

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 14 March 2011 28 March 2011	<b>Item no.</b>
<b>Subject:</b> Service Level Agreements Quarterly Review October – December 2010		
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>	
<p><b>Executive Summary</b></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 2010. This report details comments from the House Officers and the Resident Working Parties and an ongoing action plan for each of the five Service Level Agreements.</p> <p><b>Recommendation</b></p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Parties 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 2010 of the sixth year of the estate-wide implementation of the Service Level Agreements (SLA) with comments from the House Officers and the residents Working Parties 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. House Officers and the Estate Services Manager attended the recent Service Level Agreement Working Party review meeting in February and any new comments from the residents 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 parties. All of the unresolved issues from the previous quarterly reviews from October 2005 to September 2010 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 2009 have been filed as completed by the House Officers in conjunction with the resident working parties. The SLA action plans run for a calendar year and the quarter October – December is based on any unresolved issues from previous years and new comments for 2010.

## **Proposals**

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties 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 2011 will take place in May 2011 and details of this review will be presented at the June 2011 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 reports 5 September 2005, 3 April 2006, 31 July 2006, 11 September 2006, 27 November 2006, 16 January 2007, 2 April 2007, 3 September 2007, 26 November 2007, 28 January 2008, 31 March 2008, 3 June 2008, 1 September 2008, 24 November 2008, 16 March 2009, 8 June 2009, 7 September 2009, 30 November 2009, 15 March 2010, 8 June 2010, 13 September 2010 and 29 November 2010.

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