

LGSS Law/CCC CFA Service Improvement Plan Listing Actions and Timescales - 17-06-04

	Action	Comment	Target Date	RAG
1	Formulate, agree and implement service level agreement (SLA) encapsulating the division of responsibilities between lawyer and CFA client officer.	Draft SLA (agreed by LGSS Law and Paul Finon/ Emma Cooper) sent to CFA heads of service on 23.8.17 for approval.	01-09-17	G
2	LGSS Law to establish regular Case Tracker (MI) reporting mechanism for S.31 cases	Case Tracker for S. 31 cases and PLO cases owned and updated by LGSS Law and sent to Paul Finon (CFA Court Practice Development Manager) at least every 14 days.	03-07-17	G
3	LGSS Law to review and agree a billing/invoicing format to ensure that CFA client is provided with sufficient information regarding expenditure on legal fees and other legal costs such as disbursements to enable it to identify and monitor the spend.	Invoicing format agreed and in use. Time costs invoiced monthly and sent to Fiona Van Den Hout (legal budget holder) and Roger Brett. As agreed with CFA, costs shown as split between 4 areas (Cambs & South; E. Cambs; Huntingdon; Disability units) and by matter types (S. 31 proceedings; PLO; LPM; other)	01-08-17	G
4	LGSS Law to devise additional Finance Management Information in order to inform CFA of average spends for different types of cases and to ensure continued value for money.	Monthly time costs breakdown sent to Fiona Van Den Hout (legal budget holder) and Roger Brett, shown as split between different matter types (S. 31 proceedings; PLO; LPM; other). Disbursements invoiced weekly.	01-09-17	G
5	CFA to devise scheme of authorisation setting out the parameters of authority for the various officers or posts within the team. In particular, authorisation for use of counsel, experts and for revising initial estimates for costs.	Costs and time estimate sent to relevant district safeguarding manager (for Children's social care matters) at the start of each case; revised estimates also notified. Further details / changes to scheme awaited from CFA (for Adults,	01-09-17	G

		Education, Commissioning and for Community Safety.)		
6	LGSS Law to formalise its Business Partner arrangements resulting in greater clarity as to whom within LGSS Law clients can liaise with and escalate service matters to. This will include the provision of information to clients regarding the LGSS Law senior team and their responsibilities.	Child care team structure and detailed contact list sent to all district safeguarding managers. Client care letter for each case (sent to instructing officer) includes details of relevant LGSS Law managers/ supervisors.	01-08-17	G
7	CFA to review the architecture of its client cost/budget centres with a view to more closely reflecting the existing structures so as to facilitate reporting and costs monitoring.	Current invoicing format (costs split for 4 areas) has been agreed between Fiona Van Den Hout and LGSS Law. Further details / changes to structure / cost codes or budget centres awaited from CFA for services other than Children's social care.	TBA	G
8	LGSS Law to implement a revised system of payment for disbursements to provide client with more information regarding the cost and service received. Client provided with scanned copy of invoice and invoiced for cost.	Disbursements invoiced to CFA weekly. LGSS Law provide CFA with scanned invoice from external supplier (and summary spreadsheet for all cases); CFA transfer funds to enable LGSS law to make payment.	03-07-17	G
9	LGSS Law to continue recruitment drive in order to achieve:- i) Additional capacity ii) A greater proportion of permanent employees and iii) A greater number of paralegal staff.	i) Additional capacity achieved through use of locum lawyers and paralegals, pending permanent appointments. LGSS Law child care team now comprises 8.5 FTE lawyers, 1.6 FTE principal paralegals and 5 paralegals. Barrister from local chambers seconded 2 days per week. ii) Interviews for permanent staff took place in early August 2017	ongoing	G

		iii) Paralegals increased from 3 to 5.		
10	LGSS Law to develop and implement a pro forma to be completed by all CFA clients when requesting legal advice.	Draft pro-forma awaited from CFA (Paul Finon / Emma Cooper) for Children's social care. Adults pro-forma already in use. LGSS Law (Practice manager) devising generic pro-forma which other CFA services may adopt.	01-08-17	R
11	LGSS Law and CFA to develop communications around the legal offer: i) Increase LGSS Law presence on Camweb, e.g. an LGSS Law Page and/or link to the LGSS Law website. ii) Better advertising of the legal training available to teams in CFA. iii) Improved visibility of structure charts/team lists and contacts in LGSS Law.	Link to www.lgsslaw.com on Camweb, highlighted on Daily blog on 1.8.17.	01-09-17	G