

Service Delivery Plan 2008 to 2009 Legal Services Kennet District Council Legal Services

1 Key New Tasks and Service Developments for 2008 to 2009

Key Task 2008-2009	Corporate Strategy Reference	Comments	Revenue Costs/ savings
Renewal of LEXCEL accreditation	Improving Services	Inspection due in March 2008	
Anticipated increase in legal instruction	Community Leadership	It is anticipated that legal instructions will increase in relation to the transition to a new Unitary authority. Increased instructions can be expected in areas of contracts, asset sales and transitional agreements. As a small team it may be difficult to absorb such an increase in workloads fully in house and therefore exploratory discussions are taking place with County and other Districts to pool resources for shared services.	

2 Performance Management

KENNET DISTRICT COUNCIL		Actual	Actual		Target	Target	Quartile Information	
		2005/06	2006/07	To Sept 2007	2007/08	2008/09	Тор	Bottom
LEGAL SERVICES								
F006	The number of complaints to an Ombudsman classified as Maladministration	0	0	0	0	0		
F010	Number of complaints notified to us by the standards board	7	3	0	6	6		
F012	To prepare for consideration by clients, Draft Planning Obligations/Agreements within 10 working days	100.00%	100%	100%	100%	100%		
F013	Average number of days to respond to complaints to the ombudsman		new	6.5	29	28		