

# One Legal Service Business Plan 2018-19

## 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 2017-18

Non Council Plan actions only.

Action	Progress made	Date to be achieved	Complete ✓ or ✗
Review staffing structure	Put on hold pending consideration of opportunities under the action to grow existing and target third party income/clients	July 2017	✗
Review operational practices process and procedures	Undertaken in preparation for new case management system	October 2017	✓
Grow existing and target third party income/clients	Steady progress has been made throughout the period	March 2018	✓
Enhanced service offering to partner authorities	Current workload demands have not provided opportunities to explore enhanced service offerings to partner councils	March 2018	✗
Develop and implement a marketing strategy	Put on hold pending implementation of new case management system	December 2017	✗

## 3. Work programme 2018-19

Non Council Plan actions only.

Action	What difference will it make?	Date to be achieved
Implement new case management system	Improved efficiency/productivity, client interface and management reports	March 2019
Implement outcomes of operational practices, processes and procedures review.	Improved systems efficiency	June 2018
Review of further 3rd party income opportunities and structures to deliver	Income generation, staff development and service enhancement	October 2018

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Review of One Legal s101  
arrangements

Required under the agreement between the  
partner councils

October 2018

## 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