

<b>Committee(s):</b> Residents Consultation Committee – For Information Barbican Residential Committee – For Information	<b>Dated:</b> 01/03/2021 15/03/2021
<b>Subject:</b> Service Level Agreement Working Party Quarterly Review - October - December 2020	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 3 & 4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	n/a
<b>What is the source of Funding?</b>	n/a
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	n/a
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Michael Bennett Head of Barbican Estates	

### 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 2020. 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 2020 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 2020.

3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent virtual SLA Working Party review meeting in February 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 October – December 2020 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 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 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 will take place in April and details of this review will be presented at the 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- 5 SLA Action plans. Appendix 6 – Key Performance Indicators.

## **Background Papers** Quarterly reports to committee from 2005

### **Michael Bennett**

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