

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	30 January 2017 13 February 2017
<b>Subject:</b> Service Level Agreements Quarterly Review October – December 2016	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services  <b>Report author:</b> Michael Bennett – Barbican Estate Officer	<b>For Information</b>

### **Summary**

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 2016. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

### **Recommendation**

Members are asked to note the report.

### **Main Report**

#### **Background**

1. This report covers the review of the quarter for October – December 2016 following the estate-wide implementation of the SLAs and KPIs 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 – December.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fiona Talbot, Fred Rogers), House Officers, surveys, House Group meetings, RCC and resident

general comments/complaints are incorporated into the October – December comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. The KPIs are included in Appendix 7. 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.
7. All of the unresolved issues from the previous quarterly reviews to September 2016 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to September 2016 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

## **Proposals**

9. 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 SLAs.
10. The review of the SLAs and KPIs for the quarter January to March 2017 will take place in April 2017 and details of this review will be presented at the May/June committees.

## **Conclusion**

11. The reviews will continue on a quarterly basis with the Resident SLA working party and actions will be identified and implemented where appropriate, to improve services.

## **Appendices**

- Appendices 1- 6 - SLA Action plans
- Appendix 7 – Key Performance Indicators

## **Background Papers**

Quarterly reports to committee from 2005

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