

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 12 March 2012 26 March 2012	Item no. 7
Subject: Service Level Agreements Quarterly Review October – December 2011		
Report of: Director of Community and Children's Services	Public	
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter October to December 2011. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Main Report

Background

1. This report covers the review of the quarter for October to December 2011 of the sixth year of the estate-wide implementation of the Service Level Agreements (SLA) with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter October to December.

3. The Barbican Estate Office attended the recent Service Level Agreement Working Party review meeting in January and any new comments from the resident Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the October - December comments.
4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident Working Party. All of the unresolved issues from the previous quarterly reviews from October 2005 to September 2011 have been carried forward to this current quarterly review. This review continues to focus in on exception reporting, issues that are related to the SLA's and non duplication of comments. However it was agreed at the SLA Working Party review meeting that more detail would be given in the SLA action plans and the internal documents are now the basis for these meetings. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues from 2005 to 2011 have been filed as completed by the House Officers in conjunction with the resident Working Party.

Proposals

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and the Resident Working Party related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces Service Level Agreements.
7. The review of the Service Level Agreements for the quarter January to March 2012 will take place in May 2012 and details of this review will be presented at the May/June 2012 committees.

Conclusion

8. The reviews will continue on a quarterly basis with the Resident Service Level Agreement working parties and actions will be identified and implemented where appropriate, to improve services.

Background Papers:

Service Level Agreement quarterly reports 2005 to 2011.

Joy Hollister**Director of Community and Children's Services****Contact:***Michael Bennett, Barbican Estate Manager**020 7029 3923**barbican.estate@cityoflondon.gov.uk*