

Harrow and Barnet Public Law (HBPL) – Q1 2016/17

1. SUMMARY

1.1 SERVICE DASHBOARD

Finance	Revenue Budget Variance		Capital Actual Variance			
	(14) (-0.7%)		N/A			
Performance	Green	Green Amber	Red Amber	Red	Improved/Same	Worsened
	83% (10)	17% (2)	0% (0)	0% (0)	83% (10)	17% (2)

1.2 KEY SUCCESSES AND CHALLENGES

Key Successes

- HBPL conducted a social housing subletting prosecution. The defendant was sentenced to a 16-week suspended sentence, 100 hours unpaid work, and ordered to pay £1000 towards costs. This case is important as it helps the council protect social housing stock.
- HBPL prosecuted a defendant who ran lettings businesses in several boroughs between 2009 and 2014. Prospective tenants would be induced to hand over substantial sums of money for 'holding deposits' the sums were defrauded by the defendant and the prospective tenants were left without accommodation. Also landlords were defrauded of the rental income due to them. The defendant pleaded guilty to five counts of false representation and fraud by abuse of position contrary to ss2 and 4 of the Fraud Act 2006. The defendant was sentenced to 4.5 years in prison. The value of the fraud was £220,000. Confiscation proceedings have been commenced to seek recovery of funds from his assets to repay victims.
- HBPL successfully defended an application for a Judicial Review of a planning decision to grant permission for a school on Metropolitan Open Land.

Key Challenges	Actions required
Report authors continue to submit late reports for clearance	Instructions have been given to delivery units to allow 5 working days for legal clearance.

1.3 OVERVIEW – FINANCE, PERFORMANCE AND RISK

During this quarter HBPL have consolidated and successfully delivered services for Harrow, Barnet, Hounslow on 1st July the legal team of over 40 lawyers from Buckinghamshire County Council joined HBPL.

The recruitment campaign run in January 2016 has led to many positions being filled and new staffs are joining the practice over the summer.

2. Financial

2.1 Revenue

HB Public Law						
Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q1 Forecast	Variation		
	£000	£000	£000	£000		
HB Law	2,011	2,011	1,997	(14)		-0.7%
Total	2,011	2,011	1,997	(14)		-0.7%

2.2 Capital

n/a

3. Performance

3.1 Overview of performance for Corporate Plan and Service indicators

	RAG						Long Term Direction of Travel			No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red	Total RAG ratings	Monitor	Improving or the same	Worsening	No Direction of Travel	
CPI	0	0	0	0	0	0	0	0	0	0
SPI	0	0	0	0	0	0	0	0	0	0
KPI	10	2	0	0	12	0	10	2	0	12
Overall	83% (10)	17% (2)	0% (0)	0% (0)	100% (12)	0% (0)	83% (10)	17% (2)		12

Key:

CPI	Corporate Plan Indicator
SPI	Commissioning Plan Indicator
MPI	Management Agreement Indicator
KPI	Contract Performance Indicator

3.2a Indicators

Performance indicators which have met or exceeded target.

Ref	Indicator	Polarity	Annual 2016/17 Target	Q1 2016/17 Target	Q1 2016/17 Result	Q4 2015/16 Result	DOT Short Term (From Q4 2015/16)	Q1 2015/16 Result	DOT Long Term (From Q1 2015/16)	Benchmarking
HBPL/C2	Reply to emails within 5 working days	Bigger is Better	95%	95%	100%	98%	Improving	100%	Same	Barnet Specific
HBPL/C3	Reply to fax or letter within 10 working days	Bigger is Better	95%	95%	100%	100%	Same	100%	Same	Barnet Specific
HBPL/C5	Respond to non-urgent requests within 10 working days	Bigger is Better	95%	95%	100%	100%	Same	100%	Same	Barnet Specific
HBPL/C6	Respond to further instructions on existing matters within 5 working days	Bigger is Better	95%	95%	100%	97%	Improving	100%	Same	Barnet Specific
HBPL/C7	% of draft committee reports and delegated power reports cleared within 5 working days	Bigger is Better	95%	95%	98%	99%	Worsening	96%	Improving	Barnet Specific
HBPL/C8	Overall satisfaction	Bigger is Better	90%	90%	100%	90%	Improving	96%	Improving	Barnet Specific

