



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