

# VALE of GLAMORGAN

## **Litigation & Business Support Team Plan 2013/14**



# BRO MORGANNWG

Team Manager	John Lewis
Service Plan	Resources, Legal Services, Community Services
Date signed off	
Signed off by	

<b>Outcome 1:</b>	The Council's corporate objectives are achieved with the assistance of high quality support services.
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<b>Objective 1:</b>	To respond positively to the support needs of our customers and proactively promote our services.
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<b>Context for this objective:</b>	High client satisfaction levels are crucial, accurate advice is likewise crucial, particularly when resources are limited.
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<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
RS01/A001	Provide high quality responsive legal service responsive to client department needs and corporate priorities at a time of reduced budget.	Appropriate and timely legal advice is available when required. High client satisfaction with service responsiveness.	High	Debbie Marles	01.04.13	31.03.14	Legal Services budget.  By client departments when external lawyers are instructed (if the relevant protocol applies).	

RS01/A002	Broaden the skills of Legal Services staff to improve service resilience and cost effectiveness of services provided.	Increased service capacity and resilience, with minimal impact on client departments	Medium	Debbie Marles	01.04.13	31.03.14	Legal Services budget.	
RS01/A003	Explore and implement further collaborative arrangements to improve resilience of Legal Services.	Improved service efficiencies and resilience.	High	Debbie Marles	01.04.13	31.03.14		

<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
	Attend performance monitoring meetings with HOS and OM quarterly.	Contribution by team to any efficiency savings whilst maintaining standard of service.	High	JJL	01.04.13	31.03.14		
	Further develop workforce planning and capacity building within the service to support client department.	Maintain satisfaction levels with legal services by client department.	High	JJL	01.04.13	31.03.14		
	Manage skills audit process.	Increased ability to strategically plan for service delivery.	High	JJL	01.04.13	31.03.14		
	Continue to assist in meeting the Green Dragon scheme.	Awareness of and participation in meeting sustainability objective.	Medium	All	01.04.13	31.03.14		
	Participate in maintaining the Vale	Awareness of team of equality	Medium	All	01.04.13	31.03.14		

	Equalities Standard.	issues both internally by Agenda item, at mini team meetings and for client departments.						
	Continue to offer Service Level Agreements for the provision of legal services to all Town and Community Councils and provide associated service (if appropriate).	Facilitating easy access to affordable and specialist legal advice.	High	JJL	01.04.13	31.03.14		
	Assist in maintaining Lexcel accreditation.	Maintaining accreditation to ensure quality of service.	High	All	01.04.13	31.03.14		
	Attend regular service provision meetings with and HOS.	Legal Services to raise awareness to strategic direction of work programme of client departments and promotion of	High	JJL	01.04.13	31.03.14		

		Legal Services support.						
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