

LEGAL SERVICES UNIT

ANNUAL REPORT

(TO 30 JUNE 2000)

UNIT MANAGER'S OVERVIEW:

There are a number of variations in the cost of outputs against the budget. Primarily these relate to the time staff spend on those activities against the estimated time as shown in the budget.

The budgeted figures reflect historical costs but in the every changing environment in which we operate fluctuations are inevitable. The introduction of FAMIS has meant that costs are allocated to activities according to where time is spent.

In addition to the above the recoveries from the Council's Business Unit is on a fixed contractual basis not actual costs incurred by the Legal Services Unit.

NET COST SUMMARY

Output Class	1998/99	1999/00	
	Actual	Budget	Actual
Corporate Advice	-48,121	0	-84,541
Legal Advice	78,519	60,000	222,908
Total Net Costs	30,398	60,000	138,367
Capital Outputs	0	2,500	1,030

Service Delivery Performance

Objectives		Performance Indicators		Achievement	
1.	To provide timely legal advice services, including legal opinions, and the accurate interpretation of statutes, district plans, bylaws and matters of law.	1.	Client unit satisfaction with legal opinions and other information provided based on timeliness and perception of quality is a real measure of performance.	1.	The Unit Survey has just been completed and the results are being finalised.
2.	To ensure that the Council is not involved in unnecessary litigation by maintaining liaison with relevant Unit Managers.	2.	Objective is to achieve at least a 75% client unit satisfaction rating. This is measured by an annual client survey conducted at the end of each financial year.	2.	The Unit Survey has just been completed and the results are being finalised.