

**APPENDIX 1****SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012**

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
<b>120</b>	Jul-Sept 2009	Fire Safety - procedure to be confirmed for balcony clearance.	The BEO have received guidance and advice from the London Fire Brigade and the Comptroller and City Solicitor regarding fire escape routes along balconies and the enforcement of the procedures. Letters were sent to residents in March 2011. Balcony and lobby inspections commenced in May 2011. Blocked areas identified to London Fire Brigade, and ongoing procedure to be implemented in April 2012.	
<b>141</b>	April-June 2011	Following the restructure, should the SLA booklet be reviewed?	To be discussed with Barbican Estate Office. Changes to working targets and the addition of Frobisher may make this necessary.	
<b>145*</b>	Jul-Sept 2011	Issues with getting the KPIs for mail deadlines from the reception team.	A new procedure has now been put in place and the data for the KPIs was received in time.	✓
<b>146*</b>	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	Quarter 2 result was 72%, and has risen to 85% in Quarter 3. Target for 2012 is 100%.	✓
<b>149*</b>	Jan-Mar 2012	From RCC Annual Review - When the City's website is updated this year, could there be a clearer link to the BEO and various representatives.		
<b>150*</b>	Jan-Mar 2012	From RCC Annual Review - Could the link to RCC/BRC public papers be clearer? Particularly the most recent set of minutes from the RCC, which appear on the BRC agenda. Could residents also receive these via email, once approved by the Chairman?		
<b>151*</b>	Jan- Mar 2012	From RCC Annual Review - The BEO newsletters are not always noticed, could they be more prominent? It can be difficult to find information in respect of emergency services. Could they be kept together, either at the beginning or end of the newsletter? Could the emergency numbers be easily accessible on the web page?		

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<b>152*</b>	Jan-Mar 2012	From RCC Annual Review - Could there be an annual 'BEO meets the residents' meeting?	Barbican Estate Office holding a party in June 2012	✓
<b>153*</b>	Jan-Mar 2012	From RCC Annual Review - can the RCC receive a list of all working parties to review annually, with a rota to look at each in detail? Could the RCC receive the Working Party Minutes.	List of Working Parties added to RCC Update Report. Minutes will be available on the website.	✓
		BEO Barbican Estate Office		
		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	GAG Gardens Advisory Group	
		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	CGM City Gardens Manager	