Law and Governance
Assistant Director Emily Yule

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.

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	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.	1. The Property Team within Legal Services completed the acquisition of 8 residential properties across the two districts in September. 2. The Local Government Boundary Commission for England published its final recommendations for the warding of Babergh and reconfirmed proposals to reduce the number of Councillors to 32. The Council is now working on implementing these changes for elections to be held on 2 May 2019.		
Main Achievements (continued)	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 compliant and that we treat people's personal data accordingly in line with the new regulations.			

Impact on communities / the way we work	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.	1.These new acquisitions continue to add to our housing stock.		

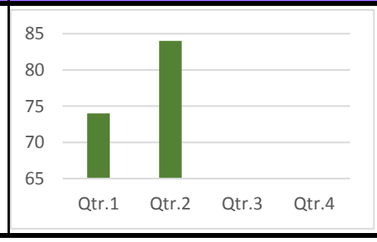
Key for trend graph:
- **2015/16**
- **2016/17**
- **2017/18**
- **2018/19**
- **____ target**

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

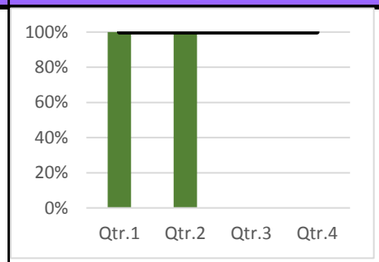
Internal Audit
Corporate Manager John Snell

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

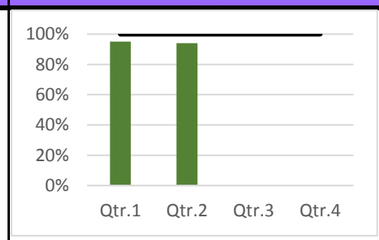
Democratic Services
Corporate Manager Janice Robinson

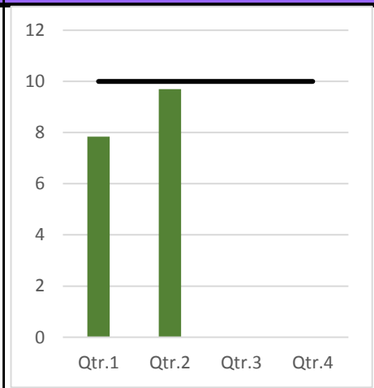
Performance measure	Period	Data	Target	Council	Trend	Comments
DS02 No. of members of the public attending formal Council, Cabinet and Committee meetings NEW MEASURE Cabinet Member: John Ward Data Owner: Claire Philpot	**2018/19** Qtr.1 Qtr.2 Qtr.3 Qtr.4	 74 84	**n/a** `	**BDC**		Details of meetings where 15 or more members of the public were in attendance. Planning Committee 25/07/18 - 53 Planning Committee 22/08/18 - 29

Shared Legal Services
Service Manager Teresa Halliday

Performance measure	Period	Data	Target	Council	Trend	Comments
SLS01 % of legal challenges successfully defended (context of success means the outcome is a ruling in the Council's favour) NEW MEASURE Cabinet Member: Derek Davis Data Owner: Teresa Halliday	**2018/19** Qtr.1 Qtr.2 Qtr.3 Qtr.4	 100% 100%	**100%**	**Both**		During Q2 there were 3 challenges all of which were successfully defended, relating to the following subjects; Fly tipping Food safety Gas services

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: Derek Davis Data Owner: Martyn Jackson	**2018/19** Qtr.1 Qtr.2 Qtr.3 Qtr.4	 95% 94%	**100%**	**Both**		During Q2 we received a total of 231 Freedom of Information requests, as well as 60 Environmental Information requests and 2 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: Derek Davis Data Owner: Val Storer	**2018/19** Qtr.1 Qtr.2 Qtr.3 Qtr.4	 7.84 9.7	**10 days**	**Both**		Our search return times are holding around 9.5 days on average for the last Quarter. We have completed 1187 searches during this period and we continue to cleanse the data to enable us to automate the process. Please note this target has been amended to 10 days, with the vision to reduce to 5 days in the future.