

Committee(s): Residents' Consultation Committee	Date(s): 9 February 2015	Item no.
Subject: Barbican Estate Office Review of Communications		
Report of: Director of Community and Children's Services	Public For Discussion	
<p>Executive Summary</p> <p>This report, which is for discussion, is a review of the Barbican Estate Office's communications with residents including the former/current position, improvements to date and future possibilities.</p> <p>The different communication activities are included in Appendix 1 and an analysis of communication type with a detailed breakdown of the email broadcast service can be found in Appendix 2.</p> <p>The draft communications review was presented by the Barbican Estate Office at the recent Service Level Agreement Working Party meeting for comment and it was agreed that the review of communications be now presented to your AGM for comment.</p> <p>The Barbican Estate Office would welcome comments/suggestions to its review which could help improve the communications between the residents and the BEO.</p> <p>Recommendation</p> <p>That the Committee discusses the draft communications review to help improve our satisfaction levels with residents and give a steer to the BEO for continuing with current activities and or future possibilities.</p>		

Background

1. There has been an increase in the varying activity types and volume of communications that the Barbican Estate Office carry out with residents over the last few years.
2. The annual resident's survey asks about satisfaction levels with the BEO's communications. At the last survey in 2014 91% was achieved in

the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them. This was an increase of 4% from 2013. Although the BEO were pleased with these results it was felt a review could help improve our satisfaction levels further.

3. The BEO have therefore carried out a review by looking at the following:
 - former/current position
 - improvements to date
 - future possibilities
4. The different communication activities are included in Appendix 1 and an analysis of communication type with a detailed breakdown of the email broadcast service can be found in Appendix 2.
5. The draft communications review was presented by the Barbican Estate Office at the recent Service Level Agreement Working Party meeting for comment and it was agreed that the review of communications be now presented to your AGM for comment.

Proposals

6. The Barbican Estate Office would welcome comments/suggestions to its review which could help improve the communications between the residents and the BEO as well as our satisfaction levels. The BEO will then review these comments and present a revised draft to the SLA Working Party and or the RCC.

Contact: *Michael Bennett, Barbican Estate Manager*
020 7029 3923
barbican.estate@cityoflondon.gov.uk