

HB Public Law – Q1 2014-15

1.1 DELIVERY UNIT DASHBOARD

Revenue budget projected year end variance £000	Capital actual variance £000	Corporate Plan Performance	Management Agreement Performance
138	n/a	n/a	13

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top 3 Achievements

On regeneration: The Dollis Valley CPO, which was initially made in January, and covers over a thousand property interests on the estate, was in June confirmed by the secretary of state and the two remaining objections have been withdrawn. This is an excellent result for the council.

Shared registration service with Brent Council went live in April. HB Public Law supported the project team throughout, including drafting and negotiating the inter authority agreement.

CCTV service outsourced in May, Again HB Public Law provided full support to the project from the beginning through to completion of the agreement.

Key Escalations	Actions required
Income collection process and apportionment across Delivery Units remains a challenge	A new process map is being designed to map the internal re-charge and external invoicing of legal costs. Invoicing and re-charging is currently up to date.

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

HBPL is continuing to deliver services well with all KPI's currently being met. The new suite of KPIS has been implemented and is being reported on in Q1. The Service Level Agreement between HB Public law and Re is into it's third month and running well. This is delivering an established client liaison arrangement with HBPL providing full managed legal service to ensure effective legal spend and comprehensive training programme, including training on criminal investigation and prosecutions, committee system.

Most delivery units are working within the core hours allocated to them with no reported problems with the profiled hours to date. Pressure is expected to be exerted over the hours by the Adults and Communities delivery unit where legislative changes later in the year are likely to result in increased legal guidance being required and training delivered, however this will be monitored on a monthly basis.

The budget overspend continues to be a concern and regular liaison with delivery units and close monitoring of the monthly costs is taking place to mitigate this.

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	7	1	14

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

None

3. RESOURCES AND VALUE FOR MONEY

3.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget £000	Budget V1 £000	Q1 Forecast £000	Variation £000		
Legal Services	1,782	1,782	1,920	138	This budget contains an £196k income budget this is currently offset by £60k on expenditure. There is uncertainty around the income that will be received from Re and Barnet Homes and a level of prudence has been assumed.	7.7%
Total	1,782	1,782	1,920	138		7.7%

Spend on external legal advisors is decreasing and the budgeted spend and a saving of £65,875 has been achieved against the profiled figure for April & May

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	1	0	0
	4 Likely	0	0	0	0	0
	3 Possible	0	2	0	0	0
	2 Unlikely	0	0	2	0	0
	1 Rare	0	0	0	0	0

Risk Commentary for Delivery Unit:

COMPL0012 – This risk has been escalated from Q4 as rigorous analysis of the current budget and previous income has highlighted uncertainty around the income that will be received from Re and Barnet Homes. This risk is being managed as below.

The following risk register lists those risks rated as 12 and above:

Risk	Current Assessment			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment		
	Impact	Probability	Rating				Impact	Probability	Rating
COMPL0012 There is risk that the assumed income levels will not be achieved and that the budget will be under pressure as a result.	Moderate 3	Almost Certain 5	High 15	1/ Regular monthly reviews offered with Delivery Units on use and expected income for legal services 2/ Monthly performance. Review with HB Law includes income levels attained 3/ Quarterly income update reports from HB Law 4/ Forensic analysis to be undertaken of income received in the legal account in 13/14 to understand and track income.	Treat	Quarterly	Moderate 3	Possible 3	Medium 9

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
				5/ Review of open and 13/14 closed Re/Regen files has been agreed and will take place to; a/ ensure files are correctly categorised as open to either Re or LBB so costs are correctly attributed b/ ensure income due from LBB files is being re-couped to off-set the legal costs					

Appendix

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking
HBL001	Acknowledge emails within 1 working day	April 14- June 14	100%	95%	19/20	95%	0%	▼ 5%	Local Indicator - no benchmarking available
HBL002	Reply to emails within 5 working days	April 14- June 14	100%	90%	20/20	100%	11.1%	↔ 0%	Local Indicator - no benchmarking available
HBL003	Reply to fax or letter within 10 working days	April 14- June 14	100%	95%	15/17	100%	5.3%	↔ 0%	Local Indicator - no benchmarking available
HBL004	New Instructions Assessed and acknowledged within 3 working days	April 14 – June 14	New Indicator 2014/15	95%	17/17	100%	5.3%	N/A	Local Indicator - no benchmarking available
HBL005	Respond to non-urgent requests within 10 working days	April 14- June 14	100%	95%	20/20	100%	5.3%	↔ 0%	Local Indicator - no benchmarking available
HBL006	Respond to further instructions on existing matters within 5 working days	April 14- June 14	New Indicator 2014/15	95%	18/18	100%	5.3%	N/A	Local Indicator - no benchmarking available
HBL007	% of draft committee reports and delegated power reports cleared within 5 working days	April 14 – June 14	New Indicator 2014/15	95%	74/77	96.1%	1.2%	N/A	Local Indicator - no benchmarking available
HBL008	Overall satisfaction	April 14 – June 14	98.2%	90%	124/124	100%	11.1%	▲ 1.8%	Local Indicator - no benchmarking available
HBL008 (a)	Satisfaction with performance	April 14 – June 14	99.5%	90%	32/32	100%	11.1%	▲ 0.5%	Local Indicator - no benchmarking available
HBL008 (b)	Satisfaction with quality of work	April 14 – June 14	98.2%	90%	32/32	100%	11.1%	▲ 1.8%	Local Indicator - no benchmarking available

KPI NO	Indicator description	Period Covered	Previous outturn	Target	Numerator and Denominator	Outturn	Target Variance	DoT Variance	Benchmarking
HBL008 (c)	Satisfaction with time taken	April 14 – June 14	New Indicator 2014/15	90%	28/28	100%	11.1%	N/A	Local Indicator - no benchmarking available
HBL008 (d)	Satisfaction with timeliness of response and completion	April 14- June 14	New Indicator 2014/15	90%	32/32	100%	11.1%	N/A	Local Indicator - no benchmarking available
HBL009	Appropriate accreditation of the service	April 14- June 14	100%	100%	1/1	100%	0%	↔ 0%	Lexcel Accreditation awarded November 2014
HBL011	Ongoing and improving value for money: reduction in use of external legal advisors	April 14– June 14	n/a	tbc	N/A	£63,875	N/A	N/A	Local Indicator - no benchmarking available