

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 28 May 2012 11 June 2012	Item no. 5
Subject: Service Level Agreements Quarterly Review January - March 2012		
Report of: Director of Community and Children's Services	Public	
<p style="text-align: center;">Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter January to March 2012. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p style="text-align: center;">Recommendation</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 Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Main Report

Background

1. This report covers the review of the quarter for January to March of the seventh year of the estate-wide implementation of the Service Level Agreements (SLA) 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 January to March.

3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party review meeting in May and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the January to March 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 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 2011 have been carried forward to this current quarterly review. This review continues to focus in on exception reporting, issues that are related to the SLA's and non duplication of comments. However it was agreed at the SLA Working Party review meeting that more detail would be given in the SLA action plans and the internal documents are now the basis for these meetings. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to September 2011 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 Service Level Agreements.
7. The review of the Service Level Agreements for the quarter April to June 2012 will take place in August 2012 and details of this review will be presented at the September 2012 committees.

Conclusion

8. The reviews will continue on a quarterly basis with the Resident Service Level Agreement working party and actions will be identified and implemented where appropriate, to improve services.

Background Papers:

Service Level Agreement reports 5 September 2005, 3 April 2006, 31 July 2006, 11 September 2006, 27 November 2006, 16 January 2007, 2 April 2007, 3 September 2007, 26 November 2007, 28 January 2008, 31 March 2008, 3 June 2008, 1 September 2008, 24 November 2008, 16 March 2009, 8 June 2009, 7 September 2009, 30 November 2009, 15 March 2010, 8 June 2010, 13 September 2010, 29 November 2010, 14 March 2011, 6 June 2011, 12 September 2011, 12 December 2011 and 26 March 2012.

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