

## **GREENWICH LEGAL SERVICES VISION**

- Greenwich Legal Services is committed to being a high performing in house legal service which plays an essential part in the achievement of the Royal Borough's priorities and objectives for the benefit of our community. We aim to achieve this under 3 key areas as follows:

### **Our Clients and Services**

- Working with clients to maximise the value that Legal Services can provide
- Developing a corporate approach to all legal matters
- Protecting the Council's reputation
- Advising on a robust decision making framework
- Acting as the conscience of the Council through the Monitoring Officer role

### **Our Staff**

- Improving services through the development of our staff
- Maximising fee earning time spent on legal work and carrying out the Monitoring Officer role
- Seeking to balance legal work being done internally and externally
- Encouraging young people in the Borough to consider a career in local authority legal services

### **Value for money**

- Maximising the use of technology
- Reviewing processes to ensure we achieve further efficiencies
- Seeking to control and maximise the value of external legal spend

## **GREENWICH LEGAL SERVICES VALUES**

### **How we treat our clients**

#### ***Excellent customer service***

- Consistent
- Approachable and accessible
- Proactive and responsive
- Regular communication
- Understanding the needs of the clients and the Council

#### ***Respect***

- Mutual trust and respect
- Integrity
- Confidence
- Managing expectations positively
- Delivering on our promises
- Effective relationships

#### ***Legal advice focused on outcomes and solutions***

- Innovative
- Practical and pragmatic
- Clear and relevant
- Delivered to agreed timescale
- High quality
- Alignment with Council's objectives and priorities

#### ***Value for money legal services***

- Emphasis on efficiency
- Maximises use of Council resources
- Awareness of overall financial landscape