

# Harrow and Barnet Public Law (HBPL) – Q2 2016/17

## 1. SUMMARY

### 1.1 SERVICE DASHBOARD

Finance	Revenue Budget Variance				Capital Actual Variance	
	59 (2.9%)				N/A	
Performance	Green	Green Amber	Red Amber	Red	Improved/Same	Worsened
• Indicators	92% (11)	8% (1)	0% (0)	0% (0)	58% (7)	42% (5)
Risks	Low	Medium Low	Medium High	High	Reduced/Same	Increased
	0	0	0	0		

### 1.2 KEY SUCCESSES AND CHALLENGES

#### Key Successes

- 1) Successfully prosecuted a confiscation case related to a planning enforcement case involving sub-division of property - £500k confiscation order, £65k fine, £80k costs. .
- 2) Completed an out of borough purchase of an office to residential conversion for a price of over £3million, to provide 14 newly constructed units of temporary accommodation.
- 3) Successfully recruited three new permanent senior property lawyers, including a team leader, to strengthen our property support.

Key Challenges	Actions Required
1) HBPL have experienced some IT difficulties over the past quarter.	This has escalated to the IT provider.
2) Report authors continue to submit late reports for clearance	HBPL and the governance team have agreed to monitor the clearance process.
3) Due to a shortage of senior planning lawyers recruitment has been difficult in this area.	A business case is being put forward for a market supplement.

### 1.3 OVERVIEW – FINANCE, PERFORMANCE AND RISK

During this quarter HBPL have consolidated and successfully delivered services for Harrow, Barnet and Hounslow on 1st July the legal team of over 40 lawyers from Buckinghamshire County Council joined HBPL. This brings a greater depth of knowledge to the team of working for a County Council and offers greater resilience as there are more lawyers to share the work.

The recruitment campaign run in January 2016 has led to many positions being filled and new staffs are joining the practice over the summer. This means that gaps that previously were filled with temporary staff have been filled with permanent staff.

## 2. Finance

### 2.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 Forecast	Variation		
	£000	£000	£000	£000		
HB Law	2,011	2,011	2,070	59	Planned purchase of additional hours.	2.9%
<b>Total</b>	<b>2,011</b>	<b>2,011</b>	<b>2,070</b>	<b>59</b>		<b>2.9%</b>

The projected **revenue** overspend of £0.059m within HB Public Law represents 2.9 per cent of the total Delivery Unit budget (£2.011m). The variance relates to planned purchase of additional hours.

### 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 or MPI	11	1	0	0	12	0	7	5	0	12
<b>Overall</b>	<b>92% (11)</b>	<b>8% (1)</b>	<b>0% (0)</b>	<b>0% (0)</b>	<b>100% (12)</b>	<b>0% (0)</b>	<b>58% (7)</b>	<b>42% (5)</b>		<b>12</b>

**Key:**

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

### 3.2a Indicators

Ref	Indicator description	Polarity	2016/17 Annual Target	Q2 Target	Numerator and Denominator	Q2 2016/17 Result	Q1 2016/17 Result	DOT Short Term (From previous Quarter)	Q2 2015/16 Result	DOT Long Term (From Q2 previous Year)	Benchmarking
HBPL/C1	Acknowledge emails within 1 working day	Bigger is Better	95%	95%	56/59	94.9%	87%	Improving	97%	Worsening	Not available
HBPL/C2	Reply to emails within 5 working days	Bigger is Better	95%	95%	57/59	96.6%	100%	Worsening	97%	Worsening	Not available
HBPL/C3	Reply to fax or letter within 10 working days	Bigger is Better	95%	95%	59/59	100.0%	100%	Same	100%	Same	Not available
HBPL/C4	New Instructions Assessed and acknowledged within 3 working days	Bigger is Better	95%	95%	58/59	98.3%	92%	Improving	100%	Worsening	Not available
HBPL/C5	Respond to non-urgent requests within 10 working days	Bigger is Better	95%	95%	59/59	100.0%	100%	Same	100%	Same	Not available
HBPL/C6	Respond to further instructions on existing matters within 5 working days	Bigger is Better	95%	95%	59/59	100.0%	100%	Same	100%	Same	Not available

Ref	Indicator description	Polarity	2016/17 Annual Target	Q2 Target	Numerator and Denominator	Q2 2016/17 Result	Q1 2016/17 Result	DOT Short Term (From previous Quarter)	Q2 2015/16 Result	DOT Long Term (From Q2 previous Year)	Benchmarking
HBPL/C7	% of draft committee reports and delegated power reports cleared within 5 working days	Bigger is Better	95%	95%	106/110	96.4%	98%	Worsening	96%	Improving	Not available
HBPL/C8	Overall satisfaction	Bigger is Better	90%	90%	60/62	96.8%	100%	Worsening	98%	Worsening	Not available
HBPL/C8a	Satisfaction with performance	Bigger is Better	90%	90%	15/16	93.8%	100%	Worsening	100%	Worsening	Not available
HBPL/C8b	Satisfaction with quality of work	Bigger is Better	90%	90%	16/16	100.0%	100%	Same	100%	Same	Not available
HBPL/C8c	Satisfaction with time taken	Bigger is Better	90%	90%	14/14	100.0%	100%	Same	100%	Same	Not available
HBPL/C8d	Satisfaction with timeliness of response and completion	Bigger is Better	90%	90%	15/16	93.8%	100%	Worsening	93%	Improving	Not available

**Footnote**

C8a-C8d please note that not every client that fills out a questionnaire answers all of the questions. Questionnaires are sent out at the end of a case prior to closing; the KPIs represent the responses that were received. Please note that not every questionnaire is returned and for those that are returned not every question is answered.

