

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	02 December 2019 16 December 2019
<b>Subject:</b> Service Level Agreements Quarterly Review July – September 2019	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<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 July – September 2019. 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 July – September 2019 2019 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 July – September 2019.
3. House Officers, Resident Services Manager and the Head of Barbican Estates 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, Graham Wallace, Fred Rodgers, John Tomlinson, Christopher Makin), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the July – September 2019 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 5.
6. The KPIs are included in Appendix 6. 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 June 2019 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 June 2019 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 October to December will take place in January and details of this review will be presented at the March 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- 5 - SLA Action plans
- Appendix 6 – Key Performance Indicators

### **Background Papers**

Quarterly reports to committee from 2005

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