

# ACTION POINTS FOR EFFICIENCY IN PUBLIC SECTOR LEGAL WORKING

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**GENERAL**

**IT / KNOWLEDGE  
MANAGEMENT**

**ACCOMMODATION**

**SUPPORT STAFF**

**WORKING FROM HOME**

(CLICK ON TOPIC)

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## GENERAL

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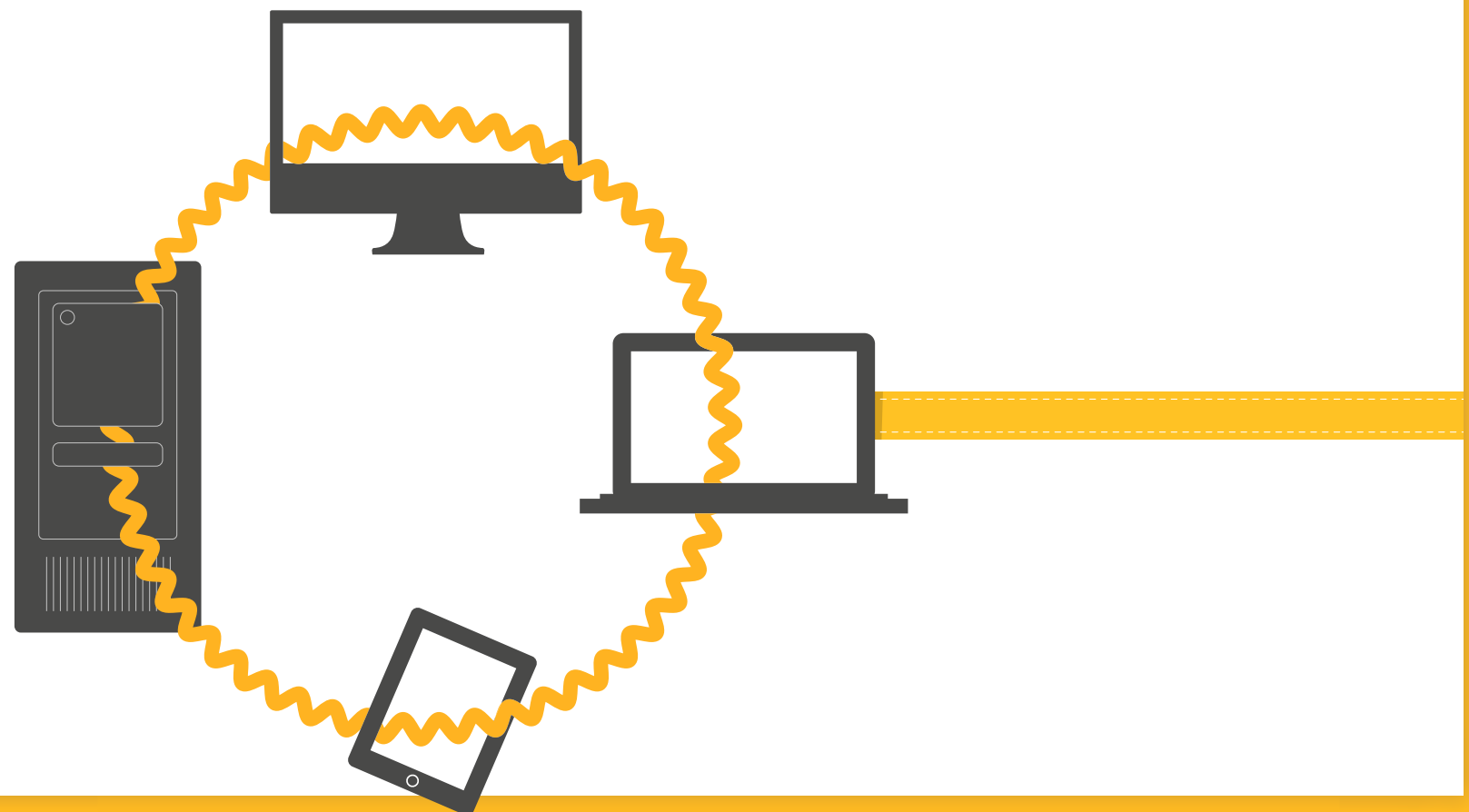
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{ Need for resilient systems }

{ Investment in financial systems and planning,  
and in culture can lead to long-term savings }

{ Good project manager and technical support is essential }

{ Size of central government can be a challenge to share best practice – sites like  
LION are good for connecting public sector lawyers }



