

CORPORATE & COMMUNITY - LEGAL SERVICE PLAN - 2021-22

Head of Service: **Ken Miles**

Team: **Legal** Version No: **1** Date: **December 2020**

Corporate Objectives

- 1) We achieve financial security
- 2) We become focused on delivering the best for our customers
- 3) Our environment is cherished and protected
- 4) We plan for North Devon's future

Business as usual core function (brief bullet points only)

- To provide accurate and timely legal advice
- To oversee Data Protection and FOI functions
- To facilitate update training sessions, both internally and externally, in relation to legislative issues

ACTIONS AND OBJECTIVES

Resources

Action No.	Corporate Plan	What you aim to achieve	How will it be delivered? Is a business case or PID required?	What will be delivered and what are the benefits?	Measures - how will we measure success?	Risk	Managed by	Assigned to	Resource Requirement		Dates		FINANCE						Additional Comments	% Complete
									ICT HR Legal Estates Procurement Communications Consultation Other	Date for Required Resource (be as accurate as possible)	Start Date	Target Date for completion	Revenue - £ Expenditure / (Income) Reduction (-) / increase (+) Show costs as accumulated Estimate (E) Actual (A)			Capital - £ Expenditure / (Income) Reduction (-) / increase (+) Estimate (E) Actual (A)				
Action No.	Corp. Obj No.	ACTION	DESCRIPTION	OUTCOME	MEASURES	RISK	LEAD	OFFICER/TEAM	RESOURCE	DATE	START	TARGET	Yr1 19/20	Yr 2 20/21	Yr 3 21/22	Yr1 19/20	Yr 2 20/21	Yr 3 21/22		
L 01 21/22	Objective 2	Data Subject Requests via secure portal (Firmstep)	Not required	Improved customer interface. Easier for public to submit requests. Enhanced security allowing public to download request response material.	Increased security for submission of Data Subject Requests and receipt of information in response	Statutory, staff, public	TB	SF	ICT	N/A	Apr-20	Jul-21								
L 02 21/22	Objective 2	Review data sharing within the council to increase efficiency	To ensure data sharing is both efficient and lawful	Increase compliance with data protection law and increase capacity of affected teams	Improved understanding of data sharing throughout the council	Statutory, staff, public	TB	SF	Council Tax / Benefits (Resource) Waste & Recycling, EH&H (Recipients)	N/A	Dec--20	Oct-21								
L 03 21/22	Objectives 2 & 3	Introduce Legal Case Management System workflows:- - Prosecutions - Gypsies & Travellers - Possession applications - Lawful Development Certificates	Not required	Workflows Vanguarded with client service teams to produce streamlined processes.	Faster response times. Increased efficiency. Enhanced paperless environment	Impact on existing work in implementing changes	TB	LEGAL TEAM	Internal Client Service Teams	N/A	Apr-20	Sep-21								
L 04 21/22	Objectives 1 & 2	Obtain income from external clients and recoup costs on behalf of the council during 2021-22	No BC or PID required unless additional resource is justified	Increased income and reduced delay on some matters	Assess current situation and input target for next year	Impact on existing work, may not be contingent with corporate priorities	TB	LEGAL TEAM	Accounts	N/A	Dec-20	Apr-22								

Set out below are those Service Plan Actions that are still live from previous years

