

Legal and Corporate Services

Overview and Scrutiny Board

7 July 2026

Charlotte Benjamin



# Directorate

Area	Role	Name / Status
Directorate	Corporate Director	Charlotte Benjamin
Legal Services	Head of Service	Ann-Marie Wilson
Democratic Services	Head of Service	Vacant post
Human Resources	Head of Service	Nicola Finnegan
Marketing and Communications	Head of Service	Andrew Glover
ICT and Digital	Head of Service	Lynsey Zipfell



# Focus

- Governance
- Legal compliance
- Workforce
- Technology and Digital
- Marketing and Communications



# Priorities 2026/27

- Maintain lawful decision-making
- Provide legal support across the organisation
- Deliver People Strategy
- Deliver Digital Strategy
- Maintain governance frameworks
- Deliver emerging communications strategy



# Activity 2026/27

- Legal and governance support
- Committee and decision-making processes
- Preparation for May 2027 elections
- Workforce planning roll out
- Progressing digital overview and key system improvements
- Communicating Council Plan priorities



# Challenges

- Responding to and preparing for emerging legislative and regulatory changes
- Increased demand
- Complex casework
- Financial pressures
- Recruitment in some specialist legal roles



# Risks We Manage

- Failure to respond effectively to legislative change
- Cyber security
- Unlawful decisions
- Workforce capacity
- Member and officer alignment



# Proposed Performance Measures to Track Effectiveness and Contribution to Council Plan

- Customer    timeliness and accessibility
- Business    governance compliance
- People        turnover, engagement and satisfaction
- Finance       budget management



# Finance Challenges

- Workforce costs
- ICT and cyber costs
- Legal demand



# Key Messages

- Supports the effective operation of the Council
- Ensures lawful decision-making
- Governance compliance
- Workforce support
- Digital capability



# Questions

