ID	ⓘ	Task	Task Name
1		📌	**1. Approval of review recommendations and governance**
2	✔	📌	1.1 Presentation on recommendations to Barbican Residential Committee and Residents Consultation Committee
3		📌	1.2 Feedback from residents on the Altair recommendations seen by the Barbican Residential Committee in conjunction with the Resident Consultation Committee
4		📌	1.3 Approval of recommendations by the Barbican Residential Committee
5		📌?	1.4 Engage and inform ward members and staff
6	👤	📌	1.5 Streamline the approach to performance and financial reporting at committee level to provide each committee with the required information and assurance in an agreed, standardised format
7	✔	📌	1.6 Establish Executive BEO Transformation delivery and oversight group with BRC, RCC and officers to ensure progress and delivery of the action plan
8		📌?	**2. Additional Recruitment**
9	✔	📌	2.1 Agree capacity for the Transformation Team for delivery of the programme
10		📌?	2.2 Recruit Service Improvement Manager to provide additional capacity for programme delivery
11		📌?	**3. Resident Engagement**
12	👤	📌	3.1 Set up and deliver an all residents town hall meeting
13		📌?	3.2 Review of the outcomes from the all residents meeting
14		📌?	3.3 Develop FAQs as a result of residents meetings
15		➡	**4. Head of Barbican Residential Estate**
16	👤	📌	4.1 Recruit the Head of Barbican Residential Estate (BRE)
17	✔	📌	4.2 Brief to Head hunters on requirements and market conditions
18		📌?	4.3 Appoint headhunters for requirement of head of BRE
19		📌?	4.4 Set up residents and staff panel for recruitment of Head of Barbican Residential Estate
20	✔	📌	4.5 New job profile developed for Head of Barbican Residential Estate drafted and agreed
21		📌?	4.6 Interview potential candidates for the Head of the Barbican Residential Estate
22		📌?	4.7 Appoint succesful candiate
23		📌?	4.8 Head of Barbican Residential Estate starts
24		➡	**5. Barbican Residential Estate Office Structure**
25		📌?	5.1 Assess and identify optimal senior management organisational structure to achieve cost savings, and improve efficiency and effectiveness
26		📌?	5.2 Prepare and evaluate job descriptions
27		📌?	5.3 Recruit and appoint succesful candidates
28	👤	📌	5.4 Line management change of Service Charge & Revenue Manager from Assistant Director Housing to Head of Barbican Residential Estate
29	👤	📌	5.5 Line management change of Property Services Manager & team from Head of Repairs & Maintenance to Head of Barbican Residential Estate
30	✔	📌	5.6 Increase working hours of Commercial Officer and change line management to Service Charge and Revenue Manager
31	👤	📌	5.7 Develop a new role profile for the Contract Manager / Surveyor role and recruit to post
32	👤	📌	5.8 Review use of overtime across the Barbican Residential Estate
33	👤	📌	5.9 Explore whether any services would provide better quality & value for money if outsourced or insourced
34		📌?	5.10 Consider changes to the major works and repairs service
35		📌?	**6. Property Services (Resident Engineers)**
36	👤	📌	6.1 Draft job profile for Property Co-Ordinator role and recruit to post
37		➡	**7. Cleaning Service**
38	👤	📌	7.1 Consider the cleaning service and its management structure

Gantt chart timeline (Q1 '23 – Q3 '25):
- 2: Altair
- 3: 11/09
- 4: 11/09
- 6: Service Charge & Revenue Manager
- 7: Executive Director - Community & Children's Services
- 9: Executive Director - Community & Children's Services
- 10: Executive Director - Community & Children's Services
- 12: Executive Director - Community & Children's Services
- 13: Head of Barbican Residential Estate
- 14: Head of Barbican Residential Estate
- 16: Executive Director - Community & Children's Services
- 17: Housing Consultant
- 18: Housing Consultant
- 20: Housing Consultant
- 28: Head of Barbican Residential Estate
- 29: Head of Barbican Residential Estate
- 30: 09/08
- 31: Assistant Director Barbican & Property Services,Head of Barbican Residential Estate
- 32: Head of Barbican Residential Estate
- 33: Head of Barbican Residential Estate
- 34: Executive Director - Community & Children's Services
- 36: Head of Barbican Residential Estate
- 38: Head of Barbican Residential Estate

