
- Increased focus and resource requirements on major corporate and capital projects.
- Achieved re-accreditation to the Law Society LEXCEL quality standard.

## Our Work Locations

Guildhall Complex	65 staff
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## Our 2024/25 timeline planner priority workstreams and key milestones

Beyond 2024/25



## Our major workstreams this year will be

Workstream Name	Funding allocation % Variable dependent on corporate client/statutory priorities	People resource %	Prioritisation category	Dependencies	Outcomes/ Impacts	KPI	Update Schedule	24/25 Target	22/23 Baseline
Deliver expert legal advice and support to Departments and Institutions on major projects.	Estimated at 20% of LRB dependent on major projects programme, corporate, client/project priorities, project complexities.	Estimated at 18% subject to programme of projects, client and external resources, project complexities	Corporate/ political priorities. Income generation	Corporate Priorities. Major project priorities. Legal expertise availability in-house. Client resource.	Legal advice on corporate and client department objectives and requirements delivered in support of the outcome objectives.	% total C&CS chargeable hours achieved against 100% target.	Annual	100%	116%
						C&CS Customer Satisfaction rating the service as high quality (2019/2020 data)	Annual actual 95.15% January 2024	93%	87%
Deliver legal expertise and resource to support the effective management of the City's property investment portfolio	Estimated at 36% of LRB dependent on legal property resource requirement for major projects.	Estimated at 32% subject to corporate and client priorities, additional resource requirements for transactional volume spikes.	Corporate & Political Priorities. Income generation.	Client programme of property transactional work. Client resource levels. Corporate Priorities for legal support.	Legal support delivered effectively to client department on property transactions in support of the efficient management of the City's property investment portfolio.	% total C&CS chargeable hours achieved against 100% target.	Annual	100%	116%
						C&CS Customer Satisfaction rating the service as high quality (2019/2020 data)	Annual actual 95.15% January 2024	93%	87%
Deliver legal expertise to ensure that the City discharges its statutory duties and acts lawfully.	Estimated at 28% of LRB dependent on volumes of statutory work, of client instruction levels.	Estimated at 25% subject to corporate and statutory priorities.	Legal duties. Duty & discretionary.	Statutory work volumes, client instruction volumes.	Legal expertise and support delivered to ensure that the City discharges its statutory duties and acts lawfully.	C&CS Customer Satisfaction rating the service as high quality (2019/2020 data)	Annual actual 95.15% January 2024	93%	87%
						Complaints against caseload <5% PA	Annual	0%	0%
Data Protection and Fol compliance BAU & Projects Development/deployment of revised mandatory training.	5%	5%	Statutory priority. Addresses Risk	Client department engagement and compliance with Data Protection & Fol requirements. AIN resource levels. City People training reporting functionality.	City compliant with Data Protection and FOI statutory provisions. Revised mandatory DPA/Fol training deployed. Risk of non-compliance mitigated.	% of Fol requests responded to within 20 days (in collaboration with depts)	Quarterly	96%	94.7%
						% of ColC staff DPA trained	Quarterly	95%	90.85% (December 2023)

## Our major workstreams this year will be

Workstream Name	Funding allocation % Variable dependent on client/statutory priorities	People resource %	Prioritisation category	Dependencies	Outcomes/ Impacts	KPI	Update Schedule	24/25 Target	22/23 Baseline
Deliver Parliamentary and GLA Elections			Statutory	Political Priority Constituency Partners	Elections delivered effectively and without challenge.	Elections delivered effectively and efficiently.	Annual	GLA May 2024 General Election 2025	
Implement the Elections Act 2022			Statutory	Statutory instruments timing	Relevant parts of the 2022 Elections Act implemented.	Voter ID in place Revised postal & overseas vote handling & secrecy implemented.	Annual	Implemented May 2024	
Business Processes & Quality: LEXCEL compliance Legal case management system replacement. KMX records management system upgraded. Rent accounting – MRI Horizon.	4%	5%	Desirable. Addresses Risk.	Resource availability – other priorities.	Continued LEXCEL compliance – Quality Assurance. Options for replacement systems refined and scoped. MRI-Horizon delivers rent accounting functionality specified.	LEXCEL Quality Standard retained	Annual	100% Compliant	100% compliant
Equality, Diversity & inclusion delivery.	3%	2.5%	Power & Mandatory	Resource availability.	ED&I initiatives delivered & success measured. Staff, clients and customers feel supported Inclusive culture further developed. Diverse workforce. Staff engagement score improved.	% staff who report good levels of engagement (staff survey)	TBC	60%	49%
						% of staff who report I feel I can be my true self at work	TBC	75%	67%
Budgets & Finance		2%	Power and mandatory	Resource availability Budget pressures – employee costs	Effective budget management. Expenditure controlled with local risk budget. Savings delivered. Rent accounting delivered. MRI-Horizon system delivers business benefits.	% of invoices paid <30 days	Annual	95%	93%
						Expenditure within LRB	Annual	100%	100%
						Budget savings delivered	Annual	100%	100%