Please note that for Quarter 2, 160 questionnaires were sent out, 16 were returned.

Of the 16:

15/16 were satisfied with performance (C8a)

16 satisfied with quality (C8b)

14 were satisfied with time taken (only 53 answered this question) (C8c)

15/16 were satisfied with timeliness (C8d)

15 + 16 + 14 + 15 = 60 (C8)

16 + 16 + 14 + 16 = 62 (C8)

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

Ref and Indicator Title	Comments and Proposed Intervention
HBPL/C1  Acknowledge emails within 1 working day	Level 1 intervention  Not all emails require a response and there are occasions where the fee earner will meet with the clients in response to new instructions. During the next quarter a review of KPIs will be carried out

## 4. Customer Experience

Customer Experience description	Comments and Proposed Intervention
Examples of Compliments received in Qtr2	<p><i>Thanks you so much for all your support and that you have promptly turn these three things around for me. I really appreciate it.</i></p> <p><i>In particular staff worked indefatigably on the section 106 agreement, on a number of occasions long into the evening, and managed (often under considerable pressure) to put it into a form which satisfied those concerned after consultation with relevant officers of the Council.</i></p> <p><i>Just wanted to formally say thank you for the clear advice you have provided and the timely response to the situation below. Really helpful and appreciated. Most definitely has provided me with the guidance I need to review and simplify our local procedure for illegal encampments.</i></p>

Customer Experience description	Comments and Proposed Intervention
	<p><i>This eviction has run quite smoothly and was well co-ordinated, this could not have been achieved without the assistance of our colleagues and partners especially: - HB law – the officers who provided me with daily clear guidance and legal advise</i></p> <p><i>Whilst writing, could I wish you an enjoyable period of leave and place on record my grateful thanks for all of your help and support during the externalisation of officers from the Council. And others have relied on your professional expertise, together with your team, and have really appreciated that you have been contactable throughout the process, which as you know, has been quite difficult and complicated at times.</i></p> <ul style="list-style-type: none"> <li>• <i>We must trumpet this brilliant example of commercialisations in practice</i></li> <li>• <i>Well done-we got there! Thanks for everyone's' hard work.</i></li> <li>• <i>Congratulations! That's great news</i></li> <li>• <i>This is excellent news, well done to you and your team as I do not underestimate the challenges and time that all of this takes.</i></li> <li>• <i>6 years ago when we were discussing the concept of a larger shared Legal Service across the public sector, I had no idea that you and the team would make it grow so quickly, not just in size, but more importantly, in developing a major reputation as well. At no point was I thinking that you would be opening a Harrow Council branch office in Aylesbury.</i></li> <li>• <i>The growth in HB Law has also brought with it cost stability, resilience and job opportunities, which would not be available to us from the private sector.</i></li> <li>• <i>Once again, congratulations to you and the team for a successful addition to HB Law.</i></li> </ul> <p><i>Many thanks for this clear and comprehensive advice</i></p> <p><i>In the past your officer has been extremely helpful and if possible could she be allocated this matter, if that is possible</i>  <i>Okay, thank you very much for your speedy response.</i></p> <p><i>Thanks . This is brilliant. The paper has, however, been withdrawn as the leader thinks there are too many items</i></p>



Customer Experience description	Comments and Proposed Intervention
<p>2 Complaints were received in Qtr2</p>	<p><i>on the agenda. We have the officer approval to go ahead and work on the strategy and then take the draft strategy to the Board later in the financial year. I will ensure that your comments are included – specially the legal section which is really helpful.</i></p> <p><i>Thank you so much for turning this round so quickly, enabling us to meet our deadline for Cabinet. I appreciate it very much.</i></p> <p><i>I just wanted to express my thanks to your officer for her work on a supplier contract over the last couple of months. Everything was carried out in a very professional, efficient and timely manner. I am all the more grateful as this is my first local authority post and the first time I have had to deal with a legal matter.</i></p> <p><i>Thank you for the swift response very much appreciated and very impressed by both you and the other officer.</i></p> <p><i>Thanks to your officer for her work on a supplier contract</i></p> <p><i>Over the last couple of months Everything was carried out in a very professional, efficient and timely manner. I am all the more grateful as this is my first Local Authority post and the first time I have had to deal with a legal matter.</i></p> <p><i>Just a quick note to say I found your training session was well planned out, delivered in an engaging manner and just right in terms of timing. It gave me a lot to think about (and re consider) as I plan to start writing another assessment tomorrow.</i></p> <p><i>I won't go into details, but just wanted to say that my interactions with your staff over the last 3 working days have been incredibly positive. The 3 officers. They really have been trying to live the council's values to make things happen and work as one council.</i></p> <p><i>Thanks for all of your work with these four cases a very good day for the anti fly-tipping campaign. Excellent that very nearly all costs were awarded</i></p> <p><i>Just to let you both know that in the meeting with him and your officer this morning commented that the training you provided was very good</i></p> <p><i>We were contacted by a discount market unit tenant complaining about his joint owners' eligibility for the market discount. This is being looked at by the Council.</i></p> <p><i>There were two complaints about the time it took to complete matters.</i></p>

## 5. Risk

HBPL measures risk in accordance with the Lexcel (Law Society). Risk cases are reported to the Barnet Monitoring Officer.

## 6. Equalities

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