L 02 20/21 - COMPLETE	Objective 2	Further develop data protection processes to include: Central Privacy Notice, Data Subject Requests via Firmstep, refresher training	Not required	Improved customer interface. Easier for public to submit requests. Enhanced security allowing public to download request response material. Compliance with legislation	Requests Improved understanding throughout council Awareness levels raised, minimising likelihood of data breaches. Feedback	Statutory, staff, public	TB	SF	ICT	N/A	Apr-20	Dec-20									Note: 02/12/2020 - COMPLETE - Central Privacy Notice are in place and constantly evolving. Data Subject Requests via Firmstep are in first draft and form a new Objective L01 21/22. Note: 02/12/2020 - 100% (December 20)
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L 03 20/21 - COMPLETE	Objectives 2 & 3	Introduce Legal Case Management System workflows	Not required	Workflows Vanguarded with client service teams to produce streamlined processes.	Faster response times. Increased efficiency. Enhanced paperless environment	Impact on existing work in implementing changes	TB	LEGAL TEAM	Internal Client Service Teams	N/A	Apr-20	Apr-21							Note: 02/12/2020 - COMPLETE - Workflows for FOI requests, Data Protection Exemption requests and Right to Buy are in place. New Action L03 21/22 lists workflows to be developed in 2021. The writing of workflows has been delayed due to IT compatibility problems. Note: 14/10/20 - Confirmation from ICT of budget for use of Legal Teams	100% (December 20)
L 04 20/21	Objective 2	Continue with Land Registration project and investigating polygon requirements of the council.	Business case was provided as part of Land Registration project	Purchase of set of polygons to enable better public and council access to facilitate remote working and enable remote public access to information on landholdings.	Successful purchase. Improved systems. Customer satisfaction feedback	Costs, staff time	TB	TM/VB	SMT ICT Estates	N/A	Apr-20	Apr-22							Note: 02/12/2020 - Outcome updated. Due to Covid pandemic and more homeworking scanning of deeds has become a priority. Note: 24/09/2020 - Delays scanning original deeds for the Land Registration project due to Covid-19	55% (December 20)
L 05 20/21 - COMPLETE	Objectives 1 & 2	Obtain income from external clients and recoup costs on behalf of the council during 2020/21	No BC or PID required unless additional resource is justified	Increased income and reduced delay on some matters	Assess current situation and input target for next year	Impact on existing work, may not be contingent with corporate priorities	TB	LEGAL TEAM	Accounts	N/A	Apr-20	Apr-21							Note: 02/12/2020 - COMPLETE - Main income producing matters for external clients are complete for 2020-21. This Action is re-opened as L04 21/22. External client income as at 02/12/2020 is £4,964.04.	100% (December 20)
C&C L 03 19/20	Objective 2	Corporate Enforcement Strategy & Policy. A review of service specific policies against the new framework	Executive approval of a Corporate Enforcement policy				TB	CC	EH&H, Planning, Building Control, Car Parks, Estates (Gypsies & Travellers), Benefits/Council Tax	N/A	Ongoing	Apr-21							Note: 02/12/2020 Progress reviewed. Note: 24/09/2020 - Progress delayed due to Covid-19. This is a complex and extensive piece of work that is being moved forward with the involvement of additional resources. Regulators' Code (came into effect 6th April 2014) Action was CSS 03 15/16 transferred from EH&H 2015/16	50% (December 20)

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			How will it be delivered? Is a business case or PID required?	What will be delivered and what are the benefits?	Measures - how will we measure success?	Highlight any risk - political, operational, to public, staff, tenants, Community Impact Assessment, Financial			ICT HR Legal Estates Procurement Communications Consultation Other	Date for Required Resource (be as accurate as possible)	Start Date	Target Date for completion	Revenue - £ Expenditure / (Income) Reduction (-) / increase (+) Show costs as accumulated Estimate (E) Actual (A)			Capital - £ Expenditure / (Income) Reduction (-) / increase (+) Estimate (E) Actual (A)				
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C&C L 01 17/18	Objective 2	Review delegated powers.	Not required	A set of delegated powers that reflect officer decision making and ensure speedy decision making. Raised awareness of regulations and recording of decisions under delegated powers	No legal challenges and less delay	Political, officers not responding or realising importance	TB	LEGAL TEAM	Member Services Managers	N/A	Apr-20	Sep-21							Note: 02/12/2020 Progress reviewed. Target date updated from April to September 2021. Note: 24/09/20/2020 - This action is on-going. Full engagement by Team delayed by Covid-19. Potential Peer Review	50% (December 20)
C&C H 02 16/17	Objective 2	Works in Default Policy and Procedures					TB	CC		N/A	Ongoing	Apr-21							Note 02/12/2020 Progress reviewed. Note: 24/09/2020 -	50% (December 20)