

Activity 13.5: Legal Services
Accountable Manager: Chris Gilbert

What services are provided?

- Provide legal advice to elected members and management, and manage the engagement of external legal advice

Why do we provide these services?

To advise elected members and the organisation on legal issues related to governance, regulatory and other functions of Council. To provide legal and commercial advice to enable Council to conduct its business in a risk averse and prudent manner, in accordance with good practice and external standards. This is provided through two mechanisms. The first is in-house legal services, which are on-site and have strong organisational knowledge and an ongoing educational function. The second mechanism is the engagement of specialist external legal expertise.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<i>Legal services support the delivery of Council activities and services to the community, and thus contribute to all community outcomes.</i>	
<p>Decisions are transparent and informed by timely, accurate and robust information and advice</p> <p>Statutory obligations are met by the Council</p>	<p><i>By providing and engaging external advice on legal issues related to Council business, elected members and managers receive prudent, timely legal advice that informs their decision-making, regulatory and business operations and ensures compliance with statutory requirements.</i></p>

Which group or section of the community will benefit from this activity?:
 Christchurch City Council and officers; external lawyers; planners; developers.

Key legislation:

- Local Government Act 2002; LGOIMA; Official Information Act; Elected Members Interests Act; Resource Management Act; Building Act;

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide legal advice to elected members and management, and manage the engagement of external legal advice					
13.5.1 First response to internal customer requests	100% responded to: Routine - 24 hours Urgent - 1 hour		Requests for Service (RFS) responded to: Routine - 24 hours Urgent - 1 hour		<i>Accepted</i>
13.5.2 Completion rates	At least 95% per Audit of notes in LEX		Requests completed within negotiated time frame, with priority given to earthquake response: 95%		<i>Accepted</i>
13.5.3 Judicial review / appeals / claims unfavourable to the Council	No unfavourable claims		Nil (provided legal services staff recommendations have been followed)		<i>Accepted</i>
13.5.4 Percentage of internal customers satisfied with the service provided			80%		<i>Accepted</i>
13.5.5 Adapt service delivery to give priority to earthquake recovery projects	Legal advice provided Completed within timeframes		13.5.5.1 Provide solution-based legal advice 13.5.5.2 Requests completed within agreed timeframes		<i>Accepted</i>