

Data Protection Officer  
Freedom of Information  
NW Leicestershire District Council  
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## **FREEDOM OF INFORMATION REQUEST 1046**

I write further to your email dated 19 December 2019.

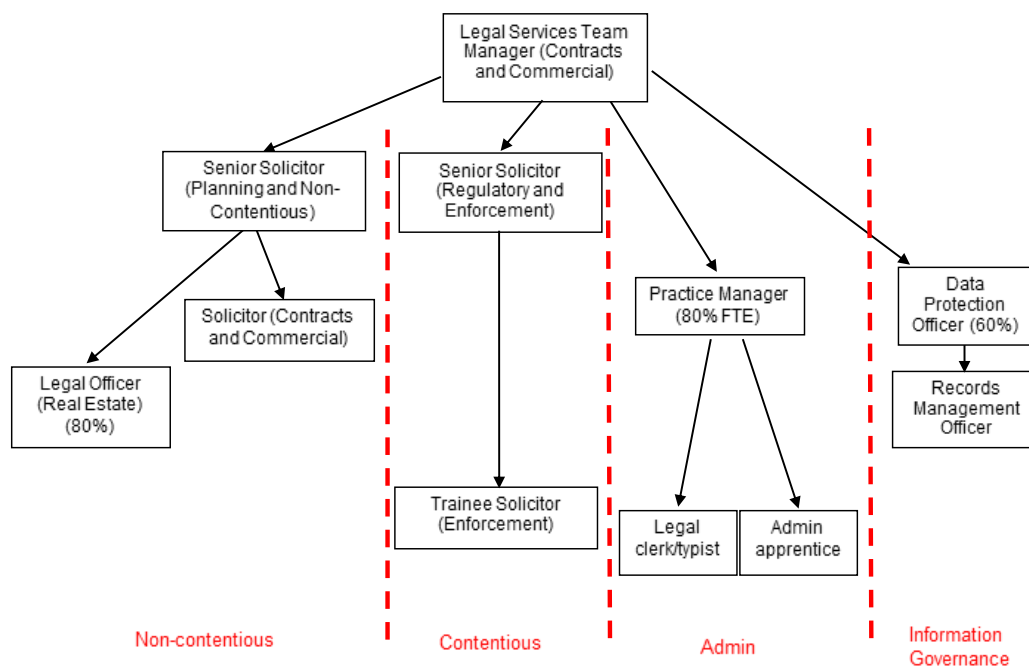
Your request has been dealt with under the terms of the Freedom of Information Act 2000, explained on our [freedom of information](#) page.

Your request:

- 1) Do you have an in-house legal team?
- 2) If the answer to 1) is yes, please provide:-
  - a) The structure of the legal team including breakdown of job roles and any administrative support together with job descriptions, person specifications and pay scales;
  - b) The legal team's key performance indicators (KPIs) or targets or alternative method of performance monitoring;
  - c) Information as to whether any of the legal service is outsourced, the costs of outsourcing for the years 2017, 2018 and 2019 to date including a breakdown of work type outsourced; and
  - d) Information on external legal fees and charges
- 3) If the answer to 1) is no, please confirm how your legal service is provided, including any associated costs, and provide details of how the service is monitored including targets and KPIs

Our response:

- 1) Yes.
- 2)
  - a) Please see attached documents.  
Team structure:



b) For the year 2020/21 (commencing April 2020) -

Amount of income generation from the sale of Legal Services - £132,000 per annum

Number of marketing interactions – 36 per year

Percentage of customer satisfaction against Legal Services team standards – 95%

Percentage of team fee earners satisfied with the support and delivery of admin services – 95%

Our response times as per our service standards are as follows:

Where initial instructions are received in Legal Services by 10am, we aim to allocate the matter to a lead officer and confirm this to you by 5pm, the next working day. This will be followed up with a confirmation within 2 working days of receiving instructions.

c) Our financial years run from 1<sup>st</sup> April – 31<sup>st</sup> March, so we have provided figures up to March 2019 as we are still in 2019/20.

	2016/17	2017/18	2018/19
<b>Litigation/Licensing</b>	£29,086.75	£16,788.75	£38,544.91
<b>Property</b>	£2,981.00	£3,850.00	£11,666.92
<b>Commercial</b>	£14,704.60	£1,606.40	£9,566.50
<b>Planning</b>	£37,663.22	£53,414.82	£24,871.64
<b>Governance</b>	£5,100.00	£4,551.70	£6,386.32
<b>Employment</b>	£0.00	£0.00	£2,550.00
<b>TOTAL</b>	<b>£89,535.57</b>	<b>£80,211.67</b>	<b>£93,586.29</b>

d) The council seeks to recover its legal costs for the following:

- Issuing copy documents
- Legal Costs for granting commercial leases to business tenants
- Leasehold Information Packs
- S106 Agreements entered into by developers

The legal team also charges its commercial clients for traded legal services according to hourly rates.

3) N/A

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### **GOING FORWARD**

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to [DPO@NWLeicestershire.gov.uk](mailto:DPO@NWLeicestershire.gov.uk) or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at [accessicoinformation@ico.org.uk](mailto:accessicoinformation@ico.org.uk).