

# HB Joint Legal Services – Q4 2013/14

## 1.1 DELIVERY UNIT DASHBOARD

Revenue budget projected year end variance £000	Capital actual variance £000	Corporate Plan Performance	Management Agreement Performance
207	n/a	n/a	8

## 1.2 TOP ACHIEVEMENTS AND ACTIONS

### Top 3 Achievements

HB Public Law successfully contested an appeal against a trading standards confiscation order of 2012. The Court of Appeal found that: The original sentence requiring payment of £109,970 was preserved (2 year sentence in default) and prevented either the reduction of the amount payable to the level of profit (£11,140) or the quashing of the order in its entirety. The judgment will further clarify the law on confiscation in favour of prosecuting authorities that seek to recover the maximum amount possible from a defendant's assets where the activity is illegal from the outset.

The restructure of Legal Admin and Assistants is complete. Recruitment to permanent vacancies will be undertaken in Q1 2014/15.

HB Public Law has agreed a new Service Level Agreement with Regional Enterprise Ltd (Re) acting on behalf of the Council in delivering Planning, Highways and Regeneration in the London Borough of Barnet.

Key Challenges	Actions required
Corporate roll out of new IT delayed in Harrow, impacting on the introduction of unified time recording system.	To be addressed through the Joint Service Strategic Board.
Income collection process and apportionment across Delivery Units remains a challenge.	A revised income tracking process is being developed.
Budget management.	A revised budget and allocation across delivery units has been implemented to better manage the revenue budget for 2014/15.

### 1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

HB Public law has continued to deliver services well, with 90% of targets met. The one area of poor performance continues to be the number of days to open a file, although performance has improved this quarter. As reported in Q3, as this is not a measure of the service provided, it is not included in a revised Performance Indicator set being developed for 2014/15.

The main area of concern is the projected budget overspend. 2013/14 was the first full year of this contract, and the budget was based on estimated usage of legal services within Barnet. Actual usage proved to be higher than anticipated and half way through the year, an internal recharging process was introduced to contain the overspend. Following a rigorous review of usage and income projections in this last quarter, a higher than initially reported overspend has now been identified due to a combination of a high level of disbursement costs; unachievable income from Re and Barnet Homes; and, higher usage than expected.

A thorough review of legal requirements for 2014/15 has been carried out, with a more realistic apportionment of costs across delivery units and of the levels of income expected from Re and Barnet Homes. This has established a firmer baseline and a more rigorous management of costs to ensure that expenditure is more in line with the budget for 2014/15.

## 2. BUSINESS PLANNING

### 2.1 Overview of performance against Management Agreement

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			
12	9	0	0	1	8	2	10

### 2.2 How is the Delivery Unit achieving against its Key Performance Indicators (KPIs): *Escalated KPIs only*

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking
HBL001 (d)	No of working days to open a file (target 5)	Jan 14 - Mar 14	68%	95%	$\frac{11}{13}$	84.6%	10.9%	▲ 24.4%	No comparative data

### 2.3 Interventions & Escalations

KPI NO and title	Comments and Proposed Intervention
HBL001 (d) No of working days to open a file (target 5)	<b>Intervention Level 1-</b> no intervention required Performance has improved this quarter. However, as reported in Q3, as this is not a measure of the service provided, it is not included in a revised Performance Indicator set being developed for 2014/15

### 3. RESOURCES AND VALUE FOR MONEY

#### 3.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget £000	Budget V1 £000	Final Outturn £000	Variation £000		
Legal Services	1,908	1,932	2,139	207	Overspends in expenditure due to inflation award , additional hours and other unexpected in year running costs.	10.7%
<b>Total</b>	<b>1,908</b>	<b>1,932</b>	<b>2,139</b>	<b>207</b>		<b>10.7%</b>

#### 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:

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

#### Risk Commentary for Commercial Contract:


Risks continue to be monitored at the monthly performance review meetings.

The medium high (Amber) risk reported in Q3 of overspend on budgets, has been managed down. A more rigorous budget setting and monitoring process has been established for 2014/15 and it is anticipated that spend will be in line with the budget.

There are no risks rated above 12.

## Appendix

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking
HBL001	To ensure timely response to all instructions/matters 1. No. of hours to acknowledge emails (24 target) 2. No. of working days to reply to emails (target 5) 3. No. of days to reply to fax or letter (target 10) 4. No of working days to open a file (target 5) 5. No. of days to respond to non urgent requests (target 10)	Jan 14 - Mar 14	94.3%	95%	$\frac{62}{64}$	96.9%	2%	▲ 2.8%	Local Indicator- No benchmarking available
HBL001 (a)	No. of hours to acknowledge emails (24 target)	Jan 14 - Mar 14	100%	95%	$\frac{13}{13}$	100%	5.3%	↔ 0%	Local Indicator- No benchmarking available
HBL001 (b)	No. of working days to reply to emails (target 5)	Jan 14 - Mar 14	100%	95%	$\frac{13}{13}$	100%	5.3%	↔ 0%	Local Indicator- No benchmarking available
HBL001 (c)	No. of days to reply to fax or letter (target 10)	Jan 14 - Mar 14	100%	95%	$\frac{12}{12}$	100%	5.3%	↔ 0%	Local Indicator- No benchmarking available
HBL001 (e)	No. of days to respond to non urgent requests (target 10)	Jan 14 - Mar 14	100%	95%	$\frac{13}{13}$	100%	5.3%	↔ 0%	Local Indicator- No benchmarking available
HBL002	Improved customer satisfaction	Jan 14 - Mar 14	99.5%	90%	$\frac{55}{56}$	98.2%	9.1%	▼ 1.3%	Local Indicator- No benchmarking available

HBL003	Quality of work and reports provided	Jan 14 - Mar 14	100%	90%	$\frac{55}{56}$	98.2%	9.1%	 1.8%	Local Indicator- No benchmarking available
HBL004 (a)	Appropriate accreditation of the service	Jan 14 - Mar 14	100%	100%	$\frac{3}{3}$	100%	0%	$\leftrightarrow$ 0%	Local Indicator- No benchmarking available
HBL004 (b)	Ensure all staff are appropriately qualified	Jan 14 - Mar 14	100%	100%	$\frac{84}{84}$	100%	0%	$\leftrightarrow$ 0%	Local Indicator- No benchmarking available