

HB Legal Services– Q4 2014-15

1.1 DELIVERY UNIT DASHBOARD

Projected Revenue budget variance £000 ^[1]	Capital actual variance £000	Management Agreement Performance
(69)	N/A	13

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top 3 Achievements

Lawyers within the Adults and Litigation team have supported the Adults and Communities' directorate with preparing for implementation of the Care Act. This included delivery of 13 training sessions during January 2015 and continuing with the successful lunch & learn sessions covering topics such as Human Rights Act assessments and the role of the Court of Protection and assisting with drafting new policies and procedures.

In June 2014 Barnet Council made the first of 4 Compulsory Purchase Orders (CPO) related to the regeneration of the West Hendon Estate. The CPO included public open space owned by the Canal & River Trust (CRT) and in submitting the Order to the Secretary of State for confirmation Harrow Barnet Public Law (HBPL) also submitted an application to acquire the special category land. Over 90 objections to the Order were submitted to the Secretary of State and as such a public inquiry was held in January 2015. HBPL prepared the Statement of Case and also assisted with the preparation of witness statements, core document library, relevant notices and publications associated with the inquiry and also arranged a training session for the witnesses in advance of the inquiry. HBPL negotiated and finalised an option agreement for the acquisition of special category land owned by the Canal and River Trust which resulted in the withdrawal of CRTs objection to the order and a request for the order to be modified to remove their interests. The public inquiry sat for eight days, hearing evidence from the Council, its development partner and a number of objectors and we are await the decision from the Secretary of State.

HBPL participated in this year's CIPFA benchmarking analysis which is the second time the service has been externally benchmarked since the implementation of the Inter-Authority Agreement between Harrow and Barnet by which HBPL was formed. The results have been analysed and compared to the 2011 results and the main highlights are below;

- Although legal employee costs have increased, overall the total gross cost of providing a legal service has dropped from £5.4m to £3.2m and total net cost has reduced from £4.6m to £2.7m
- The cost of externally sourced legal work has reduced from 29% to 23% as a % of overall cost of the legal service
- Overall economy and efficiency has been rated in the highest quartile which is a significant improvement than in 2010/11 when LBB legal service was rated in the lowest quartile.

Key Escalations	Actions required
No escalations reported last quarter.	

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

HBPL have performed well this quarter with all twelve KPIs reporting as green. Out of these, eight are showing a positive direction of travel compared to the outturn for Quarter 3.

Three of the KPIs HBL008, HBL008a and HBL008b related to customer satisfaction are showing a negative direction of travel although still above target and the engagement group is relatively small. During the next quarter HBPL will be implementing an electronic satisfaction survey which will encourage improved levels of engagement. This will be the subject of review over the next reporting period.

HB007 - % of draft committee reports and delegated power reports cleared within 5 working days, although green, is also showing a negative direction of travel with only 168 out of 175 reports cleared within the five days. It is acknowledged by Barnet that only in 10.9% of cases – 19 reports – were HBPL given the required five days to provide clearance and this does have an impact on the outturn of this KPI.

HBL011 – although less savings have been made this quarter than in quarter three the overall reduction in spend on disbursements during 14/15 has been positive with a £380k reduction on external legal spend compared to the previous financial year.

HBPL are working closely with Adults to prepare for the implementation of the Care Act. The work of the Barnet childcare lawyers is not often highlighted in delivery board reports, due to the sensitive nature of the work. However, it is right to give credit to the commitment and dedication of the team of lawyers who support the Council's Children and Families Directorate with child

protection matters. The practice undertakes a high level of advocacy in house, because we firmly believe that the lawyer with conduct of the matter is often the best person to present the case to the court. For the childcare team, they covered 250 out of 400 hearings in 2014/15. The team have also advised on some very complex and sensitive cases, including a case involving a high level of unauthorised publicity, resulting in the need to obtain injunctions at the same time as supporting an 8 day fact finding hearing.

In line with the Business Case HBPL are actively pursuing a proposal for Hounslow to join the shared legal service. This has been reported to the Strategic Monitoring Board and Policy and Resources Committee and the appropriate committees of Harrow and Hounslow.

