










Commitments towards our Vision






East Cambridgeshire
District Council

Legal Services- End of year report 2018- 2019

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status	End of year outputs
Ensure that the Council offers best value for money	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	Maximise the recovery of legal costs and fees; Court costs and fees, contribution to legal costs and disbursements.	Legal costs and fees recovered between 1.4.17 and 13.3.2018 was £14,655.50	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt)		100% Legal costs and fees recovered between 1.4.2018 and 12.3.2019 was £19,073.50
		97%- Number of legal costs recovered in £				
		Ensure the recovery of court costs and fees attributable to parking.	£5,220 requested in court costs - £4,750 awarded by the court – 90% N.B. This figure is dependent on the Magistrates choosing to award fewer costs or no costs. ECDC are not able to influence this decision.	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges Officer & Paralegal		£3,780 requested in court costs - £3,550 awarded by the court - 94% N.B. This figure is dependent on the Magistrates choosing to award fewer costs or no costs. ECDC are not able to influence this decision.
		95%- Summons issued/ costs recovered in				
Assist and facilitate the Council's Corporate Priorities to ensure that East Cambridgeshire continues to be a fantastic place to live, work and visit.		To ensure the recovery of outstanding debts owed to the Council	1/04/2017- 13/03/2018 28/02/2017 71 instructions received, 53 settled – 74.6%	Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges Officer & Paralegal		74 instructions received, 74 letters before action sent – 41 instructions settled to 12.3.2019 – 55% recovered
		100% Instructions for recovery: costs recovered in £				
		Proactively assist all services across the Authority with issues related to legal requirements.	92% within 20 working days 86% within 10 working days 0-5 = 79% 6-15 = 9% 16-20 = 4% 20+ = 8%	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt)		93% within 20 working days 88% within 10 working days 0-5 = 84.8% 6-15 = 6.9% 16-20 = 1.16% 20+ = 6.9%
		90% within 10 working days 100% within 15 working days				
		0-5 days = % 6-15=% 16-20=% 20+=%				

Support the local property market.		<p>Ensure continuous service delivery for the Local Land Charge Service</p> <ul style="list-style-type: none"> 100% of Local Land Charge searches within 10 working days; 95% within 5 working days 	<p>100% of searches responded to within 10 working days 98.6% of searches responded to within 5 working days Average days to respond – 4 working days</p>	<p>Maggie Camp- Legal Services Manager Paula Holmes- Local Land Charges Officer & Paralegal Victoria Higham - Information Officer</p>		<p>97% of searches responded to within 10 working days 73% of searches responded to within 5 working days Average days to respond – 5 working days</p>
To provide a comprehensive and qualitative legal service		<p>Provide legal support for committees when necessary.</p> <p>100% attendance at committees where necessary</p>	<p>100% supported</p>	<p>Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt)</p>		<p>100% supported</p>
		<p>Ensure car parking appeals and enforcements comply with the following timescales;</p> <p>80% of appeals responded to within 10 working days</p> <p>100% within 20 working days</p>	<p>97% of appeals responded to within 10 working days.</p> <p>100% within 20 working days.</p>	<p>Maggie Camp- Legal Services Manager Paula Holmes – Local Land Charges Officer & Paralegal</p>		<p>212 Appeals received – 91% of appeals responded to within 10 working days.</p> <p>100% responded to within 20 working days.</p>
To provide a comprehensive and qualitative legal service	<p>A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.</p>	<p>Ensure that the timescales set out in the Transparency Code are complied with and manage information data on the Council’s website: Open data, Disclosure log and Officer Decisions</p> <p>100% annually or quarterly for datasets and as soon as completed disclosure log and officer decisions.</p>	<p>100% annually or quarterly for datasets and as soon as completed for disclosure log and officer decisions.</p>	<p>Maggie Camp- Legal Services Manager Victoria Higham – Information Officer</p>		<p>97% annually or quarterly for datasets and as soon as completed for disclosure log and officer decisions.</p> <p>(*missing one dataset for Asset Register, have chased repeatedly)</p>
		<p>Deliver an effective, accurate and transparent FOI/EIR service.</p> <p>100% of responses within 10 working days (unless the FOI request involves further in-depth research but the service will ensure that the customer is kept informed)</p>	<p>95% responses in 20 working days 67% responses in 10 working days Requests: 495 Days to respond: 0-5 = 53% 6-10 = 14% 11-15 = 14% 16-20 = 14% 20+ = 5%</p>	<p>Maggie Camp- Legal Services Manager Victoria Higham - Information Officer Paula Holmes – Local Land Charges Officer & Paralegal</p>		<p>93% responses in 20 working days</p> <p>69% responses in 10 working days Requests: 526 Days to respond: 0-5 = 57% 6-10 = 12% 11-15 = 6% 16-20 = 18% 20+ = 5% Clarification = 2%</p>

Ensure that staff have all the necessary skills to maximise their input service delivery		To support the continued professional development of the team to ensure that they are meeting with personal and professional career development opportunities 100% compliance and with an average of 16 hours professional development per member of the team	The service continues to meet with the professional and statutory requirements for CPD.	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt) Victoria Higham - Information Officer		100% compliance and with an average of 16 hours professional development per team member
		100% of appraisals completed by June 2018	100% of appraisals completed.	Maggie Camp- Legal Services Manager		100% appraisals completed by 31 st March 2018
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	To regularly review corporate risks associated with the Council's legal requirements. The current risks to the Authority are as follows: Compliance with General Data Protection Regulations and Data Protection Act 2018	Implementing internal action plan	Maggie Camp- Legal Services Manager Tim Driver – Planning Lawyer (pt) Victoria Higham – Information Officer Paula Holmes – Local Land Charges Officer & Paralegal		All front facing aspects of General Data Protection Regulations implemented by 25.5.2018 and ongoing compliance and implementation of internal processes/documentation with full compliance by May 2021.