

VALE of GLAMORGAN

Community Services

Team Plan 2014/15



BRO MORGANNWG

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

Service Outcome 1:	From your Service Plan 2014/2015, inset a relevant outcome that relates to your team. Insert verbatim so your plan links directly to the service plan.
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Objective 1:	As above, insert a relevant objective verbatim from the service plan 2014/2015 so your plan links directly to the service plan.
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Context for this objective:	In this section you need to explain why the objective is important. Refer to your Service Plan and include only what relates to your service area/team. Under each objective, consider and make reference to risks, equality, sustainability, engagement and collaboration challenges as they apply to your team. You may wish to include a short paragraph if there is nothing specific you can refer to in the Service Plan.
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Ref.	During 2014-15 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
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		01.04.14	31.03.15	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		01.04.14	31.03.15	Legal Services budget.	
RS01/A003	Explore and implement further collaborative arrangements to improve resilience of Legal Services.	Improved service efficiencies and resilience.	High		01.04.14	31.03.15	Legal Services budget.	

Ref.	During 2014-15 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Attend performance monitoring meetings with HOS and OM quarterly.	Contribution by team to any efficiency savings whilst maintaining standard of service.	High	JL	01.04.14	31.03.15	Legal Services budget.	
	Further develop workforce planning and capacity building within the service to support client department.	Maintain satisfaction levels with legal services by client department.	High	JL	01.04.14	31.03.15	Legal Services budget.	
	Manage skills audit process.	Increased ability to strategically plan for service delivery.	High	JL	01.04.14	31.03.15	Legal Services budget.	
	Continue to assist in meeting the Green Dragon scheme.	Awareness of and participation in meeting sustainability objective.	Medium	All	01.04.14	31.03.15	Legal Services budget.	

	Participate in maintaining the Vale Equalities Standard.	Awareness of team of equality issues both internally by Agenda item, at mini team meetings and for client departments.	Medium	All	01.04.14	31.03.15	Legal Services budget.	
	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	JL	01.04.14	31.03.15	Legal Services Budget and income generated.	
	Assist in maintaining Lexcel accreditation.	Maintaining accreditation to ensure quality of service.	High	All	01.04.14	31.03.15	Legal Services budget.	
	Attend regular service provision meetings with and HOS.	Legal Services to raise awareness to strategic direction of work programme of	High	JL	01.04.14	31.03.15	Legal Services budget.	

		client departments and promotion of Legal Services support.						
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