

TRANSFORMING OUR PROFESSIONAL SERVICES



UCL

A SUMMARY OF FEEDBACK RECEIVED ABOUT THE LEGAL SERVICE DESIGN DURING THE TOPS ENGAGEMENT PERIOD (SEPTEMBER- DECEMBER 2017)

THE ENGAGEMENT PERIOD- WHO, WHEN AND WHY?

During the autumn term (2017), we published the [TOPS Emerging Ideas](#) and ran a series of engagement activities to discuss and receive honest and open feedback on these. During this time, the TOPS Programme team carried out **95 engagement sessions** and acquired feedback from other channels, such as online surveys and feedback to the TOPS mailbox. We have now collated **1712 pieces of specific feedback** from across these channels. This feedback relates to the emerging ideas and service designs for the various Professional Service areas, the wider TOPS programme and specific department or faculty implications. All of the feedback received has been systematically recorded.

The engagement of UCL staff and their contributions throughout this feedback process have been invaluable and provided the TOPS Programme Team, Professional Services Leadership Team and Senior Management Team with important insights from the people who engage with our professional services on a daily basis. This has helped us to:

- understand views and perceptions on the TOPS design emerging ideas
- understand the impact these ideas may have on roles, departments or faculties
- improve these designs and develop the wider TOPS implementation plan.

WHAT HAVE WE HEARD ABOUT LEGAL SERVICES PROPOSED SERVICE DESIGN?

In addition to the original direct input to the workshop and world café sessions, feedback relating specifically to Legal Services across the various engagement channels represents **1%** of all feedback received in the autumn term. We have collated and analysed these responses to identify themes that we have heard repeatedly. In the case of Legal Services these can be categorised into two key themes.

1) The streamlining of Legal Services is seen as a valuable area of improvement

Some UCL stakeholders have told us that the streamlining of services offered by Legal services would be beneficial. The fragmented nature of existing legal advice provision across the institution has been raised as a concern and compliance, risk and audit functions have all been suggested as areas that could be streamlined within Legal services.

2) FBA Legal Services believe Legal representation is required in more key decision-making forums

FBA Legal Services have fed back that it is imperative that they are represented in key decision-making forums, such as SMT, to ensure they have institutional oversight, presence and visibility.

WHAT HAPPENS NEXT?

The process of collecting the feedback has been invaluable and contributed significantly to the work of the TOPS Programme team. The feedback has been shared with the Service Leadership Teams for each professional services area. Any decisions for if, how or when the service designs may change will be made by a representative group of colleagues from across the university.

While the formal feedback collection process has now been completed we still welcome any comments you may have about the TOPS Programme and these can be emailed to the TOPS inbox at tops@ucl.ac.uk