



South London Legal Partnership

SLLP is the in-house legal service of the Boroughs of  
KINGSTON MERTON RICHMOND SUTTON WANDSWORTH

## **SOUTH LONDON LEGAL PARTNERSHIP VALUES**

### **HOW WE TREAT OUR CLIENTS**

#### ***Excellent customer service***

- One legal service serving the Royal Borough of Kingston upon Thames and the London Boroughs of Merton, Richmond upon Thames, Sutton and Wandsworth
- Not favouring one Council but treating all five equally
- Consistent legal advice
- Approachable and accessible
- Proactive and responsive
- Providing regular communication
- Supporting and understanding the needs of our clients and the Councils

#### ***Respect***

- Mutual trust and respect through collaborative working
- Integrity
- Confidence
- Managing expectations positively
- Delivering on our promises
- Building effective relationships

#### ***Legal advice focused on outcomes and solutions***

- Innovative, enabling and solution focused
- Practical and pragmatic
- Clear and relevant
- Delivered to agreed timescale
- High quality
- Helping clients to understand and manage legal risks
- Alignment with the objectives and priorities of the respective Council

#### ***Value for money legal services***

- Emphasis on efficiency
- ISO 9001 Accreditation
- Best use of Council resources
- Awareness of overall financial landscape