

HB Legal Services – Q1 2015/16

1. SUMMARY

1.1 DELIVERY UNIT DASHBOARD

Financial			Performance	Commissioning Intentions
Projected year-end revenue budget variance	Capital actual variance		Green rated	N/A
0	N/A		Green Amber rated	N/A
			Red Amber rated	N/A
			Red rated	N/A

Top Achievements

Hounslow Authority joins the Shared Service

Successful integration of the Hounslow Legal Team and delivering business as usual for Hounslow from day 1 without any reported disruptions in service.

Benefit Fraud Sentence is not reduced as requested

HBPL asked the Magistrates court to consider reducing or withdrawing any credit that could be applied for a guilty plea, as it was felt that the defendant could have indicated that they were willing to plead guilty at an earlier stage which would have saved Court time and expense.

When the case proceeded from the Magistrates Court to the Crown Court the Judge commented that the maximum credit for pleading guilty would not apply. Instead of allowing the maximum credit of 4.5 months the credit awarded was 1.5 month meaning this Benefit Fraudster received a sentence of 58 weeks rather than 50 weeks imprisonment which was suspended for 18 months.

This was significant and unusual. HBPL are not aware of any similar cases where credit for early guilty pleas has been reduced.

Barnet CAFT and HBPL in-house advocate success

Top Achievements

Between March 2013 and August 2014, the defendant fraudulently obtained almost £33,000 in council tax benefit. In total they fraudulently obtained more than £28,000 from Barnet Council and more than £4,000 from Merton Council using false identities.

He was sentenced to 14 months in prison at Crown Court after pleading guilty to 27 counts of fraud.

This case was investigated by Barnet CAFT and the legal proceedings dealt with entirely in-house including sentencing hearing at Crown Court by our in-house advocate.

1.2 TOP CHALLENGES AND ACTIONS

Key Challenges	Actions required
Committee Reports and other reports are being submitted to HBPL for legal clearance with less than 5 days turnaround time in over 50% of the cases.	Action this has been raised with our contract manager and the Senior Management Board.
As the legal market has picked up we have found the costs of locums have increased.	We have just finished a permanent recruitment process. We are also advertising with all Harrow and Barnet schools for 2 legal apprentices.
The Procurement Service raised concerns about a lack of responsiveness they received from HBPL legal service in relation to instructions. The concerns were looked into to ensure there was full understanding of the issues raised.	The instructions process has been clarified. HBPL will continue to monitor support to the procurement service to ensure instructions are responded to in a timely manner.

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

The first quarter of the year has started well.

HBPL have performed well this quarter with all twelve KPIs continuing to report as green.

Three of the performance indicators HBPL/C8, HBPL/C9 and HBPL/C10 related to customer satisfaction were subject to review this quarter and have all shown an improvement from their outturns from the previous reporting period. HBPL/C12 related to customer satisfaction with timeliness of the service has worsened but has still performed well compared with the target.

HBPL were actively working on a proposal for another Local Authority (Hounslow) to join the shared legal service. During the 1st quarter of this year, HBPL were successful with their proposals resulting in Hounslow joining the shared service in June 15. This is a real success story for HBPL and provides assurances that we are successfully achieving the growth aims to add new clients hours each year as set out in the business plan.

During this quarter we have grown the legal practice and have from day one delivered business as usual for Hounslow, Harrow and Barnet despite the additional pressures.

All of the KPI's have been met. HBPL continue to work for other clients such as Re, Barnet Homes and schools. We have increased the numbers of schools that we act for.

We have had a successful recruitment process and appointed to permanent positions.

2. Performance

2.1 How the Delivery Unit is performing against its performance indicators

	RAG ratings				Improving or the same	Worsening	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
Strategic	0	0	0	0	0	0	0
Critical	12	0	0	0	9	3	12
Overall	100% (12)	0% (0)	0% (0)	0% (0)	75% (9)	25% (3)	12

2.2a Performance Indicators that did not meet their target

Appendix A outlines the indicators which have met their target.

