

Dated:

2025

**Vale of Glamorgan Council**

**Agreement for the  
Provision of Legal Services**

Between:

St Nicholas with Bonvilston Community Council

&

Vale of Glamorgan Council Legal Services

1. **Aim and Purpose**

1.1 In accordance with the Welsh Assembly Government's "Making the Connections" agenda, the Vale of Glamorgan Council's Legal Department will offer legal services to St Nicholas with Bonvilston Community Council.

2. **Objectives of the Services**

2.1 To provide an efficient and effective legal service in line with the Vale of Glamorgan Council's service standards. The Vale of Glamorgan Council Legal Services Department is Lexcel quality assured and the service in undertaking instructions will comply with Lexcel procedures.

3. **Service Standards**

3.1 The Vale of Glamorgan Council's Legal Service Standards are set out at Appendix A. For the avoidance of doubt reference to client department in the Service Standards will include St Nicholas with Bonvilston Community Council.

4. **Service to be provided**

4.1 The Agreement between the Vale of Glamorgan Council Legal Services and St Nicholas with Bonvilston Community Council will commence on XXXXXX 2025 and end XXXXXX 2026.

4.2 Legal advice will be available to St Nicholas with Bonvilston Community Council on the following areas of law:-

- (1) Local Government/Administrative Law
- (2) Property and Contract, Planning and Highways
- (3) Litigation
- (4) Employment
- (5) Other areas of law which the in-house service can provide legal on (to be discussed)

provided that

- (a) there is no conflict of interest
- (b) there is sufficient in-house capacity

4.3 Subject to capacity and conflict of interest check, upon receipt of appropriate instruction from the Town/Community Clerk, the Legal Services Department will notify St Nicholas with Bonvilston Community Council of the officer with conduct of the instruction and provide verbal and/or written legal advice to St Nicholas with Bonvilston Community Council. .

- 4.4 Written instructions are to be forwarded in the first instance to the Team Leader for Property and Contract Team (in respect of Local Government/Administrative Law, Property and Contract matters and Highways and Planning matters) or the Team Leader for Litigation Team (in respect of Litigation, Housing and Employment matters). In the absence of the Team Leaders instructions are to be forwarded to the Operational Manager for Legal Services.
- 4.5 Upon acceptance of the written instructions a client care letter including Terms of Engagement will be sent to the Town/Community Clerk for acceptance and return.
- 4.6 The provision of Legal Services to St Nicholas with Bonvilston Community Council, subject to capacity and conflict of interest check will be available during the office hours of 08:30 – 5pm (Monday – Thursday) and 08:30 – 4:30pm Fridays (subject to statutory holidays).

## 5. **Complaints**

Despite all our best efforts to care for our clients a complaint, whether or not justified, may arise. Our policy is to resolve client complaints promptly, fairly, and effectively because:

- Clients are entitled to expect this from us
- Our responsiveness to a client's issue may well defuse an otherwise explosive situation
- There will be a better chance of retaining a good client relationship
- It saves us spending time and money on dealing with an escalating complaint
- It reduces the chances of complaints reaching the Legal Ombudsman (LeO)
- It reduces the likelihood of claims against the practice that could harm our reputation as well as proving costly

If you have any concerns regarding how your matter is being conducted, in the first instance we would ask you to contact the Operational Manager Legal Services to discuss your concerns. Our aim is to try and resolve any issues which arise on a matter, swiftly and to your satisfaction.

## 6. **Costs**

6.1 Professional fees will be charged at the following rates:

Senior Lawyer	£89.28 per hour
Lawyer	£68.62 per hour
Legal Executive/Law Clerk/Trainee Lawyer	£49.60 per hour

Legal Assistant                      £38.98 per hour

6.2 Travel and subsistence expenses and disbursements will be charged in addition to the professional fees (above). Payment of professional fees will be due within 28 days of date of invoice to the Vale of Glamorgan Council.

Signed \_\_\_\_\_ on behalf of the Vale  
Monitoring Officer/Head of Legal and of Glamorgan Council  
Democratic Services /  
Operational Manager Legal Services

Signed \_\_\_\_\_ of St Nicholas with  
Bonvilston Community Council