

Schedule of Barbican Centre Live Red and Amber Priority Recommendations - November 2018

Recommendation Area	Priority	Status	Original Target Date	Revised Target Date	Comment
<u>Catering</u> : Use of objective and SMART key performance requirements within similar type contracts to facilitate effective measurement of contractor performance.	Amber	Not Yet Due	01/04/17	31/03/19	Barbican management: this is to be implemented for the next contract as it would be difficult to get any contractually binding agreement in respect of the current arrangement. The current contract is for 5 years from Sept 2015 and the recommendation will be incorporated in the new contract from September 2020. The target implementation date of March 2019 relates to contract specification stage for the new arrangements.
<u>Visitor Experience</u> : Common understanding of 'visitor experience'.	Amber	Not Yet Due	31/08/18	31/12/18*	No management comment provided. Revised target timescale supplied.
<u>Visitor Experience</u> : Improved 'Line of sight' between strategic aims and operational activities to embed 'visitor experience' within the organisational culture.	Amber	Not Yet Due	31/01/19	N/A	
<u>Visitor Experience</u> : Business Plan content update to reflect SMART objectives supporting delivery of strategic goals.	Amber	Not Yet Due	30/11/18	N/A	

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<u>Visitor Experience</u> : Data measurement, analysis and dissemination to interested parties to facilitate monitoring of delivery against the Strategic Goal.	Amber	Not Yet Due	31/05/19	N/A	
<u>Visitor Experience</u> : Business Plan progress monitoring to obtain assurance that all the projects / activities relating to the Visitor Experience Strategic Goal are being delivered as anticipated, and performance measures achieved.	Amber	Not Yet Due	30/11/18	N/A	
<u>Barbican Retail and Bars</u> : Retail stock ordering – increased automation.	Amber	Not Yet Due	31/07/18	31/03/19*	Management comment: Numerous talks to work with Revel to solve our issues have taken place but it doesn't look like it will deliver what we need. Retail are working with IT on requirements for a new system and we are going to the market in the next few months. Some system testing on what is out there has already been done and we feel comfortable a new system will meet all our needs. Revised timescale for a procurement decision is 31/03/19.
<u>Barbican Retail and Bars</u> : Retail - online sale system interface with the EPOS system.	Amber	Not Yet Due	31/07/18	31/03/19*	
<u>Barbican Retail and Bars</u> : Retail – streamlining of stocktake arrangements.	Amber	Not Yet Due	31/07/18	31/03/19*	
<u>Barbican Retail and Bars</u> : Retail – information capture in respect of internal sales.	Amber	Not Yet Due	31/07/18	31/03/19*	
<u>Barbican Retail and Bars</u> : Bars – accurate capture of stock cost information on the EPOS system.	Amber	Not Yet Due	30/04/18	31/03/19*	

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<u>Barbican Retail and Bars</u> : Bars – inclusion of till points within CCTV coverage.	Amber	Not Yet Due	31/05/18	31/12/19*	This is being tied in to the larger Barbican wide CCTV project. As this is being procured centrally for all City departments this project has seen a delay to 2019. New deadline - 31st December 2019.
<u>Barbican Retail and Bars</u> : Bars – recording of action taken in respect of significant Bars operation variances.	Amber	Overdue	14/05/18	N/A	Information supplied to Internal Audit does not demonstrate regular analysis of wastage.
<u>Baxter Storey</u> : Contract Documentation	Red	Not Yet Due	03/09/18	31/10/18*	Revised target date agreed as the contract, in respect of the service which commenced at the beginning of September 2018, has not yet been signed.
<u>Baxter Storey</u> : Contractual KPI Monitoring and Reporting	Amber	Not Yet Due	03/09/18	31/12/18*	The new contract specifies KPIs and arrangements for monitoring. Revised target date supplied for full implementation to enable 3 months of monitoring activity to be demonstrated.
<u>Baxter Storey</u> : Formalisation of Service Subsidy and Profit Share Arrangements	Amber	Not Yet Due	03/09/18	31/10/18*	The contract, for the service that commenced in September 2018, has been drafted but not yet been signed. Revised target date supplied for full implementation.
<u>Baxter Storey</u> : Introduction of Sanctions for Poor Contractual Performance	Amber	Not Yet Due	03/09/18	31/10/18*	Internal Audit comment: The new contract specifies sanctions for poor performance. Revised target date supplied for full implementation i.e. signing of the contract.

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Baxter Storey: Management of External Health & Safety Inspection Reports	Red	Not Yet Due	22/05/18	31/12/18*	Internal Audit comment: Disagreement over the H&S inspection report examined at the time of audit fieldwork has been resolved. Management comment: As this audit takes place annually and will take place in Autumn term, proof of monthly review cannot take place until this happens.
<u>Equality & Inclusion:</u> Reporting to Management	Amber	Overdue	30/09/18	-	Partially implemented as the arrangements for provision of updates on the strategy to Management Team / Directorate have been agreed. Evidence is required of application in practice and a revised timescale is required for full implementation.
<u>Equality & Inclusion:</u> Formulating Departmental Plans	Amber	Overdue	30/09/18	-	Partially Implemented. Evidence supplied to Internal Audit to demonstrate progress of implementation. Revised timescale required for full implementation.
<u>Equality & Inclusion:</u> Performing Artists – Use of Third Parties	Amber	Not Yet Due	31/01/19	-	
<u>Equality & Inclusion:</u> Reporting to Members	Amber	Not Yet Due	30/09/18	22/11/18*	Revised target date supplied to reflect intended reporting to the Board in November 2018.
<u>Equality & Inclusion:</u> Monitoring Strategy Delivery	Amber	Overdue	30/09/18	-	Partially implemented as a mapping document has been created. Revised target timescale required to demonstrate full implementation i.e. presentation as part of the agreed schedule of Equality & Inclusion reporting.
<u>Equality & Inclusion:</u> Approval of Departmental Equality & Inclusion Plans	Amber	Not Yet Due	30/09/18	30/11/18*	Management comment: We are awaiting sign-off of these.

‘*’ Denotes revised target date supplied since the July 2018 meeting of the Barbican Risk Committee

Recommendation Status		Overdue	Not Yet Due	Target Date Revised Since July 2018 Committee
Live red priority recommendations	2	-	2	2
Live amber priority recommendations	22	4	18	12
TOTAL live high priority recommendations	24	4	20	14