**Medium Term Plans under consideration  
(2025/26 and 2026/27)**

Priority list ( e.g. new legislation, services, projects, automation)	2025/26	2026/27	Funded or Unfunded
Revised career structures	x		Unfunded
Replacement Case management system		x	Unfunded
C&CS resourcing	x		Unfunded
Data Protection Legislation	x		Funded
Office space re-design	x		Unfunded

**Our strategy and cross-cutting strategic commitments**

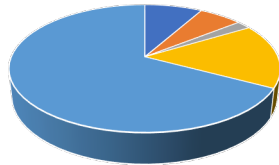
**C&CS support all strategies and commitments - some key areas:**

- Corporate Plan
- C&CS service delivery strategy
- Corporate Property Asset Management Strategy 2025
- Information Strategy
- Procurement Strategy
- DITS Strategy
- People Strategy
- Corporate Plan
- Equality, Diversity and Inclusion Policy and Strategy
- Climate Action Strategy
- Property Management System (MRI-Horizon)
- Quality assurance strategy – LEXCEL
- Project and programme delivery
- Destination City

# OUR PEOPLE

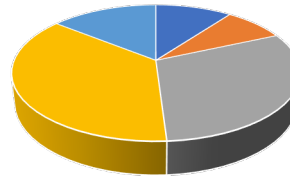
<b>Staff</b> Head Count 49 (07.11.2023) Current FTE: 45.16 Agency Staff: 12	<b>Staff Turnover</b> C&CS 13.59% City wide 14.26%	<b>Gender</b> Male 44.9% Female 55.1%	<b>Stated Disability</b> Yes 8.16% No 75.51% Not known 16.33%	<b>Sickness absence</b> Monthly (Nov 2023) 0.07 days Annually 3.16 days
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**Ethnicity**



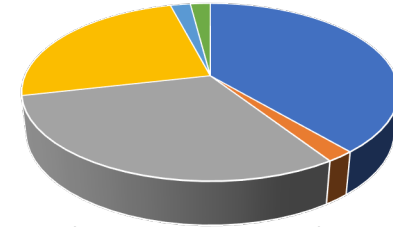
■ Asian British ■ Black British ■ Mixed  
 ■ Not Known ■ White

**Age Profile**



■ 21-30 ■ 31-40 ■ 41-50 ■ 51-60 ■ 61+

**Religious Belief**



■ Christian ■ Hindu  
 ■ None ■ Not Known  
 ■ Sikh ■ Other

**Apprentices**

- 1 Apprentice Solicitor.
- 1 Trainee Solicitor.
- 1 Apprentice – data literacy level 3

**Health and Safety Business Plan Top 3 priorities**

1. Staff wellbeing
2. Office Environment quality
3. Provide effective health & safety support to facilitate hybrid working .

**How we will develop capabilities/competencies:**

- Utilise the LBLA legal training programme
- Management training for new managers
- Encourage career development – career grades, further qualifications.
- Additional 2 apprentices

**Staff Survey 2022:**

**Staff Engagement** overall satisfaction score 49% : 1% below CoLC average.  
**Aim to improve staff engagement with staff events.**  
**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:** 54% satisfied : 21% above the CoLC average  
**Fairness and inclusion:** 63% satisfied : 6% above the CoLC average  
**Current staffing levels;** 11% turnover, 10 agency staff covering vacancies.  
 Recent recruitment largely successful though highly specialist roles problematic e.g., charities lawyer.

