

Public Sector Corporate Services VfM Indicators

Legal Services 2010/11

If you have any questions please telephone Andrew Hill or another member of the Team on 020-8667-1144.

You can also email us at VfMIndicators@cipfa.org.uk

It is vital that you read the Audit Agency guidance/definitions both before and during completion of the form. Use the link below to get the guidance document or click the Audit Agencies Guidance tab.

<http://www.public-audit-forum.gov.uk/2010-11-legal.pdf>

Please note that there is a red question mark next to each question - this is a hyperlink to the guidance for that Indicator.

If for any reason you cannot fill in an indicator or you have a comment about a specific indicator, please complete the comments box at the end of the questionnaire.

SAMPLE QUESTIONNAIRE

LS1 Cost of the Legal Services function

£'000

Employee costs including employers NI, pension and recruitment costs	<input type="text"/>
External legal services (solicitors, counsel etc)	<input type="text"/>
IT costs	<input type="text"/>
Accommodation costs	<input type="text"/>
Supplies / consumables	<input type="text"/>
Library / publications	<input type="text"/>
Learning and development / training costs (LS6)	<input type="text"/>
Other costs	<input type="text"/>
? Total cost of the Legal Services function	<input type="text" value="0 k"/>
External income	<input type="text"/>
Total cost of the Legal Services function net of income	<input type="text" value="0 k"/>
? Organisational running costs (expenditure)	<input type="text"/>
Please ensure that the figure you return here is the same for all Streams that you have joined	
? LS1(a) Cost of the Legal Services function as a percentage of organisational running costs (expenditure)	<input type="text"/>
? LS1(b) Cost of the Legal Services function net of income as a percentage of organisational running costs (expenditure)	<input type="text"/>

LS2 The cost of in-house and externally sourced legal work

£'000

Total cost of the Legal Services function (from above)	<input type="text" value="0 k"/>
? Total cost of the in-house legal function	<input type="text"/>
? Total cost of externally sourced legal work	<input type="text"/>
Total cost of the Legal Services function	<input type="text" value="0 k"/>
LS2(a) The cost of the in-house legal function as a percentage of the total legal function cost	<input type="text"/>
LS2(b) The cost of externally sourced legal work as a percentage of the total legal function cost	<input type="text"/>

? Where you are using our online user and commissioner surveys we will receive your results automatically and you can leave this section blank.

Where you are using your own surveys you will have to feed back your average scores using the table below. Report to one decimal place. For the purpose of calculating average scores please use the following scoring system.

- strongly disagree = 1
- disagree = 2
- neither agree nor disagree = 3
- agree = 4
- strongly agree = 5

Commissioner Survey Average Scores

- The legal services function provides quality advice within agreed timeframes
- The legal services function contributes effectively to the organisation's governance, planning and policy processes
- The legal service reacts promptly when something goes wrong and acts effectively to address issues raised
- The legal service contributes effectively to managing the organisation's risk
- Legal services provide value for money

User Survey Average Scores

- The lawyer was accessible and had regard to any changing needs
- The advice provided by the lawyer was consistent and clear
- The lawyer's advice was constructive
- The lawyer kept me informed of progress
- The advice was provided within an agreed timeframe

SAMPLE QUESTIONNAIRE

LS4 Management Practice Indicators

?

MP1	A time recording system is in place and all legal staff record their time against legal matters	Please Select
MP2	The most senior officer in the organisation with a dedicated legal role has a seat on the corporate management team	Please Select
MP3	The legal unit has costed its internal legal services and developed charge-out rates for its internal lawyers	Please Select
MP4	All requests for legal services are coordinated through the legal services unit	Please Select
MP5	The legal unit has a formal business planning process which deals with its ability to deliver programmes and services	Please Select
MP6	A rigorous process of market testing is adopted when purchasing external legal services involving comparative analysis of all relevant costs and benefits	Please Select
MP7	Our tender specification(s) accurately reflect the expected need for legal services	Please Select
MP8	We do not have 'evergreen' contracts (contracts that have no expiry date or that include a 'perpetual option')	Please Select
MP9	The legal unit undertakes periodic reviews (at least biennially) of their legal services arrangements to ensure they continue to give value for money to the organisation	Please Select
MP10	There are personal development plans for all legal staff linked to the business planning process and the organisation's objectives	Please Select

Score

LS5 Cost of the legal function per full time employee (FTE)

Total cost of the Legal Services function (from LS1)	<input type="text" value="0 k"/>
Average number of <u>FTE</u> (excluding casual staff)	<input type="text"/>
? LS5 Cost of the legal function per FTE	<input type="text"/>

LS6 Cost of learning and development activity as percentage of the total pay-bill

Please ensure that you have included LS6 in LS1

	£'000
Total cost of learning and development (from LS1)	<input type="text" value="0 k"/>
Total pay-bill	<input type="text"/>
? LS6 Cost of learning & development activity as % the total pay-bill	<input type="text"/>

LS7 Total number of complaints received per legal employee

Total number of complaints received	<input type="text"/>
Total number of legal employees	<input type="text"/>
? LS7 Number of complaints received per legal employee	<input type="text"/>

LS8 Cost per hour of providing legal work

Total cost of the in-house Legal Services function (from LS2)

0 k

Total (annual) charged hours

? LS8 Cost per chargeable hour

0 k

LS9 Ratio of qualified legal employees (FTE) to total legal employees (FTE)
Ratio of legal staff (FTE) to support staff (FTE)

? Total number of legal FTE

Professionally qualified legal FTE

Total number of support / administrative staff

LS9(a) Ratio of qualified legal employees (FTE) to total legal employees (FTE)

LS9(b) Ratio of legal staff (FTE) to support staff (FTE)

:1

General Comments

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