Ref	Indicator	Polarity	Annual 2016/17 Target	Q1 2016/17 Target	Q1 2016/17 Result	Q4 2015/16 Result	DOT Short Term (From Q4 2015/16)	Q1 2015/16 Result	DOT Long Term (From Q1 2015/16)	Benchmarking
HBPL/C8a	Satisfaction with performance	Bigger is Better	90%	90%	100%	90%	Improving	95%	Improving	Barnet Specific
HBPL/C8b	Satisfaction with quality of work	Bigger is Better	90%	90%	100%	100%	Same	95%	Improving	Barnet Specific
HBPL/C8c	Satisfaction with time taken	Bigger is Better	90%	90%	100%	90%	Improving	100%	Same	Barnet Specific
HBPL/C8d	Satisfaction with timeliness of response and completion	Bigger is Better	90%	90%	100%	80%	Improving	95%	Improving	Barnet Specific

Performance indicators which have not met target.

Ref	Indicator	Polarity	Annual 2016/17 Target	Q1 2016/17 Target	Q1 2016/17 Result	Q4 2015/16 Result	DOT Short Term (From Q4 2015/16)	Q1 2015/16 Result	DOT Long Term (From Q1 2015/16)	Benchmarking	Comment
HBPL/C1	Acknowledge emails within 1 working day	Bigger is Better	95%	95%	87%	96%	Worsening	95%	Worsening	Barnet Specific	Not all emails require a response and there are occasions where the fee earner will meet with the clients in response to new instructions.
HBPL/C4	New Instructions Assessed and acknowledged within 3 working days	Bigger is Better	95%	95%	92%	95%	Worsening	100%	Worsening	Barnet Specific	They did respond within a reasonable amount of time so there is no proposed intervention.

3.2b Comments and proposed interventions for indicators that have not met target

Ref and title	Comments and Proposed Intervention
HBPL/C1 Acknowledge emails within 1 working day	Not all emails require a response and there are occasions where the fee earner will meet with the clients in response to new instructions.

Ref and title	Comments and Proposed Intervention
HBPL/C4 New Instructions Assessed and acknowledged within 3 working days	They did respond within a reasonable amount of time so there is no proposed intervention.

4. Customer Experience

Customer Experience Description	Comments and Proposed Intervention
Compliments received in Q1	<p>Thanks for your excellent advice and your very timely response.</p> <p>Thanks this is very clear, easy to read and useful</p> <p>Just wanted to thank you for all your hard work with the case at very short notice.</p> <p>“Thanks for the speed and good advice as always”</p> <p>I just wanted to thank you for all of your advice. It was priceless and I wanted to thank you for your support.</p> <p>Thank you for your hard work and commitment on this project.</p> <p>I would like to place on record my thanks for the outstanding support H B Law have provided with the transfer. Would not have made the deadline without the unbelievable effort they put in. Always been professional, efficient and friendly</p> <p>I have appreciated your prompt response and help on this matter.</p> <p>The Session was incredibly helpful, thanks for the tailored detail and for taking on questions throughout</p> <p>All in all I was very impressed with your officer; she has developed significantly in her confidence at court and the ability to handle unexpected situations promptly and professionally.</p> <p>Quick word of appreciation for the work your officer has recently completed for me. I'm really impressed in the way your officer has managed this case; keeping to deadlines, providing clear and concise advice and overall</p>

Customer Experience Description	Comments and Proposed Intervention
	<p>professionalism.</p> <p>Really want to thank you all for assistance you have given to me and my team over the years.</p> <p>Thank you for such a quick clear response!</p>

Customer Experience Description	Comments and Proposed Intervention
Complaints received in Q1	Two complaints were received in Q1 one was upheld and one was not. Both situations have been used as learning experiences.

5. Risk

The service risk registers is being refreshed.

6. Equalities

Equalities Description	Comments and Proposed Intervention
N/A	N/A