

## APPENDIX 1

## SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
141	April-June 2011	Following the restructure, should the SLA booklet be reviewed?	Changes to working targets for repairs and maintenance and the addition of Frobisher may make this necessary. Possible insert?	
146*	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	Quarter 2 result was 72%, and has risen to 85% in Quarter 3. Quarter 4 fell to 70%. Estate Services department reviewing extra checks to improve this KPI.	
149*	Jan-Mar 2012	From RCC Annual Review - When the City's website is updated this year, could there be a clearer link to the BEO and various representatives.	Yes, there is a section on 'Resident Representation & Consultation'.	✓
150*	Jan-Mar 2012	From RCC Annual Review - Could the link to RCC/BRC public papers be clearer? Particularly the most recent set of minutes from the RCC, which appear on the BRC agenda. Could residents also receive these via email, once approved by the Chairman?	In the section on 'Resident Representation & Consultation', all public papers will be available. The BEO could email the link on a regular basis.	✓
151*	Jan- Mar 2012	From RCC Annual Review - The BEO newsletters are not always noticed, could they be more prominent? It can be difficult to find information in respect of emergency services. Could they be kept together, either at the beginning or end of the newsletter? Could the emergency numbers be easily accessible on the web page?	The July edition will have a coloured cover, and an article which helps clarify what the Residents Engineer out-of-hours service is for.	✓
152*	Jan-Mar 2012	From RCC Annual Review - Could there be an annual 'BEO meets the residents' meeting?	For 2012, this will be the Jubilee Party on 8 June.	✓
153*	Jan- Mar 2012	Annual review of Working Party KPIs targets and format to be agreed by the Working Party.		✓
		BEO Barbican Estate Office		
		TS Technical Services		

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		KPI Key Performance Indicators	COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services	
		SLA Service Level Agreement	BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	DMT Departmental Management Team	
		BAC Barbican Arts Centre	CGM City Gardens Manager	
		RE Resident Engineers		