

APPENDIX 1**SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2009**

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
83+9 8*	Apr-June 2007	Are there other KPIs in the Internal SLA which involve departments such as IT, finance and Legal? Can they be put on the website? SLA Handbook states they should be available for inspection.	All internal SLAs now received.	✓
108*	Oct-Dec 2008	Cost of Barbicanews queried including Officer costs per annum for 2 editions of newsletter. Is there any funding available?	Cost is included in the Service Charge. There is no funding available. Costs have been requested from the Chamberlain's Dept.	
109+ 111	Jan-Mar 2009	Resident suggestion that HOs present Welcome Pack.	Hos to also present this pack to sub-tenancies. BEO staff to communicate any further information on tenancies.	✓
112	Jan-Mar 2009	Why is the sickness absence higher than the corporate average?	Possible reasons could be ageing workforce or demotivated workforce due to Pay & Grading.	✓
113	Jan-Mar 2009	Is the total number of complaints for 2008/09 (12) correct compared to 2007/08 (27). Are the compliments recorded as well?	The number of complaints has been confirmed as correct. Praise letters are also recorded with 22 received for 2007/08 and 19 for 2008/09.	✓
114*	Apr-June 2009	Town Clerk Department currently auditing all House Groups to check that they are recognised. BEO waiting results.	The BRC concluded that the formal recognition of Residents Associations has been agreed until the outcome of the next review. Those HGs who had not met the criteria or who had decided not to seek recognition, the Town Clerk will write providing 6 months notice of the CoL's intention to withdraw their current RTA status.	✓
115	Apr-June 2009	HO to complete analysis of BEO Residents Survey and report to RCC.	Comment only.	✓
116*	Apr-June 2009	Resident Survey Customer Care common theme was the request for extended opening hours of the Barbican Estate Office.	Further investigation into this option will follow, but the BEO believe the current opening hours to be sufficient.	✓
117	Apr-June 2009	Resident Survey Other Services common theme was the request for a list of tradesmen available for private works.	Final price list from Linbrooks has been presented to the RCC in January, with an anticipated roll-out in April 2010.	✓
120*	Jul-Sept 2009	Procedure to be confirmed following the RCC report of the method for the balcony clearance.	Programme to be rolled out in April 2010 following advice from London Fire Brigade and legal advice regarding enforcement.	
121*	Oct-Dec 2009	SLA and RIP booklet to be reviewed for Frobisher Crescent by the BEO.	The SLA and RIP booklet is currently being reviewed by the HO and ES Manager and will be available in March 2010.	

(Committee)

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122*	Oct-Dec 2009	Mystery Shopper procedure and KPI to be completed.	The procedure and KPI has now been completed. HO are looking for willing volunteers to act as Mystery Shoppers.	✓
123*	Oct-Dec 2009	BEO Directorate to establish how the outcome of the RTA status will affect resident consultation eg redecs/ colour choices/ lighting etc.		
		BEO Barbican Estate Office	* New Comment/Query and or Response/Action	
		TS Technical Services		
		KPI Key Performance Indicators	COG Core Operational Group - Estate Services Manager, House Officers and Officers from Technical Services	
		SLA Service Level Agreement	BOG Barbican Operating Group - BEO Directorate, Head of Residential and Technical Services and Officers from TS	
		CPA Car Park Attendant		
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	DMT Departmental Management Team	
		BAC Barbican Arts Centre		