

Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 4 September 2023

At a well attended meeting on August 3rd the major focus areas for this Working Party included:

KPIs – The on-going implementation of the Barbican Estate Office Review (BEOR) has given added urgency to the Working Party's efforts to ensure that all significant areas covered by the SLAs have KPIs associated with them. It is essential that service levels are adequately monitored so that improvements or deteriorations resulting from the BEOR can be identified and remedied rapidly. Work is continuing to identify and fill any gaps. The response from officers to requests for changes continues to be very positive.

We reported last time that our monitoring continues to be hampered by implementation issues with the Civica software. This has resulted in some data not being recorded and therefore being unavailable. Civica was introduced five quarters ago and the problems have continued since then. The issue has been escalated in Property Services but remains unresolved. This is unacceptable. Given the intended transformation under the BEOR, which relies heavily on process improvement and improved data flows and accessibility, the Working Party wonders whether Civica is that most appropriate software for the Barbican or whether we need something that is actually fit for purpose.

Members queried the differences in the number and costs of repairs between blocks. It was recognised that we are still dealing with short runs of data but we lack a clear explanation for the apparent differences. It was observed that larger blocks seem to have more expensive repairs. Officers pointed out that the Barbican had been built in three phases using different contractors for each but it is unclear whether that helps to explain the variation in costs.

It was agreed that, at our next meeting, we would look in more depth at variations between blocks.

Last time we reported on the evidence of increasing issues with water penetration. Under the SLA there should be an annual programme of clearance and de-scaling of roof and balcony drains as well clearances on a reactive basis. At present there is no KPI data to confirm the progress of the annual programme nor the frequency of reactive clearances. Recognising that prevention is better than remediation we will pursue this matter

Safety Culture (previously known as iAuditor)

It was reported last time that 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. Perhaps this is an issue that could be handled under the BEOR Transformation Programme?

The software is still being 'tweaked' to ensure that the results it records are not overly positive thereby disguising problems that need attention. The software has been adjusted to recognise the different requirements of terrace and tower blocks and work is in progress to capture the needs of smaller blocks including Brandon, Lambert Jones and Postern.

The cleaning supervisor uses the software during the course of their regular inspections. House Officers also use it during their six weekly inspections. Any residents who wish to accompany their House Officer on one of these inspections would be very welcome to do so.

Use of the software has now been extended to include the patrols conducted every two hours by CPAs. These patrols, which cover matters including lights, litter, repairs, unauthorised parking etc. are using the software to provide real time reporting and requests for action.

In its last report the Working Party welcomed the progress that had been made in the recruitment of permanent cleaning staff to reduce the need for temporary or agency staff. Consequently the Working Party was disappointed to learn that such recruitment had been suspended pending the outcome of the BEOR. Reliance on temporary and agency staff will increase costs over the short term and result in less satisfactory performance.

Officers attending House Groups and AGMs. This was reported to the last RCC. Officers will contact House Group Chairs shortly.

Single Point of Contact - work on this is still in progress

Communications Strategy - the Communications Strategy remains on hold pending the BEOR. Given the extent of communication failings listed in the Altair Report the Working Party is aware of the urgency and gravity of this matter but remains constrained the lack of clarity on the resources that will be made available.

Report to RCC The Chair undertook to write a report on the meeting and circulate it for comments. The deadline for reports to the RCC is 21st August

Date of next meetings: Thursday 9 November

At our next meeting we should have dates for the RCC throughout 2024 and will arrange dates for all SLAWP meetings in that year.