

# One Legal Service Business Plan 2017-18

## 1. Service purpose and objectives

- To provide clear and robust corporate advice to officers and elected members
- To be focused on the business needs of our clients
- To work cost effectively and to quality management systems
- To set challenging standards and work to them
- To be innovative and flexible in approach
- To provide a dynamic and supportive environment for team members
- To actively seek out and deliver services to other public bodies

## 2. Progress against actions, projects, tasks or targets 2016-17

Non Council Plan actions only.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Contribute to induction training for new Members at CBC and GCC post May elections	Completed	31 Aug 2016	✓
Provide training to members and officers on planning processes and procedures	Completed	30 Sept 2016	✓
Contribute to review of GCC Contract Rules. (brought forward 2015-16)	Completed	April 2016	✓
Review the Data Protection Policy	To be undertaken in the context of new legislation during 2017/18	October 2016	✗
Review the Whistle-blowing Policy	Completed	May 2016	✓
Review the Anti-Fraud and Corruption Strategy	Completed	May 2016	✓
The following are subject to the new shared service commencing with Gloucestershire County Council (GCoC):			
Implementation of new Case Management system	The shared service with the County Council did not take place	31 Dec 2016	✗
Align legal procedures, as far as possible, across TBC, CBC, GCity and GCoC	The shared service with the County Council did not take place	31 Dec 2016	✗
Renew One Legal Office Manual to ensure that it is up to date	The shared service with the County Council did not take place	31 Dec 2016	✗

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Review GCoC legal records management	The shared service with the County Council did not take place	31 Dec 2016	*
Staff restructure/review	The shared service with the County Council did not take place	30 April 2017	*

## 3. Work programme 2017-18

Non Council Plan actions only.

Action	What difference will it make?	Date to be achieved
Review staffing structure	Ensuring structure is fit for purpose	July
Review operational practices process and procedures	Improved systems efficiency	October
Grow existing and target third party income/clients	Increased self-financing of service	March
Enhanced service offering to partner authorities	Reduction in partner authority costs	March
Develop and implement a marketing strategy	Focused income generation	December

## 4. Factors that may affect future service delivery

Factor
• Significant increases in workloads or new complex cases/projects
• Opportunities arising for expansion of the service
• Decrease in third party client market share
• Retention/recruitment of appropriately qualified staff