

HB Legal Services– Q3 2014-15

1.1 DELIVERY UNIT DASHBOARD

Projected Revenue budget variance £000 ^[1]	Capital actual variance £000	Management Agreement Performance
41	N/A	14

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top 3 Achievements

Wildwood Road - 4 charges were successful prosecuted for unauthorised works to a listed building. Prosecution was appropriate for financial penalty and taking into account the defendant pleaded guilty, a fine was applied to each of the 4 charges below:

- (1) Brickwork – alteration to the brickwork was irreversible, Fine of £10,000.
- (2) Utility buildings – loss of exposed brickwork and original doors, Fine of £12,500.
- (3) Two conservatory bays – affected character of the building, Fine £12,500.
- (4) Internal works to ground and first floors – changes architectural value of property, used modern material – Fine £10,000.

Defendant to pay full costs of Council (£14,76) with total fine and costs awarded at £59,256. Made collection order at rate of £5000 per month

Greensquare Field - This was the first appeal HBPL have brought to the First Tier Tribunal against a decision to nominate land as a community asset. The procedure to appeal to the 1st Tier Tribunal was only introduced in July 2013 with its own procedure so both the law and the procedure were new and relatively untested however HBPL represented the council and were successful.

Hendon Football Club – successful completion of a section 106 agreement relating to this site to provide 135 dwellings (including 29 affordable housing units) and a range of public realm improvements and associated highway works.

Key Escalations

In Q2 HBL007 - % of draft committee reports and delegated power reports cleared within 5 working days was escalated.

Actions required

A communication has been issued by the CEO to remind colleagues of the need to engage legal services as early as possible to ensure sufficient time is given for report clearance. However 63% of reports were given less than 2 days for clearance. This quarter, outturn is 97.7%, a 5.3% improvement on the previous quarter outturn of 97%

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

HBPL have performed well this quarter with all 13 KPIS reported showing an outturn as at or above target. Of the 12 KPIS 7 reported at 100%. Of the seven KPI's which measure performance ie responding to new instructions within a deadline, clearing committee reports within deadline etc these have achieved an average outturn in Q3 of 98.9%. Levels of satisfaction have dropped from 100% in Q2 to an average of 96.8% against the 5 indicators that measure this, although satisfaction is still considerably above the target of 90%.

The London Boroughs Legal Alliance has produced benchmarking data on 6 shared legal services. Although they do not identify the other legal services the report does show some positive data on HBPL such as:-

HBPL were ranked 6th out of 6 for gross legal spend per ,000 population meaning we spend less on legal services per ,000 population than the other 5 legal services.

HBPL were ranked 2nd out of 6 for external spend on barristers per ,000 population meaning we spend less per ,000 population on external barristers.

HBPL were ranked 1st out of 6 for the lowest number of in-house lawyers per ,000 population meaning we have the lowest number of in-house lawyers per ,000 population.

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	14	0	0	0	0	0	14

See appendix for KPI results.

3. RESOURCES AND VALUE FOR MONEY

3.1 Revenue

HB Public Law

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q3 Forecast	Variation		
	£000	£000	£000	£000		
Legal Services	1,782	1,952	1,993	41	The overspend has reduced by re-charging legal hours / disbursement costs to projects where relevant. In addition, CSG legal disbursement costs are lower than profiled therefore reducing the overall expected overspend.	2.1%
Total	1,782	1,952	1,993	41		2.1%

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		2	0	0
	1 Rare	0	0	0	0	0

Risk Commentary for Delivery Unit:

There are no risks rated 12 or above this quarter

There are no risks rated above 12.

Appendix

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 Result <i>Previous result from the most relevant period</i>	Target Achievement <i>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>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
HBL001	Acknowledge emails within 1 working day	Oct – Dec 14	100%	95%	N/A	100%	5.3%	Same	Local Indicator - no comparable data
HBL002	Reply to emails within 5 working days	Oct – Dec 14	100%	90%	N/A	100%	11.1%	Same	Local Indicator - no comparable data
HBL003	Reply to fax or letter within 10 working days	Oct – Dec 14	100%	95%	N/A	100%	5.3%	Same	Local Indicator - no comparable data
HBL004	New Instructions Assessed and acknowledged within 3 working days	Oct – Dec 14	100%	95%	N/A	95.2%	0.2%	Worsening	Local Indicator - no comparable data
HBL005	Respond to non-urgent requests within 10 working days	Oct – Dec 14	100%	95%	N/A	100%	5.3%	Same	Local Indicator - no comparable data
HBL006	Respond to further instructions on existing matters within 5 working days	Oct – Dec 14	100%	95%	N/A	100%	5.3%	Same	Local Indicator - no comparable data

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HBL007	% of draft committee reports and delegated power reports cleared within 5 working days	Oct – Dec 14	93%	95%	$\frac{168}{172}$	97.7%	2.8%	Improving	Local Indicator - no comparable data
HBL008	Overall satisfaction	Oct – Dec 14	100%	90%	$\frac{173}{179}$	97%	7.8%	Worsening	Local Indicator - no comparable data
HBL008 (a)	Satisfaction with performance	Oct – Dec 14	100%	90%	$\frac{44}{46}$	96%	6.7%	Worsening	Local Indicator - no comparable data
HBL008 (b)	Satisfaction with quality of work	Oct – Dec 14	100%	90%	$\frac{45}{46}$	98%	8.9%	Worsening	Local Indicator - no comparable data
HBL008 ©	Satisfaction with time taken	Oct – Dec 14	100%	90%	$\frac{41}{41}$	100%	11.1%	Same	Local Indicator - no comparable data
HBL008 (d)	Satisfaction with timeliness of response and completion	Oct – Dec 14	100%	90%	$\frac{43}{46}$	93%	3.3%	Worsening	Local Indicator - no comparable data
HBL010	Ensure all staff are appropriately qualified	Jan – Dec 14	100%	100%	N/A	100%	0%	Same	Local indicator – no comparable data
HBL001 1	Ongoing and improving	Oct – Dec 14	N/A	£50,000	N/A	£91,233	82.5%	N/A	HB Public Law are ranked 1st out of 6

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	value for money: reduction in use of external legal advisors								for gross legal spend per 1,000 population and ranked 2nd out of 6 for external spend on barristers per 1,000 population [London Borough's Legal Alliance 2014