

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 03 March 2014 17 March 2014	<b>Item no.</b>
<b>Subject:</b> Service Level Agreements Quarterly Review October – December 2013		
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>	
<p><b>Executive Summary</b></p> <p>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 to December 2013. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the five SLAs.</p> <p><b>Recommendation</b></p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of SLAs and KPIs estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

## Background

1. This report covers the review of the quarter for October to December of the eighth year of 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 to December.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in January to review the SLAs and KPIs. Any new comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith,

David Graves, Robert Barker), House Officers, surveys, House Group meetings and complaints are incorporated into the October to December comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. 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. All of the unresolved issues from the previous quarterly reviews to September 2013 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.
5. All of the resolved issues to September 2013 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**

6. 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.
7. The review of the SLAs and KPIs for the quarter January to March 2014 will take place in April and details of this review will be presented at the June committees.

### **Conclusion**

8. 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.

**Background Papers:** Quarterly reports to committee from 2005.

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