

# One Legal - Service Plan 2022-23

## 1. Service Objective

- To provide an effective legal service to the council and other partner councils support by One Legal.

## 2. Progress of 2021/22 service plan and Covid-19 recovery actions

Recovery actions are marked with a 'r'.

Action	Progress made	Date to be achieved	Complete ✓ or x
<b>Finance</b>			
To carry out a 1 year refresh of the Business Plan.	Completed	October 2021	✓
To undertake a review of the One Legal Operating Model.	Review completed.	October 2021	✓
To implement the new case management system.	We are working with the provider to implement final amendments and improvements to the system and subject to the successful implementation of these changes, the system will be implemented over Summer 2022.	July 2021	x

## 4. Key service plan actions for 2022-23.

Ongoing Covid-19 recovery actions are marked with 'r'.

Action	Purpose	Date to be achieved	Governance
<b>One Legal</b>			
Review staffing requirements and salary levels in One Legal	To ensure we have staff to deliver the service required by constituent Councils	Nov 2022	JMLG quarterly meeting
Consider succession planning	To ensure continuity of the service at a time when the public sector is struggling to recruit	Nov 2022	Project Board to be agreed with TBC comprising One Legal management team, HR and Finance

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Action	Purpose	Date to be achieved	Governance
Review the basis of the One Legal budget	To provide a transparent and equitable service	March 2023	JMLG
Review income generation principles for One Legal	To ensure they are achievable	August 2022	One Legal management team then JMLG
Successfully embed the new case management system	To provide a more efficient and consistent legal service and ensure staff are properly trained to fully exploit it	August 2022	TBC project board
Implement KPIs for One Legal	To allow benchmarking and clear target setting	Nov 2022- subject to case management reporting	JMLG
Review s101 agreement	To provide clarity on what service is provided and included in the annual budget for each Council	March 2023	JMLG and constituent Councils individually