## Equality Diversity & Inclusion

Our vision is to build a diverse and inclusive workforce. We will achieve this by recruiting and providing career development opportunities for all staff to reach their full potential as well as ensuring our employment practices are inclusive and promote equality of opportunity for all.

**C&CS Equalities Group** was launched in 2021 to tackle inequality and support diversity and inclusion with a focus on pragmatic actions and outcomes.

### Achievements & ongoing work 2023/4:

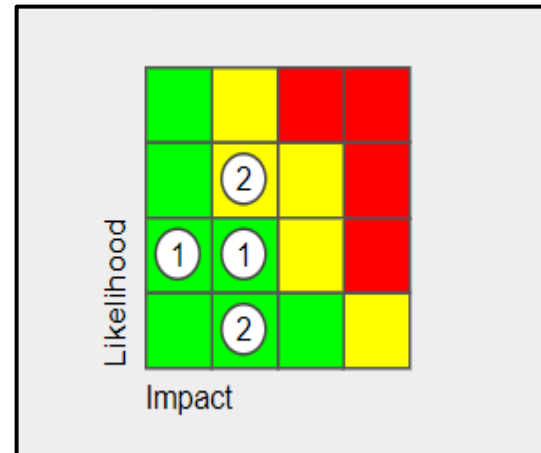
- 1.Targeted recruitment at under-represented groups.
- 2.Webinars at the London Careers Festival to promote careers in the legal profession via apprenticeships
3. Unconscious bias training mandatory and annual.
4. Equalities and inclusion appraisal target mandatory for all staff in 2022/3
5. Staff conference sessions on ED&I.
6. Safe space anonymised e-form to raise ED&I concerns to SMT for action and redress.

### Additional plans 2024/5:

- 1.Targeted recruitment at under-represented groups additional network channels.
2. Source & deliver external specialist equalities training from the legal sector.
3. Explore and develop career opportunities for under-represented groups.
4. Substantial Equalities session at the annual Staff Conference

## 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 new UK legislation compliance	2



# Operational Property Utilisation Assessment

Asset name	Assessment Complete?	Assessment Completion Date
Guildhall	Yes	30.09.2023
Workstation utilisation analysis undertaken additional workstations required following Covid de-commissioning of workstations	Yes	30.09.2023
Office space utilisation would be maximised by re-design – office space planning and budget resource required to implement.	No	

## Organisations & people we work with

City of London Departments, institutions, academies and City of London Police.  
 GLA, LB's Newham Barking & Dagenham, Tower Hamlets & Westminster.  
 Electoral Commission & Cabinet Office  
 Information Commissioner.  
 Elected Members.  
 The Law Society.  
 The courts.  
 Solicitors, Barristers, Experts.  
 London Boroughs.  
 London Boroughs Legal alliance.  
 London Councils.  
 Electors and candidates

## Customer Requirements

C&CS client satisfaction survey respondents (65 responses) January 2024 rating the service as high-quality overall **95.15%** (stretch target 93%) using the following components to which respondents agreed or strongly agreed:

- Provision of a high-quality service 96.92%
- Staff are accessible 93.84%
- Staff are approachable/helpful 96.92%
- Staff understand client service needs 98.46%
- Delivery of clear understandable advice 93.84%
- Provide effective legal advice 93.85%
- Provide advice within required timescales 92.30 %

## Our four overarching impacts



Ensure that the city operates lawfully.  
 Deliver expert legal advice & support to client departments on transactional work and major projects in support of departmental objectives, Corporate Plan outputs and outcomes



**External Income streams:**  
 2022/2023: £1.031m income from Property, S106 and S. 278 transactions.  
 2023/2024: income forecast £950k.



Deliver an excellent efficient in-house legal service at the best price



Deliver legally compliant Electoral Registration and Elections