Agenda Plan 1st April 2026 – 31st March 2027

Purpose of this Paper

This paper sets out the proposed Annual Operational Oversight Plan for the Reporting Committee. It brings together:

- The Policy Matrix Framework, establishing a structured suite of estate management policies
- The in-house Repairs & Maintenance Service, as the core operational delivery model for this year.
- A clear annual committee agenda cycle, ensuring consistent oversight of financial, operational, and compliance matters

The purpose is to:

- Provide a single, integrated monitoring framework across all estate functions
- Ensure clarity, transparency, and accountability in decision-making and reporting
- Embed the in-house repairs service within formal governance and performance oversight
- Align policy development, operational delivery, and committee reporting into a structured annual cycle

This approach ensures that all key estate activities whether policy-led or operational are properly governed, regularly reviewed, and subject to consistent committee scrutiny.

Agenda Plan for Reporting Committee – 26/27

Quarter	Theme	Core Governance Items	Repairs & Operations Oversight	Policy Matrix Alignment
Q1 (Apr – Jun)	Strategy, Compliance & Finance	• Service Charge Invoice review and accompanying literature (26/27) • H&S Compliance Report	• In-House Repairs Service Review (mobilisation, structure, risks) • PPM & Asset Management Plan (Final Resident Publish)	• Policy Programme Approval • Phase 1 Policies Initiated (H&S, Finance)
Q2 (Jul-Sep)	Operational Performance & Residents	• Service Charge Outturn & Review (25/26) • Resident Satisfaction Survey	• Repairs KPIs & Performance • Post transition review • Planned Works / PPM Progress	• Policy Approval: Health & Safety & Finance
Q3 (Oct-Dec)	Risk, Governance & Mid-Year Control	• Mid-Year Budget Review • Risk Register Review • Insurance & Claims Data • Governance Review	• Repairs Deep Dive (cost, efficiency, trends) • Major Works Programme (update)	• Policy Approval: Governance & Engagement
Q4 (Jan-Mar)	Assurance & Forward Planning	• Draft Budget (Next Year) • Internal Audit Findings • H&S Compliance Report • Security & ASB Report • Community Review	• Annual Repairs Performance Report	• Policy Approval: Security & Community Standards

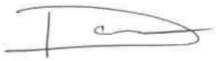
Dashboard Reporting Framework (Supporting Annual Agenda Plan) to be received at each meeting).

Dashboard Area	Key Items Covered	Purpose
Financial Dashboard	• Budget vs actual spend • Service charge tracking • Unplanned / unbudgeted works • Procurement & contracts register	Provide detailed financial control and transparency including External Audits.
Repairs & Asset Dashboard	• KPI suite (P1/P2/P3, completion times) • Backlog & ageing repairs • First-time fix & defect rates • PPM delivery tracking • Warranties tracking	Monitor operational performance and asset condition
Compliance Dashboard	• Statutory compliance (fire, water, asbestos etc.) • Lease / legal compliance • Audit actions tracking • Certification status	Ensure full regulatory and legal compliance visibility
People & Workforce Dashboard	• Staffing levels • Absence & turnover • Workforce capacity vs demand • In-house team performance	Support oversight of front line staffing delivery.

Dashboard Area	Key Items Covered	Purpose
Resident & Community Dashboard	• Concerns tracking • Resident communications activity • Breaches / ASB cases • Engagement activity	Provide visibility of resident experience and issues
Risk & Programme Dashboard	• Detailed risk register • Risk mitigation tracking	Monitor strategic and operational risks

All processes will review and where appropriate adopt the KPI's listed in the Altair report. Where specifically not adopted, the BEO will provide reasons they were not included or changed.

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For and on behalf of the Barbican Estate Office