

Legal Services & Democratic Services

FUNCTIONAL PLAN 2025-26

Our Purpose:

HERE TO SERVE. HERE TO PROTECT.

HERE TO KEEP YOU SAFE.

Action Plan 2025/26

KEY DELIVERABLE	ACTIONS TO ACHIEVE EXPECTED OUTCOMES	CONTRIBUTION TO PURPOSE/AIMS Responsible Officer	PROGRESS	Does this contribute to CRMP or HMICFRS actions (please state which)?	EVALUATION	TARGET DATE	STATUS
9.1 Review of the Lead Members role	To provide greater clarity on the deliverables of the role and how engagement with the Lead Members can be most effective and communicated across both Members and staff.	Effective governance, scrutiny and transparency of the services being delivered to the community. Legal and Democratic Services Manager; Head of Legal Services	Q1 UPDATE A review of the role of Lead Member was undertaken with feedback from appointed Lead Members in the 24/25 municipal year and the Officers from the respective areas. Amendments to the process were proposed and agreed at the AGM which include additional meetings with strategic members of SLT to update Members on the corporate plans and broader corporate knowledge whilst then focusing on their specific areas within the organisation. Action Closed.	No	Scrutiny from the Member Development Group, Lead Officers and full Authority	June 2025	

9.2 Promote the role of and awareness of the Authority with staff	To enhance engagement between both Members and staff through implementing changes to the staff engagement days, feedback from station visits to all Members and enhanced visibility on the intranet of Members to all staff.	Legal and Democratic Services Manager, Head of Legal Services	Q1 UPDATE New videos on Members and their roles have been created and uploaded on the intranet. The team are working with the Corporate Comms team to utilise Hot News to relay more information regarding Members along with the planning which is underway for the engagement days scheduled throughout the year. Q2 UPDATE Action Complete. Q3 UPDATE Action Complete	No	Pulse survey, staff engagement days and station visits	December 2025	
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9.3 To create superusers of the new cloud-based case management systems within the department who will streamline processes and workflows to allow the team to be more efficient in responding to its clients	Training is to be delivered to the team and workflows, templates and work allocation systems to be implemented.	Head of Legal Services	Q1 UPDATE Training has been delivered within the team. The creation of the workflow has been included into the system with new processes being identified as a team and implemented accordingly. Q2 UPDATE Q3 UPDATE Action Complete.	No	Internal department review, time recording and reports on number of cases handled and any additional feedback form functional meetings.	September 2025	
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9.4 Review of the hire and use of MFRA premises	A working group has been established as this action is being carried forward. The working group will make recommendations to SLT as to the use of MFRA premises, the process, accessibility, security and relevant training to implement the process	Improves the Services ability to engage with communities which will compliment and contribute to its prevention strategy. Head of Legal Services	Q1 UPDATE The data has been obtained from the community users. A draft of the updated SI I due to be brought to the next meeting of the working group for amendments and feedback prior to being presented to SLT. Q2 UPDATE Prior to the completion of the draft Service Instruction (SI) a review of the security arrangements has been explored for the proposal to continue to support community engagement without compromising security on MFRA premises. Q3 UPDATE The security arrangements are being updated and an online form introduced to make the process more efficient and introducing greater risk management. Q4 UPDATE The proposal is due to be rolled out in 2026/27 following SLT approval and notice to all current users as the transition to the new process is implemented	Yes, promotion of community engagement and accessibility to all from MFRA	The working group will engage with staff based on station, end users and scrutiny from SLT.	March 2026	
9.5 Work with other Functions to review and refresh the Corporate Risk Register	Work with an external facilitator to implement the new approach to managing corporate risk including the development of departmental risk registers Build a corporate risk register	Improving the Service's overall approach to risk management to assist with planning and service delivery. Head of Legal Services (with Director of Strategy and Performance)	Q1 UPDATE Meetings are continuing to be held with each directorate to discuss their current risks, emerging risks and those which are contained within the corporate risk register for a functional risk register to be drafted. Q2 UPDATE The meetings with directorates are ongoing and due to complete in the new year Q3 UPDATE	Yes, supports CRMP standard and Internal Governance and Assurance standard	External review and best practice approach to be adopted. Members to scrutinise and approve any new approach implemented.	March 2026	

			The departmental meetings with the risk advisor have all been completed. The departmental risk registers will now be produced and a meeting with SLT held to complete the revised corporate risk register. Q4 UPDATE The external review has been undertaken and new risk registers devised. The new corporate risk register will be brought to Members for 2026/27.				
KEY	Action completed			Action not completed. See individual actions for details.			