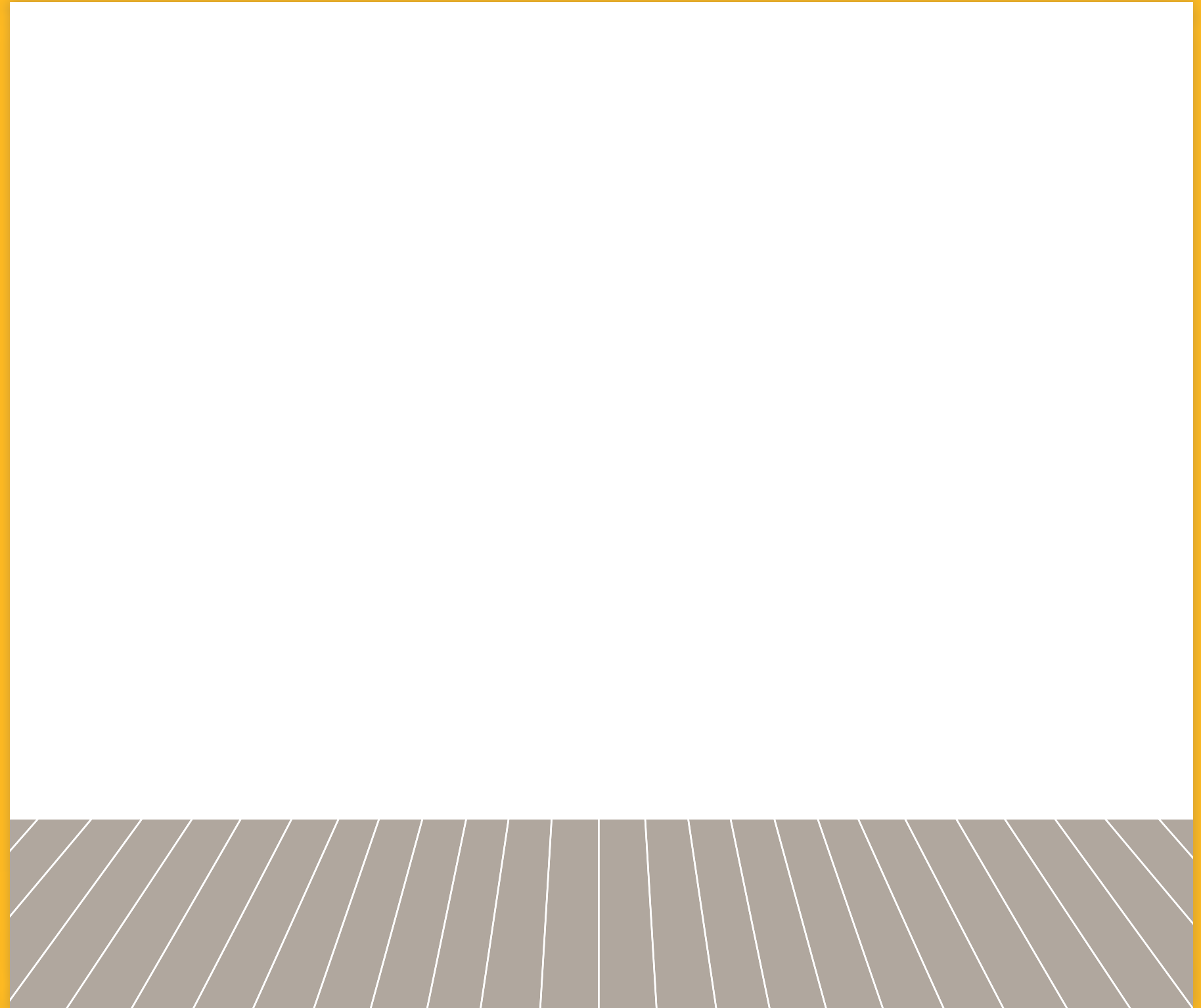
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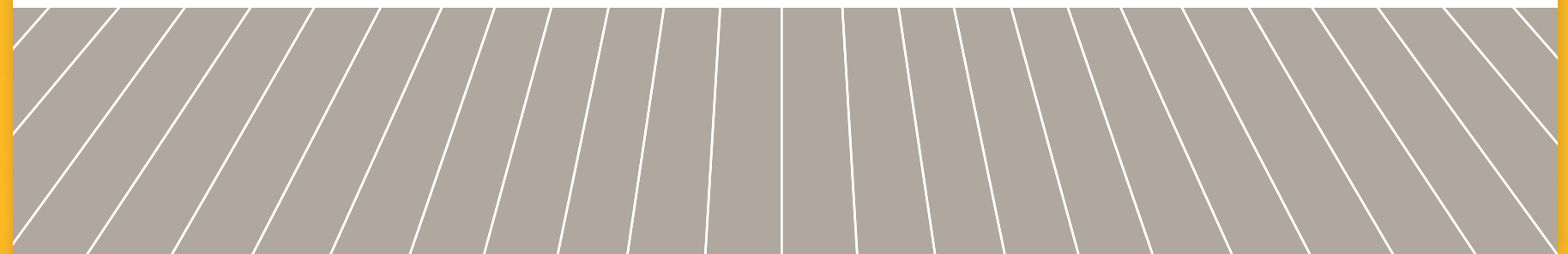
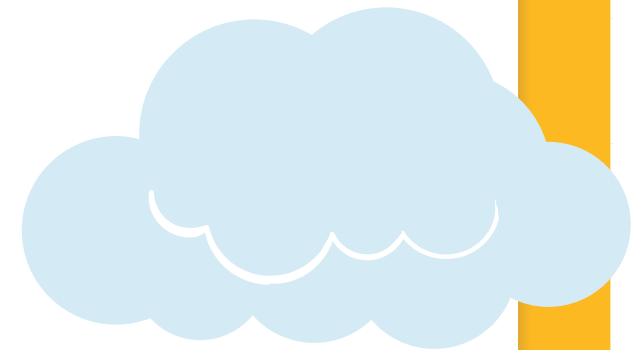
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# SETTING THE SCENE



