

<p style="text-align: center;"><b>Law and Governance</b>  <b>Assistant Director Emily Yule</b></p> <p style="text-align: center;"><b>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.</b></p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
<b>Main Achievements</b>	<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>1. The Property Team within Legal Services completed the acquisition of 8 residential properties across the two districts in September - ensuring that we continue to add to our housing stock.</p> <p>2. The Local Government Boundary Commission for England published its final recommendations for the warding of Mid Suffolk and reconfirmed proposals to reduce the number of Councillors to 34. The Council is now working on implementing these changes for elections to be held on 2 May 2019.</p>	<p>1. The Annual Canvass of Electors was concluded, and revised register published on Saturday 1 December 2018. The overall response rate was 98.06% with 39.56% of respondents using an electronic response method (telephone, online and text message).</p> <p>2. The Babergh (Electoral Changes) Order 2018 was made on 6 December 2018 and brings into effect, unamended, the final recommendations of the Local Government Boundary Commission for England in respect of the number of Councillors (32) and warding arrangements for Babergh</p>	<p>1. We have achieved bronze level status with the National Land and Property Gazetteers, this recognises the high standard of our data.</p> <p>2. Further work has been completed in relation to GDPR, with robust systems in place for monitoring at both officer and Statutory Officer levels.</p>
<b>Main Achievements (continued)</b>	<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 compliant and that we treat people's personal data accordingly in line with the new regulations.</p>			

<b>Impact on communities / the way we work</b>	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. A number of digital initiatives have contributed to a higher response rate, including the use of tablets by our canvassing staff. This will enable the register to be updated on a monthly basis.	
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<b>Key for trend graph:</b> <span style="color: green;">●</span> 2015/16 <span style="color: orange;">●</span> 2016/17 <span style="color: blue;">●</span> 2017/18 <span style="color: green;">●</span> 2018/19 <span style="border-bottom: 1px solid black; width: 20px; display: inline-block;"></span> target	<b>Key:</b> n/a not applicable n/av not available <span style="background-color: #e6e6fa; padding: 2px;"> </span> highlighted measure, further detail in main report
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**Internal Audit**  
**Corporate Manager John Snell**

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>IA01</b> % of 'high priority' Internal Audit recommendations implemented  Cabinet Member: Derek Davis Data Owner: John Snell	<b>2018/19</b>		<b>100%</b>	<b>Both</b>		This measure has been reviewed, there are a number of proposals being discussed for more meaningful measures relating to our Internal Auditing process to be reported in the coming year.
	Qtr.1	n/a				
	Qtr.2	n/a				
	Qtr.3	n/a				
	Qtr.4	n/a				

**Democratic Services**  
**Corporate Manager Janice Robinson**

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>DS02</b> No. of members of the public attending formal Council, Cabinet and Committee meetings  Cabinet Member: John Ward Data Owner: Claire Philpot	<b>2018/19</b>		<b>n/a</b>	<b>BDC</b>		Details of meetings where 15 or more members of the public were in attendance. Planning Committee 20/02/19 - 38 Planning Committee 03/04/19 - 21
	Qtr.1	74				
	Qtr.2	84				
	Qtr.3	136				
	Qtr.4	67				

Shared Legal Services Service Manager Teresa Halliday																
Performance measure	Period	Data	Target	Council	Trend	Comments										
<b>SLS01</b> % of legal challenges successfully defended (context of success means the outcome is a ruling in the Council's favour)  Cabinet Member: Derek Davis Data Owner: Teresa Halliday	<b>2018/19</b>		<b>100%</b>	<b>Both</b>	<table border="1"> <caption>Trend Data for SLS01</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Qtr.1</td><td>100%</td></tr> <tr><td>Qtr.2</td><td>100%</td></tr> <tr><td>Qtr.3</td><td>100%</td></tr> <tr><td>Qtr.4</td><td>100%</td></tr> </tbody> </table>	Quarter	Performance (%)	Qtr.1	100%	Qtr.2	100%	Qtr.3	100%	Qtr.4	100%	During Q4 there were 4 challenges all of which were successfully defended, relating to the following subjects; Dangerous building Fly tipping Licensing appeal Planning judicial review
	Quarter	Performance (%)														
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	Qtr.2	100%														
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Qtr.4	100%															
Information Management Corporate Manager Carl Reeder																
Performance measure	Period	Data	Target	Council	Trend	Comments										
<b>IM01</b> % of Freedom of Information requests responded to in 20 working days  Cabinet Member: Derek Davis Data Owner: Martyn Jackson	<b>2018/19</b>		<b>100%</b>	<b>Both</b>	<table border="1"> <caption>Trend Data for IM01</caption> <thead> <tr><th>Quarter</th><th>Response Rate (%)</th></tr> </thead> <tbody> <tr><td>Qtr.1</td><td>95%</td></tr> <tr><td>Qtr.2</td><td>94%</td></tr> <tr><td>Qtr.3</td><td>91.60%</td></tr> <tr><td>Qtr.4</td><td>93.40%</td></tr> </tbody> </table>	Quarter	Response Rate (%)	Qtr.1	95%	Qtr.2	94%	Qtr.3	91.60%	Qtr.4	93.40%	During Q4 we received a total of 238 Freedom of Information requests, as well as 84 Environmental Information requests and 19 Subject Access requests. Of the responses due in Q4 270 requests were dealt on time and 19 were late.
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Performance measure	Period	Data	Target	Council	Trend	Comments										
<b>IM02</b> Average number of days taken to complete land searches  Cabinet Member: Derek Davis Data Owner: Val Stoner	<b>2018/19</b>		<b>10 days</b>	<b>Both</b>	<table border="1"> <caption>Trend Data for IM02</caption> <thead> <tr><th>Quarter</th><th>Average Days</th></tr> </thead> <tbody> <tr><td>Qtr.1</td><td>7.84</td></tr> <tr><td>Qtr.2</td><td>9.7</td></tr> <tr><td>Qtr.3</td><td>11.6</td></tr> <tr><td>Qtr.4</td><td>5</td></tr> </tbody> </table>	Quarter	Average Days	Qtr.1	7.84	Qtr.2	9.7	Qtr.3	11.6	Qtr.4	5	Having successfully reduced the search time for land searches we will be reviewing the target associated to this in the coming year. Actual income for Q4 is £342 above the budget of £53,465. We continue to cleanse the data to improve the quality and speed of the searches. In the last year we have doubled the speed, on average a search takes half an hour.
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