All indicators have been met for the Quarter.

3. Commissioning Intentions

There are no commissioning Intentions applicable for HBPL.

4. Financial

4.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q1 Forecast	Variation		
	£000	£000	£000	£000		
Legal Services	1,752	1,752	1,752	0		0.0%
Total	1,752	1,752	1,752	0		0.0%

4.2 Capital

n/a

5. Risk

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	0	2	0	0
	1 Rare	0	0	0	0	0

Risk Commentary for Delivery Unit:
 HBPL assesses risk at management meetings in accordance with the Law Society's LEXCEL standard

There were no risks rated as 12 and above.

6. Customer Experience

Customer Experience description	Comments and Proposed Intervention
<p>We have received the following compliments from clients this quarter.</p>	<p><i>Well done, M and thanks for your determination and tolerance in this matter.</i></p> <p><i>The case was dealt with in the timely, efficient manner we have come to expect in our dealings with HBPL</i></p> <p><i>Thank you for your work on this B.</i></p> <p><i>In contrast to C 's lawyers you dealt with this in a quick and straightforward manner. It is appreciated.</i></p> <p><i>I look forward to the sealed order - and, indeed, sealing of the T building once the squatters are removed!</i></p> <p><i>Reiterate K's praise. This is a fantastic result and a significantly higher fine than expected.</i></p> <p><i>Thank you for this very clear and comprehensive break-down, it is incredibly helpful.</i></p> <p><i>I'm going to be having a number of discussions with senior stakeholders across the CCG and LBB about how we take this forward and this information will really help to inform our discussion.</i></p> <p><i>Many thanks for all your help</i></p> <p><i>Thanks for dealing with G's email so promptly; I can see you have examined the issues very thoroughly and advised G very clearly. Any broader issues arising from G's email of yesterday timed at 10:16, would you also kindly advise on. I think there is more to come on this.</i></p>

Appendix A

Performance indicators which have met or exceeded their target.

Ref	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 <i>Achievement 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>
HBPL/C1	Acknowledge emails within 1 working day	Apr-June 2015	100.0%	95.0%	20/21	95.2%	0.3%	Worsening
HBPL/C2	Reply to emails within 5 working days	Apr-June 2015	100.0%	95.0%	22/22	100.0%	5.3%	Same
HBPL/C3	Reply to fax or letter within 10 working days	Apr-June 2015	100.0%	95.0%	17/17	100.0%	5.3%	Same
HBPL/C4	New Instructions Assessed and acknowledged within 3 working days	Apr-June 2015	95.2%	95.0%	19/19	100.0%	5.3%	Improving
HBPL/C5	Respond to non-urgent requests within 10 working days	Apr-June 2015	100.0%	95.0%	19/19	100.0%	5.3%	Same
HBPL/C6	Respond to further instructions on existing matters within 5 working days	Apr-June 2015	100.0%	95.0%	19/19	100.0%	5.3%	Same
HBPL/C7	% of draft committee reports and delegated power reports cleared within 5 working days		97.7%	95.0%	127/133	95.5%	0.5%	Worsening
HBPL/C8	Overall satisfaction	Apr-June 2015	96.0%	90.0%	76/79	96.2%	6.9%	Improving
HBPL/C9	Satisfaction with performance	Apr-June 2015	93.0%	90.0%	20/21	95.2%	5.8%	Improving

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HBPL/C10	Satisfaction with quality of work	Apr-June 2015	93.0%	90.0%	20/21	95.2%	5.8%	Improving
HBPL/C11	Satisfaction with time taken	Apr-June 2015	100.0%	90.0%	16/16	100.0%	11.1%	Same
HBPL/C12	Satisfaction with timeliness of response and completion	Apr-June 2015	100.0%	90.0%	20/21	95.2%	5.8%	Worsening