

The principal purpose of the Service is to:

Governance and Law administers the core services within which the governance arrangements of the Council and Community Planning Partnership are undertaken. It includes a range of internal and external support services including support for the Council, other Departments, Council Committees, Community Councils, the Children's Panel and Elected Members and delivers legal services that include litigation, licensing and conveyancing. The service is responsible for delivering all elections, the Civil Contingencies function and information compliance duties such as Freedom of Information, Data Protection, corporate complaints and records management.

The Service employs 48 FTE

The Service faces the following significant challenges:

Supporting the new council in priorities: with increased focus on training and development requirement and supporting new governance arrangements, including paperless working for committees.

New governance arrangements associated with new ways of working: changes in Education; leisure trusts; continuing development of the IJB; digital transformation

Implementation of the Community Empowerment Act (2016)

Triennial renewal of Civic Government licenses.

Dealing with the implications of new legislation: named persons; changes to planning legislation; changes to GDPR; revised system for Social Work complaints via Scottish Public Service Ombudsman ; implementation of Public Records (Scotland) Act

Review of scheme for community councils and elections following implementation of the new scheme.

Elections: organising and running of elections; Boundary Commission review of UK Parliamentary Constituitions.

The difference the Service makes:

The Service contributes to the following Business Outcomes:

Governance and Law Success Measure

	SM Code	Outcome success measures	Target	Timescale	Benchmark
BO10		Quality of life is improved by managing risk			
	GL10_01	Number of Anti-social Behaviour cases resolved within agreed timescale of 13 weeks.	80%	Quarterly	New measure
BO17		The support needs of children and their families are met			
	GL17_02	Number of fully trained and serving Children's Panel members.	40-50	Quarterly	
BO23		Economic growth is supported			
	GL23_01	The percentage of taxi license applications, and applications for civic government licenses where there are objections or representation are processed within 50 working days.	95%	Quarterly	Previous year's data
	GL23_02	The percentage of Personal liquor licenses with no objections that are determined within 32 working days.	95%	Quarterly	
	GL23_03	The percentage of extended hours liquor license applications that are determined within 32 working days.	100%	Quarterly	Previous year's data
	GL23_04	The percentage of occasional liquor license applications that are determined within 32 working days.	100%	Quarterly	Previous year's data
	GL23_05	The percentage of applications for new Civic Government Licenses with no objections or representations that are determined within 32 working days (except Taxi licences).	100%	Quarterly	Previous year's data

	SM Code	Outcome success measures	Target	Timescale	Benchmark
BO28		Our processes and business procedures are efficient, cost effective and compliant			
	GL28_01	Percentage of responses made within the timescales for subject access requests under the Data Protection Act.	100%	Quarterly	Previous year's data
	GL28_02	Percentage of draft minutes published and action mandates issued within a week.	96%	Quarterly	Previous year's data
	GL28_03	Percentage of Members very satisfied or satisfied with member services support.	90%	Annual	Previous year's data
	GL28_04	Percentage of Members satisfied with new Casebook facility for managing constituency workload.	Year 1: 60% Year 2: 70% Year 3: 80%	Annual	New measure
	GL28_05	The performance standards set by the Electoral Commission are met.	100%	Quarterly	Past Performance: 100%
	GL28_06	Percentage of Community Councils who feel supported by the service.	75%	Annual	Previous year's data
	GL28_07	Percentage of responses made within the timescales for Freedom of Information requests.	100%	Quarterly	Previous years' data
	GL28_08	Percentage of complaints resolved by frontline (Stage 1) resolution.	75%	Quarterly	Previous year's data
	GL28_09	The percentage of substantive responses for all urgent requests for legal advice that are made within one working day.	100%	Quarterly	Previous year's data
	GL28_10	The percentage of responses for non-urgent requests for legal advice that are made within 20 working days - provided there is no extension agreement in place.	100%	Quarterly	Previous year's data
	GL28_11	All property transactions (conveyances, leases, securities, discharges) are completed by agreed date	100%	Quarterly	Previous year's data

SM Code	Outcome success measures	Target	Timescale	Benchmark
GL28_12	Section 75 Planning agreements are registered within 4 months from receipt of titles	100%	Quarterly	Previous year's data

Governance and Law Service Improvements

	Improvement Action	Completion date	Source of improvement	Source detail
BO10	Quality of life is improved by managing risk Arrange Community and Business Resilience events in local communities	September 2018	Other	
BO28	Our processes and business procedures are efficient, cost effective and compliant Move towards a paperless Committee process.	June 2018	Other	Implementation complete, but need to monitor programme. Progress to extend the functionality of the system.
BO31	We have a culture of continuous improvement Implementation of the Halarose Election management system. Re accreditation of CSE in June 2018 and annually thereafter.	September 2018	Other	
	Retain the Customer Service Excellence Award and annually review thereafter.	June 2018 and annually	Customer Service Action Plan	Governance and Law were the first full service of the Council to achieve the Customer Service Excellence Award and will continue to put customer service at the heart of our service planning and delivery to ensure retention of the award in future years.
	Review of the scheme for Community Councils and conduct elections	May 2018	Other	Scheme has been consulted on and will be reviewed. Elections will be held by May 2018.