

## Schedule of Barbican Centre Live Red and Amber Priority Recommendations as at 31/10/2019

Recommendation Area	Priority	Status	Original Target Date	Revised Target Date	Comment
1. <u>Visitor Experience</u> : Common understanding of 'visitor experience'.	Amber	Not Yet Due	31/08/18	31/12/19	<p>Management comment, December 2018: As agreed with Members, our aim is to create an environment that enables and inspires others to achieve their best. It was agreed that this is to be achieved through the delivery of the following prioritised areas: 1) Compliant, 2) Efficient, 3) Appropriate. We have been delivering a ground-up review and much resultant change and this has meant that people have had to prioritise their finite time on areas of compliance including fire safety and terrorism for example. The Barbican's Strategic Plan defines the goals, one of which is Visitor Experience, (which, unfortunately, shares its name with one of our teams, causing confusion during the audit). Within that goal are contained the objectives all of which have a direct and indirect impact on audience experience. Within these are projects which deliver change in the areas of audience experience.</p> <p>Our prioritised plan means that we will focus on the points raised in the audit and bring together the projects under the 'appropriate' priority. In the meantime, the works under 'compliant' and 'efficient' have all contributed to the Visitor Experience.</p>
2. <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	31/12/19	
3. <u>Visitor Experience</u> : Business Plan content update to reflect SMART objectives supporting delivery of strategic goals.	Amber	Not Yet Due	30/11/18	31/12/19	
4. <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	31/12/19	
5. <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	Amber	Not Yet Due	30/11/18	31/12/19	

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performance measures achieved.					
6. <u>Barbican Retail and Bars:</u> Retail stock ordering – increased automation.	Amber	Not Yet Due	31/07/18	31/12/19	Management comment, April 2019: we have decided that rather than looking at a stock system, the best available system would replace both stock and epos – therefore we need to go out to tender. This will happen in the next couple of months with implementation hoping to happen at the end of the year.
7. <u>Barbican Retail and Bars:</u> Retail - online sale system interface with the EPOS system.	Amber	Not Yet Due	31/07/18	31/12/19	
8. <u>Barbican Retail and Bars:</u> Retail – streamlining of stocktake arrangements.	Amber	Not Yet Due	31/07/18	31/12/19	
9. <u>Barbican Retail and Bars:</u> Retail – information capture in respect of internal sales.	Amber	Not Yet Due	31/07/18	31/12/19	
10. <u>Barbican Retail and Bars:</u> Bars – accurate capture of stock cost information on the EPOS system.	Amber	Not Yet Due	30/04/18	31/12/19	
11. <u>Barbican Retail and Bars:</u> Bars – inclusion of till points within CCTV coverage.	Amber	Not Yet Due	31/05/18	31/12/19	Management comment, August 2018: 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.

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12. Strategic Planning: Development of SMART KPIs	Amber	Partially Implemented	30/09/19	31/03/20*	<p>Partial implementation demonstrated since the July 2019 Update Report.</p> <p>Management Comment, October 2019: We have agreed on the 10 KPI areas and these will be going to our November Board. The exact measure will not be set for 20/21 until early in the next calendar year when more of the programme and budget are confirmed.</p> <p>The current draft business plan with KPI's which will go in its final version to the November Board for sign off is attached. A revised target date for demonstration of full implementation has been set: 31/03/20.</p>
13. Strategic Planning: Completeness of Project Initiation Forms	Amber	Not Yet Due	30/09/19	31/03/20*	<p>Management comment, October 2019: There have been no new PIF's since the audit so we cannot evidence this recommendation at this time. New plan and process are going to the November board so will be able to evidence partial implementation at that point. A revised target date for demonstration of full implementation has been set: 31/03/20.</p>
14. Fraud Risk Management: Engineering Stock Procedures	Amber	Not Yet Due	31/08/19	31/01/20*	<p>Management comment, October 2019: The pressure on the team from the ongoing restructure and an unexpected absence has delayed this further. A revised target date for demonstration of full implementation has been set: 31/01/20.</p>
15. Fraud Risk Management: Fraud Awareness Training	Amber	Not Yet Due	20/03/20	-	No status update.

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16. <u>Fraud Risk Management: Previous Instances of Fraud</u>	Amber	Not Yet Due	31/07/19	31/12/19*	Management update, September 2019: a revised target timescale for demonstration of full implementation has been set: 31/12/19.
17. <u>Fraud Risk Management: Retail and Bars Training Records</u>	Amber	Partially Implemented	31/07/19	25/10/19*	<p>Partial implementation demonstrated since the July 2019 Update Report.</p> <p>Management update, October 2019: Retail – We will have staff records updated by the 25th October 2019. Staff training will be recorded electronically and we'll keep a hard copy of the signature page.</p> <p><i>Internal Audit comment, October 2019: Evidence of implementation not supplied. Revised target date for demonstration of full implementation required.</i></p>

‘\*’ Denotes revised target date supplied since the last Internal Audit Update Report to the Barbican Risk Committee

Recommendation Status		Partially Implemented	Not Implemented	Revised Target Date To Be Confirmed	Target Date Revised Since July 2019 Committee
Live red priority recommendations	0	0	0	0	0
Live amber priority recommendations	17	2	15	1	5
<b>TOTAL</b>	<b>17</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>5</b>