HBPL are advertising vacancies for legal apprentices with Harrow and Barnet schools who will be trained at the University of Law.

2. BUSINESS PLANNING

2.1 Overview of performance against Contract

Total No. of KPIs	RAG ratings				Positive/neutral DoT	Negative DoT	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
15	13	0	0	0	8	5	13

3. RESOURCES AND VALUE FOR MONEY

3.1 Revenue

Description	Budget V1	Provisional Outturn	Variation	% Variation of revised budget
	£000	£000	£000	
Legal Services	1,952	1,883	(69)	-3.6%
Total	1,952	1,883	(69)	-3.6%

3.2 Capital

N/A

4. OVERVIEW OF DELIVERY UNIT

4.1 Risk Overview

The following is the 5 X 5 matrix 'heat map' highlighting the number of risks at a Directorate Level and where they are currently rated:

SCORE		IMPACT				
		1	2	3	4	5
		Negligible	Minor	Moderate	Major	Catastrophic
PROBABILITY	5 Almost Certain	0	0	0	0	0
	4 Likely	0	1	0	0	0
	3 Possible	1	2	1	0	0
	2 Unlikely	0	0	2	0	0
	1 Rare	0	0	0	0	0

Risk Commentary for Delivery Unit:

There were no risks rated 12 or above in this quarter.

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Appendix

A table of all HBPL indicators reporting this quarter is shown below

KPI NO	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Period Covered <i>Timeframe data has been measured</i>	Previous outturn <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	DoT Variance <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
HBL0 01	Acknowledge emails within 1 working day	Jan 15 – Mar 15	100%	95%	$\frac{40}{40}$	100%	5.3%	Same	Local indicator - no comparable data
HBL0 02	Reply to emails within 5 working days	Jan 15 – Mar 15	100%	90%	$\frac{42}{42}$	100%	11.1%	Same	Local indicator - no comparable data
HBL0 03	Reply to fax or letter within 10 working days	Jan 15 – Mar 15	100%	95%	$\frac{38}{38}$	100%	5.3%	Same	Local indicator - no comparable data
HBL0 04	New Instructions Assessed and acknowledged within 3 working days	Jan 15 – Mar 15	95.2%	95%	$\frac{33}{34}$	95.2%	2.2%	Improving	Local indicator - no comparable data
HBL0 05	Respond to non-urgent requests within 10 working days	Jan 15 – Mar 15	100%	95%	$\frac{35}{35}$	100%	5.3%	Same	Local indicator - no comparable data
HBL0 06	Respond to further instructions on existing matters within 5 working days	Jan 15 – Mar 15	100%	95%	$\frac{33}{33}$	100%	5.3%	Same	Local indicator - no comparable data

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HBL0 07	% of draft committee reports and delegated power reports cleared within 5 working days	Jan 15 – Mar 15	97.7%	95%	$\frac{168}{175}$	97.7%	1.1%	Worsening	Local indicator - no comparable data
HBL0 08	Overall satisfaction	Jan 15 – Mar 15	97%	90%	$\frac{48}{50}$	96%	6.7%	Worsening	Local indicator - no comparable data
HBL0 08(a)	Satisfaction with performance	Jan 15 – Mar 15	96%	90%	$\frac{13}{14}$	93%	3.2%	Worsening	Local indicator - no comparable data
HBL0 08(b)	Satisfaction with quality of work	Jan 15 – Mar 15	98%	90%	$\frac{13}{14}$	93%	3.2%	Worsening	Local indicator - no comparable data
HBL0 08(c)	Satisfaction with time taken	Jan 15 – Mar 15	100%	90%	$\frac{11}{11}$	100%	11.1%	Same	Local indicator - no comparable data
HBL0 08(d)	Satisfaction with timeliness of response and completion	Jan 15 – Mar 15	93%	90%	$\frac{11}{11}$	100%	11.1%	Improving	Local indicator - no comparable data
HBL0 11	Ongoing and improving value for money: reduction in use of external legal advisors	Jan 15 – Mar 15	£91,233	n/a	n/a	£50,263	n/a	Worsening	Local indicator - no comparable data