

Appendix P – Legal Services

1. Legal service

Legal, Licensing and Registration will use all skill, care and diligence in providing legal services working with the School to create a climate of mutual trust and respect and to solve problems jointly, endeavouring at all times to provide a service which is responsive to needs. Advice will be available on issues such as; trespass/nuisance, disclosure of records, parental disputes concerning pupils, admissions, extended schools, Council's Violence as Work Policy, contract disputes, commercial agreements, planning/rights of way issues, trust and charity law and Human Rights contract disputes, commercial agreements, planning/rights of way issues, trust and charity law and Human Rights Act

2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population. The details are listed below in Table 1.

Year	Number of responses	% of Leeds Schools
2004/05	131	48.16%
2005/06	74	27.2%
2006/07	89	32.72%
2007/08	71	26.29%
2008/09	89	32.96%
2009/10	87	32.22%

Table 1 : Total number of responses by year.

3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Legal, Licensing and Registration, LCC	74	89	71	89	76	10	1	87

Table 2 : Total number of responses by service provider.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg.	Performance Level	Avg	Performance Level	Change
Legal, Licensing and Registration, LCC	2.34	Good	2.29	Good	2.33	Good	Worse

Table 3 : Performance level by legal service providers

Legal, Licensing and Registration recorded a slightly worse score than last year but remain a good service. The performance score has remained similar for a number of years.

A list of comments is available in [Annex P](#)

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Legal, Licensing and Registration, LCC	51	1	24	9	0	1	60	1	26

Table 4 : Value for money by service providers

The vast majority of schools that responded to this question recorded that the service was delivering value for money.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Legal, Licensing and Registration, LCC	20	13	43	3	3	4	23	16	48

Table 5 : Expected improvement by service providers

The majority of schools did not offer comment on whether the service should improve or not.

The full list of unedited comments is available in [Annex P](#)

Annex P – Legal Services

Legal, Licensing and Registration, provided by Leeds City Council

1. Please explain why you rate the service provider this way?

Positive responses

- Always there when you need them.
- Whenever we have needed advice they have always responded promptly and efficiently.
- We have not needed to use Legal Services this year.
- No problems.
- This has only been used on one occasion but I felt highly supported.
- No dealings personally to date with this department.
- Whichever section contacted advice given very quickly, helpful at all times.
- Have used service occasionally - always responsive and act quickly.
- We have had two legal cases and two difficult employment considerations. Throughout all of the above we had excellent communication, guidance and delivery.
- Use this service very rarely but when needed very good.
- We have used when slander against a member of staff.
- Very good, gave good support and advice in the past. Debt recovery is the only area which was not very helpful.
- Very helpful with difficult situations.
- Haven't had recourse to use Legal Services but it's good to know they are available.
- Can't really comment as haven't used.
- We have had little use for the services of LCC's legal team.
- Have not used the service recently.
- Currently working closely with legal dept on a specific case and to date we have been very impressed with the standard of the work. We have not used legal dept for many general issues this year.
- Extremely helpful, respond quickly to requests.
- Not aware of ever having had to use them.
- Could be more proactive and robust. Advice can be too 'safe' which does not give confidence.
- Helpful advice.
- Don't use them much but satisfactory when needs have arisen.
- On the occasions I have had to call for help, assistance has been prompt, welcoming and extremely clear. In all three instances I felt that there was strong effective support. Thank you.
- Seems satisfactory. There if you need it.
- Whenever need advice are able to give appropriate advice.
- A private / confidential matter was dealt with in a professional manner showing sensitivity with tenacity. However, I am now APPALLED to be asked to add to a statement made in 2007 with 2 days notice.
- Good sound advice always given. Very helpful.
- Service has served us well.
- Only scored satisfactory because we have not had to use this service to date but use the SLA just in case.
- Always responsive.
- Have not used the service for a long time but when we did excellent advice and support given.
- Always available, sound advice and support.
- Rarely used but always had a good service.
- Helpful, thorough and responsive when I consulted them.
- Always professional and astute advice.
- Excellent when I have made telephone enquiries about a range of issues.
- Helpful and professional when called upon.

- When we have needed to consult them they have been very helpful.
- Prompt quick support.
- Helpful and supportive, esp to the Governors.
- Give advice when needed. Helpful.
- Have not had to deal with legal services this year but any previous dealings have been very high quality.
- Always polite and give good advice.
- Efficient and reliable.

Negative responses

- Very poor service, slack practice, confused as to who the customer is!!
- Chasing of debt very poor. Never seem to get any money back. Is this because under £100 are not significant to chase. £100 to schools is a lot.
- Hardly ever use them so difficult to say.
- Sometimes hard to get through to get an answer.