



Legal & Property Service Statement

Document Information

Title	Inverclyde Council Finance Service Statement
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Description	This document summarises the Services provided , commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6th Feb 2017	G Malone	NA

Overview of the Service

Legal & Property Services provide a range of comprehensive services, comprising both front line and support services in relation to:

- The administration of Committees
- Services to Members
- Legal Services
- Internal Audit
- Licensing
- Technical Services
- Property Asset Management, Client and Building Maintenance

Service Objectives

Legal and Property Services have the following objectives:

- To provide and support effective and robust decision-making structures and to keep these under review.
- To provide accurate and reliable legal advice to Committees and the Council and to the respective services of the Council.
- To transact efficiently the legal business of the Council and its services and to advise and support its quasi-judicial Boards and the Licensing Board.
- To register key business risks and dependencies and to promote risk awareness and good decision making processes through focused, relevant business and option appraisal.
- To ensure that the Council's property portfolio is fit for purpose.
- To ensure that the Council's property portfolio is run as efficiently as possible and that surplus properties are disposed of.
- To ensure that the Council's property portfolio is properly maintained.
- To ensure that all statutory inspections are carried out, appropriate records are kept and properties are maintained in a safe condition.
- To reduce the carbon footprint of the property portfolio.
- To ensure that all building projects are well designed and carried out economically and to a high standard.

To ensure that all Council property is, as far as is possible, accessible to staff and customers with Delivery is via nine Service areas:

Committee Services

- Services for the efficient organising and administering of the Council and its Committee structure and the recording of its decisions.
- The co-ordination of Freedom of Information responses for the Council's Services; responsibility for the Council's Publication Scheme.

- Keeping the Council's Corporate Governance Framework up to date.
- Comprehensive administrative service to Inverclyde Children's Panel and Inverclyde Children's Panel Area Support Team.

Services to Members

- A confidential, comprehensive, administrative and secretarial service to the Council's 20 elected members (increasing to 22 from May 2017), including the Leader of the Council and Provost.
- Research, members' training and development.
- Dealing with constituent enquiries and surgery arrangements.
- The administration of elections and referendums.

Procurement and Conveyancing

- The sale, purchase and lease of land.
- Advising on Planning Law matters and the administration of the Planning Local Review Body.
- Providing advice and assistance in relation to all contract and procurement matters, including ensuring compliance with the European Procurement regime and the Council's Standing Orders.
- Freedom of Information reviews.
- Community Council liaison.
- Making all Traffic Regulation Orders.
- The administration of repairs/improvement grants.
- General advice and assistance to all Council services.

Licensing, Litigation and Advice

- Administration of the Licensing Board and associated regime under the Licensing (Scotland) Act 2005 and elements of the Gambling Act 2005.
- Administration of Civic Government Licensing and the General Purposes Board in relation to Taxi Licensing and other matters.
- Representation of the Council at court, tribunal or arbitration. Management of all litigation and provision of advice including that relating to Employment Law, Education, Anti-Social Behaviour, Child Protection, Adult Protection, Mental Health law, Permanency Planning for vulnerable children and the Adoption Panel.

Internal Audit

- Audit and Corporate Fraud services to the Council as well as services in relation to risk management and business continuity.

Technical Services

- To provide multi-disciplinary Design and Project Management Services for new build and refurbishment contracts in the delivery of the Council's Capital Programme.
- To provide technical support and guidance to the Council and its services in property and construction matters.
- To carry out option appraisals and feasibility studies.
- To prepare statutory applications and ensure compliance with all relevant regulatory matters.

- To ensure the design is 'fit for purpose'.
- To prepare tender documents, evaluate all tenders received and provide support and guidance on construction procurement legislation.
- Contract monitoring.

Property Assets

- To maintain an up to date Property Assets Management System.
- To identify surplus and underused or inefficient properties.
- To liaise with other services to provide better and more efficient operational properties.
- To dispose, by sale or lease, surplus properties.
- To acquire, by purchase or lease, additional properties required.
- To manage non-operational properties where occupied.
- To maintain and return SPI's including DDA, Suitability and Condition.

Property Client

- To develop the Council's School Estate Strategy.
- To manage the Council's Capital Programme relating to Property.
- To manage the Council's Public Private Partnership (PPP) Schools.
- To act as professional Client for all major building projects.

Property Maintenance/Statutory Duties

- To provide Statutory duties services including Management of Asbestos, Accessibility, Fire Risk and Procedures, Water Safety & Hygiene, Gas Soundness / Safety, Fixed Electrical Installations & Emergency Lighting, Portable Electrical Appliances, Lightning Protection Installations, and Lift Installations.
- To provide a reactive and proactive Property Maintenance service for all Council properties, utilising both the Council's own in-house contractor and external contractors

The Service contributes strongly to the delivery of the Single Outcome Agreement and is particularly relevant to the following outcomes:

SOA Outcome 1	Inverclyde's population is stable with a good balance of socio-economic groups.
SOA Outcome 2	Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life
SOA Outcome 3	The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential.
SOA Outcome 5	A positive culture change will have taken place in Inverclyde in attitudes to alcohol, resulting in fewer associated health problems, social problems and reduced crime rates
SOA Outcome 6	A nurturing Inverclyde gives all our children and young people the best possible start in life
SOA Outcome 7	Inverclyde is a place where people want to live now whilst at the same time safeguarding the environment for future generations

SOA Outcome 8	Our public services are high quality, continually improving, efficient and responsive to local people's needs.
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Customer Commitments

We are committed to:

- Providing high quality legal, property and audit services which ensures that Inverclyde Council is a modern and efficient organisation with effective decision making structures.
- Providing clear reliable and accurate information to elected members and services.
- Making contact with us easy and straightforward.
- Providing a service that is effective and which you would recommend.
- Progressing all applications for licences in terms of the relevant statutory timescales.
- Ensuring the Council's contractual arrangements comply with the statutory regime.
- Delivering the Council's Capital Programme.
- Ensuring the timeous issue of Committee/Council papers and minutes.
- Ensuring the successful delivery of elections and referendums

What You Can Expect From Us

- For legal issues, we will provide clear and concise advice to the Council, its services and its Elected Members which is dependable and accurate.
- Our audit function will assist with business-process development and lead the Council's actions in risk awareness.
- We will ensure that property is as suitable for its use, sufficient for the occupants needs and in as good condition as possible, within the constraints of available budgets.
- Will liaise with you to ensure building works meet your needs.
- We will respond timeously to requests for assistance.

How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Being aware of timescales and consulting legal officers at the earliest relevant opportunity with concise and specific requirements.
- Being aware of timescales for the submission of papers for Committee/Council meetings.
- Providing a clear Brief or description of your property requirements.

- Reporting any building faults promptly and to the appropriate officer.
- Telling us if we have exceeded your expectations or have not delivered a service to your satisfaction.

How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail customerservices@inverclyde.gov.uk

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at customerservices@inverclyde.gov.uk

If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

www.inverclyde.gov.uk/council-and-government/complaint

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at **comments@inverclyde.gov.uk** or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

Successful Learners

Being supported and guided in lifelong learning. Having opportunities for the development of skills and knowledge to support achievement in educational establishments, work, leisure or the community.

Confident Individuals

Having a nurturing place to live and learn, and the opportunity to build positive relationships within a supporting and supported community.



Effective Contributors

Responsible Citizens