Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 5 June 2023

The major focus areas for this Working Party have included:

<u>KPIs</u> – the Working Party continues to monitor the KPIs and to press for improvements where they are needed. The response from officers to requests for changes has been very positive as can be seen by the new KPIs included in the report.

Our monitoring continues to be hampered by implementation issues with the new Civica software which has resulted in some data not being recorded and therefore being unavailable. Despite assurances over several months that the implementation issues are being resolved they remain. The problem is exacerbated by Civica's role is rent collection for the Corporation's social housing. Resolving rent collection issues has been prioritised over repairs data. The Working Party has pushed back on this and asked that either the priorities be re-assessed or more resources be devoted to resolving the implementation issues.

Despite these challenges the quality of the information provided to the Working Party has improved which makes it easier for the Working Party to monitor the services that residents are receiving and to identify potential problem areas. There is evidence of increasing issues with water penetration. It was agreed to ask the AMWP to look at the frequency of drain cleaning in the residential blocks. There was a lively discussion of whether some blocks needed more repairs than others. At this stage we have relatively short run data which makes it difficult to draw firm conclusion. The Working Party will continue to monitor this issue.

Safety Culture (previously known as iAuditor) The BEO has begun implementing Safety Culture (the software which was previously known as iAuditor) to provide clear definitions of expected cleaning standards and better monitoring. The software provides for real time capture of cleaning issues thereby reducing delays and speeding up responses. The software was demonstrated to members of the SLAWP.

The software can also be used to record needed repairs including lights but it does not link directly to the Repairs system. It was recognised that capturing needs in real time was progress but that the absence of an electronic link to ensure repairs and lights are fixed was a problem.

The Estates Services team are developing standards and frequencies for cleaning which, when completed, will be disseminated to residents. Trials are being planned to use a QR code system to enable residents to report any issues more quickly using the Safety Culture software

Progress has been made in the hiring of permanent cleaners in place of temporary or agency staff. It is expected that this will result in higher standards as well as cost savings. Currently around 70% of cleaners are permanent staff. Hiring for the remaining positions has been halted pending the outcome of the BEO Review. Officers acknowledged that cleaning standards remained variable between and within blocks. Cleaning supervisors and house officers are working with cleaners to ensure that all areas consistently meet the

required standards. Where re-inspections are required these will be documented on the software.

Officers drew attention to the efforts to improve the cleanliness of the podium as well. Two cleaners have been allocated to this task. This has resulted in less litter and more frequent washing of the podium which not only cleans but also helps to keep weeds down.

Officers attending House Groups and AGMs. A paper was presented showing that the attendance of House Officers and House Group meetings and AGMs varied greatly between blocks. 4 blocks used over 15 hours each while other blocks used none. At present the costs of House Officer attendance are spread across the whole estate. The paper suggested blocks should pay for the time they use. The Working Party was concerned about the possibility this would penalise smaller blocks and proposed that all blocks should be entitled to House Officer attendance at their AGMs. This proposal was accepted. The paper will now be shared with House Group Chairs for discussion with their House Groups. Depending on the outcome of that consultation a paper will be brought to a later meeting of the RCC.

Single Point of Contact - currently there are multiple processes for reporting and multiple kinds of issues on the estate e.g. cleaning, repairs, disturbance and email, via CPAs, House Officers, the BEO front desk etc. These multiple channels / issues make it difficult to track timeliness of response etc. The BEO is looking at the possibility of providing residents with a QR code that will give access to a menu for reporting issues. This will not prevent reporting through other channels e.g. CPAs who will also have access to a QR code. This work is on-going and will be monitored by the WP.

Communications Strategy - the Communications Strategy is currently on hold pending the outcome of the BEO Review and final decisions on the resources that will be available to support the strategy. Currently the BEO is paying for support for approximately one day a week to produce the Bulletin.

Services provided under the lease and measures associated with them – not all services provided are currently reported under the KPI system e.g. rubbish collection. Officers were asked to look at this issue and report back to the next meeting.

Report to RCC. In addition to the KPIs that Helen Davinson will submit Jim Durcan agreed to write a report on the work of SLAWP for submission, after circulation to WP members, to the RCC. It was pointed out that the deadline for submission of reports is midday on Wednesday 17th May.

Dates of next meetings: Tuesday 8th August
Tuesday 7 November