

2020 Law Report

RECOMMENDATION(S):

That the Audit Committee recommend that Council receive this report for information.

RECOMMENDATION OF THE AUDIT COMMITTEE, 2020 OCTOBER 22:

That Council adopt the Recommendations as contained in Report AC2020-1121.

HIGHLIGHTS

- Law supports the delivery of services to citizens by addressing the corporation's legal, insurance and claims needs, and through its contribution to corporate strategic decision making.
- Following completion of the Legal Services' ZBR in Q1 2020, resources were devoted to initiating action on the Council adopted recommendations. After completing a program plan, the primary focus was on a review of the Legal Services organizational structure to support a shift toward a modernized, nimble and agile service able to support corporate needs, drive value for citizens and deliver services more efficiently and effectively. Steps were also taken to commence work on a technology strategy.
- Building on the City Council and Administrative Leadership Team discussions, the Law Leadership Team has initiated work with members of the Intergrated Risk Management portfolio to facilitate discussions with all members of Law about corporate risk tolerance to promote increased awareness and understanding, and intentionally integrate the consideration of corporate risk tolerance into the service we deliver. The objective is to improve the support of informed corporate decision making within acceptable corporate risk tolerance.
- COVID-19 introduced a number of unique challenges and risks to citizens and the corporation. Members of Law responded to the need for expert legal and insurance advice on unprecedented matters including state of local emergency considerations, bylaw requirements, labour and employment matters, corporate COVID-19 strategy and response, and governance issues.
- Through its involvement with every service delivered to citizens by the corporation, Law is well positioned to support informed decision making and the resolution of issues across the corporation;
- Background and Previous Council Direction is included as Attachment 1.

DISCUSSION

Law provides or contributes to the provision of four services as identified in One Calgary:

- Legal Counsel and Advocacy;
- Insurance and Claims;

2020 Law Report

- Executive Leadership (through the City Solicitor and General Counsel's service as a member of the Administrative Leadership Team (ALT) and Executive Leadership Team (ELT))
- Corporate Governance

Members of Law provide advice, support and services to the Mayor and Members of Council, the City Manager, General Managers, Directors, and employees throughout the corporation of The City of Calgary. Their goal is to help clients achieve outcomes on time, on budget and within acceptable risk tolerances.

Legal Services

City lawyers represent clients in legal proceedings involving The City. They also support delivery of services to customers, drafting legal documents, advising on legal and regulatory requirements, the identification of issues and risk to support informed decision-making, and developing solutions and strategies. The ability to effectively deliver these services is aided by Legal Services' high visibility in the corporation achieved in part through:

- The City Solicitor & General Counsel's service as a member of the Executive Leadership Team, Administrative Leadership Team and participation at all regular and strategic Council meetings and public hearings;
- Participation of the City Solicitor & General Counsel's designate at public hearings;
- Involvement with Council Committee meetings and on many corporate and cross-departmental projects ;
- Executive Steering Committee member for various major corporate projects; and
- Involvement on cross-corporate teams and projects including Infrastructure Calgary, strategic growth and regional servicing, One Calgary, Green Line, Event Centre and BMO Centre.

Attachment 2 outlines continuous service improvement initiatives in Legal Services. Information about litigation trends and related matters can be shared during a closed session discussion.

Risk Management and Claims

Law's Risk Management and Claims Division delivers insurance and claims services to help customers identify, address and manage risk, manage The City's civic insurance program and work with the members of Legal Services to recover costs associated with damage caused to City assets. They also provide an avenue for citizens should they wish to submit a claim to The City. A detailed Insurance and Claims' Service report is included in Attachment 3.

Corporate Issues Management (CIM) Program

Per the Recommendations of Report AC2020-0297, adopted by Audit Committee and City Council, a review of the CIM program is underway, and is expected to be concluded in Q1 2021.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION (EXTERNAL)

- Public Engagement was undertaken
- Public Communication or Engagement was not required

2020 Law Report

- Public/Stakeholders were informed
- Stakeholder dialogue/relations were undertaken

IMPLICATIONS

Social

N/A

Environmental

N/A

Economic

N/A

Service and Financial Implications

No anticipated financial impact

RISK

A properly resourced Law business unit reduces legal, financial and reputational risk and exposure for The City in litigation and in other matters pertaining to The City. Law acts as a strategic partner supporting collaboration to achieve a common purpose, working differently to meet the changing needs of The City and citizens, and innovating by challenging the status quo.

ATTACHMENT(S)

1. Previous Council Direction, Background
2. Legal Services 2020 Report
3. Risk Management and Claims 2020 Report

Department Circulation

General Manager	Department	Approve/Consult/Inform
Jill Floen	City Solicitor & General Counsel	Approve
David Duckworth	City Manager	Inform