

<p style="text-align: center;">Law and Governance Assistant Director Emily Yule</p> <p style="text-align: center;">The Law and Governance teams are predominantly support services and contribute to the delivery of the Joint Strategic Plan by providing professional support and advice to all other service areas. The team have an essential role in maintaining and promoting good governance throughout the organisation.</p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>1. The Council has introduced a new online payments system for those buying homes in their districts. The new system allows those requesting a Local Land Charge Search – which carries with it a search fee – to pay quickly and easily online, via credit or debit card. Most Land Charge Service customers are solicitors and agents delivering conveyancing services to those buying a house although anyone can request this service regarding any property. In addition we have added a new online form and payment system for personal searches, which include only selected parts of the full official search.</p> <p>2. The Council is GDPR compliant. GDPR or General Data Protection Regulations came into effect on the 25 May 2018. We have been training staff, updating privacy notices and introducing new procedure and policies to ensure we are complaint and that we treat people’s personal data accordingly inline with the new regulations.</p>			
Impact on communities / the way we work	<p>1. The new processes is easier and more convenient for our customers and by reducing administration time associated with payment by cheque this will reduce the time required for searches to be completed, giving customers the information they need faster. It will also help control the cost of delivering the service and there have been no increases in the Land Charges search fees this year.</p>			

Key for trend graph:

- 2015/16
- 2016/17
- 2017/18
- 2018/19
- _____ target

Key:

- n/a not applicable
- n/av not available
- highlighted measure, further detail in main report

**Internal Audit
Corporate Manager John Snell**

Performance measure	Period	Data	Target	Council	Trend	Comments
IA01 % of 'high priority' Internal Audit recommendations implemented NEW MEASURE Cabinet Member: Nick Gowrley Data Owner: John Snell	2018/19	n/a	100%	Both		There have been no 'high priority' recommendations issued during Q1
	Qtr.1					
	Qtr.2					
	Qtr.3					
	Qtr.4					

**Democratic Services
Corporate Manager Janice Robinson**

Performance measure	Period	Data	Target	Council	Benchmarking Information	Comments
DS02 No: of members of the public attending formal Council, Cabinet and Committee meetings NEW MEASURE Cabinet Member: Nick Gowrley Data Owner: Claire Philpot	2018/19	82	n/a	MSDC		Details of meetings where 15 or more members of the public were in attendance. Development Control A 11/04/2018 - 17 Development Control B 25/04/2018 - 17 Development Control A 09/05/2018 - 21
	Qtr.1					
	Qtr.2					
	Qtr.3					
	Qtr.4					

**Shared Legal Services
Service Manager Teresa Halliday**

Performance measure	Period	Data	Target	Council	Benchmarking Information	Comments
SLS03 % of legal challenges successfully defended (context of success means the outcome is a ruling in the Council's favour) NEW MEASURE Cabinet Member: Nick Gowrley Data Owner: Teresa Halliday	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	100%	n/av	Both	<p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis is labeled 'Qtr.1', 'Qtr.2', 'Qtr.3', and 'Qtr.4'. A single green bar for Qtr.1 reaches the 100% mark. The other three quarters have no bars, indicating 0%.</p>	There was one legal challenge in Q1, which was found in the Council's favour.

**Information Management
Corporate Manager Carl Reeder**

Performance measure	Period	Data	Target	Council	Trend	Comments
IM01 % of Freedom of Information requests responded to in 20 working days NEW MEASURE Cabinet Member: Nick Gowrley Data Owner: Martyn Jackson	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	95%	100%	Both	<p>A bar chart with a vertical axis from 0% to 100% in 20% increments. The horizontal axis is labeled 'Qtr.1', 'Qtr.2', 'Qtr.3', and 'Qtr.4'. A green bar for Qtr.1 reaches the 95% mark. Horizontal lines are drawn at the 100% level for Qtr.2, Qtr.3, and Qtr.4, indicating the target.</p>	During Q1 we received a total of 207 Freedom of Information requests, as well as 70 Environmental Information requests and 8 Subject Access requests.

Performance measure	Period	Data	Target	Council	Trend	Comments
IM02 Average number of days taken to complete land searches NEW MEASURE Cabinet Member: Nick Gowrley Data Owner: Julien Mery	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	7.84	5 days	Both	<p>A bar chart with a vertical axis from 0 to 9 in increments of 1. The horizontal axis is labeled 'Qtr.1', 'Qtr.2', 'Qtr.3', and 'Qtr.4'. A green bar for Qtr.1 reaches the 7.84 mark. Horizontal lines are drawn at the 5 mark for Qtr.2, Qtr.3, and Qtr.4, indicating the target.</p>	Data from the previous year 2017/18 Q1 records a turn around time of 9.5 days, and at Q4 2017/18 was 12 days. Data provided for Q1 is based on figures obtained from 16 Mar - 7 June, total number of searches during this period was 1030, following a transfer to a new system there should be a further improvement within the year. We are currently continuing to cleanse and digitise legacy data, this enables us to automate and speed up land search requests further.