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# SETTING THE SCENE





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# SETTING THE SCENE

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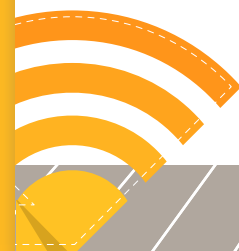
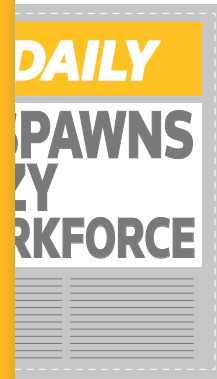
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ACCOMMODATION

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IT / KNOWLEDGE  
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### RECOMMENDATIONS

- Developing knowledge management system. E.g. E-library
- TFB – word search database (used by Avon and Somerset Police)

BEST PRACTICES

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- **Document control systems**
  - There is no perfect system, customers have different needs
- **E-mail management is crucial**
- **Keep things simple for compliance**
- **Move to collecting precedents and useful resources centrally – using LION**
- **Case management systems are more developed in local government**
  - Case management should also include advice; a system for both litigators and advisory
  - Hard charging
- **Should be greater compatibility between systems**

RECOMMENDATIONS

NEXT TOPIC OF DISCUSSION

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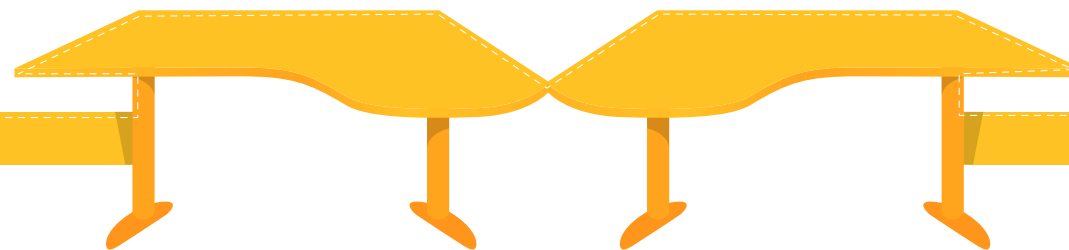
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## RECOMMENDATIONS

- **8 desks for 10 people is standard in central government – move to 7 or 6?**
  - Bear in mind future changes in staffing levels and the impact this may have on your desking needs
- **Case management systems might not be available in client areas, only on legal desktops**



BEST PRACTICES

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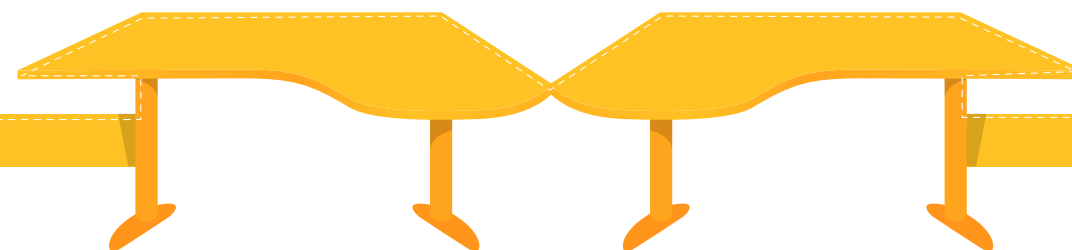
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- **Hot-desking can be useful but can be an issue**
  - People want to be in teams, “villaging” can help this
  - Equal treatment for all helps
  - People need to understand why moves or open plan etc are happening/beneficial
- **Case management systems might not be available in client areas, only on legal desktops**



RECOMMENDATIONS

NEXT TOPIC OF DISCUSSION



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## RECOMMENDATIONS

- Using paralegals rather than secretaries creates career path for legal support staff
  - This has been very successful where this practice has been adopted

NEXT TOPIC OF DISCUSSION

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## RECOMMENDATIONS

- **Allowing flexibility is good for staff morale and good for efficiency**
  - Essential to support flexible working

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BEST PRACTICES

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- It needs to be carefully managed to prevent isolation from teams etc
- Contact with colleagues can be an issue if not properly managed

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RECOMMENDATIONS