ID	ⓘ	Task	Task Name	Timeline
39		📌?	7.2 Consult staff on the recommendations in the Altair review	
40	👤	📌	7.3 Review the working rotas and allocation of activities for cleaners	Head of Barbican Residential Estate
41		📌?	7.4 Financial assessment on acquisiton of new cleaning equipment	
42		➡	**8. Car park service**	
43	👤	📌	8.1 Create a pool of Car Park Attendants and Lobby Porters who can support with covering holidays and sickness	Head of Barbican Residential Estate
44	👤	📌	8.2 Carry out an options appraisal relating to the future of the car park service	Head of Barbican Residential Estate
45		➡	**9. Repairs and Resident Services**	
46	👤	📌	9.1 Review and implement new processes for general repairs	Head of Barbican Residential Estate
47	👤	📌	9.2 Review keys and parcels service	Head of Barbican Residential Estate
48	👤	📌	9.3 Review resident services (House Officers)	Head of Barbican Residential Estate
49		➡	**10. Performance Management**	
50	✔	📌	10.1 Implement the use of the City of London's established performance management framework, values and behaviours, including regular 1:1's amd team meetings for all staff	Head of Barbican Residential Estate
51	👤	📌	10.2 Develop and implement a clear, robust performance management framework with agreed key performance indicators for ongoing monitoring for all Barbican Estate staff	Head of Barbican Residential Estate
52	👤	📌	10.3 Carry out a full training needs analysis to ensure all required learning and development activity is identified	Head of Barbican Residential Estate
53	👤	📌	10.4 Roll out customer service training for all staff to assist culture change, including values, behaviours and resident focused approach	Head of Barbican Residential Estate
54		📌	10.5 Develop an annual training programme for Barbican Estate Staff	Learning and Development Team
55	👤	📌	10.6 Improve resource planning to reduce spend on overtime and agency staff	Head of Barbican Residential Estate
56	👤	📌	10.7 Implement training for managers and supervisors related to performance management	Head of Barbican Residential Estate
57	👤	📌	10.8 Produce a KPI dashboard for the Barbican Estate to improve performance, accountability and transparency	Head of Barbican Residential Estate
58		📌	**11. Change Management**	
59		📌?	11.1 Consult with Barbican Estate staff on proposed changes and set out the impact of any process design changes on staff roles	Head of Barbican Residential Estate
60		📌?	11.2 Set out a detailed programme for implementing changes to ways of working to deliver new processes	Head of Barbican Residential Estate
61		📌?	11.3 Review the management of Service Level Agreements	Head of Barbican Residential Estate
62	👤	📌	11.4 Ensure all processes are properly documented and available to staff and residents	Head of Barbican Residential Estate
63		➡	**12. Complaints**	
64	👤	📌	12.1 Review and improve the process for raining a concern or complaint	Head of Barbican Residential Estate
65	👤	📌	12.2 Improve routes for residents reporting issues with easy-to-use single points of contact	Head of Barbican Residential Estate
66		➡	**13. Communications**	
67	👤	📌	13.1 Develop a Communications Strategy	Head of Barbican Residential Estate
68		📌	13.2 Keep residents and staff up to date with progress of this programme	
69	👤	📌	13.3 Agree a communications framework collaboratively with residents and the Head of Barbican Residential Estate	Head of Barbican Residential Estate
70		📌	13.4 Increase the number of held resident email addresses in our database	Resident Service Manager
71	👤	📌	13.5 Provide communications training to Barbican Estate staff	Head of Barbican Residential Estate
72		📌?	**14. IT & Technology**	
73		📌?	14.1 Improve best practice in the use of IT including the development of resident portals	Head of Barbican Residential Estate

ID	ⓘ	Task	Task Name	Timeline
74		📌?	14.2 Consult with residents on any impact or future access to services where appropriate relating to IT & Technology	
75		➡️	**15. People Management**	
76	👤	📌	15.1 Manage and reduce staff sickness absence levels amongst our staff	Head of Barbican Residential Estate
77	✔️	📌	15.2 Review long-term absence cases to ensure appropriate actions are progressed in line with City Corporation processes	Head of Barbican Residential Estate
78		➡️	**16. Contract Management**	
79	👤	📌	16.1 Implement quality checks and performance reviews of contractors from a client perspective	Head
80		➡️	**17. Budget and Service Charge Management**	
81		📌	17.1 Carry out an independent, external review & validation audit of resident service charges	Housing Consultant
82	👤	📌	17.2 Review budgeting timetable to ensure all costs provided by other teams can be sufficiently reviewed	Head of Barbican Residential Estate,Service Charge & Revenue Mana
83	👤	📌	17.3 Agree the proposed budget performance reporting framework at committee and agree a rep	Head of Barbican Residential Es
84	👤	📌	17.4 Identify the data sources for the performance framework	
85	👤	📌	17.5 Outline the process and reporting cycle for producing the performance framework	Head of Barbican Residential Es
86	👤	📌	17.5 Implement regular reviews of financial and performance monitoring framework for internal	Head of Barbican Residential
87	👤	📌	17.6 Provide a clear annual statement to leaseholders following the end of each service charge period giving a summary of costs and expenditure	Service Charge & Revenue Mar
88	👤	📌	17.7 Ensure clear communication to leaseholders on how overheads are apportioned	
89	👤	📌	17.8 Carry out a detailed review of budgeting processes to provide confidence to leaseholders	Head of Barbican Residential Estate
90	👤	📌	17.9 Ensure regular reporting that holds budget holders to account for any variances	Head of Barbican Residential Estate,Service Charge & Revenue Manager
91		➡️	**18. Asset Management**	
92	👤	📌	18.1 Produce and publicise a 5-year asset management plan arising from the completed stock condition survey	Head of Major Works
93	👤	📌	18.2 Tender all major works to ensure leaseholders see value for money	Head of Major Works
94	👤	📌	18.3 Ensure consultation with residents on the detailed 5 year asset management plan for major works - when they will be carried out, procurement and costs	Head of Major Works
95	👤	📌	18.4 Ensure that monitoring of progress across major works programmes and spend is included in performance monitoring	Head