

Internal Audit Plan 2016-17

Audit Title	Rationale
Major Incident, Security and Safety	This is a key risk identified and will assess that the controls in place are operating effectively.
Catering	A review of the management of the catering contract to ensure services are delivered as per requirements and that appropriate financial monitoring controls are in place.
Customer Experience	This is a Strategic goal to enable delivery of a great experience to Barbican Centre Visitors. It will review of arrangements to ensure delivery of the supporting work strand: 'a seamless, real-time and consistently high standard customer experience across all touch points and channels, digital and physical. Focusing on data management related to customer satisfaction.
Car Parking System	A new system was introduced in summer 2015 and this review will ensure that appropriate key controls have been implemented.

Internal Audit 3 Year Strategy

Audit Title	2016-17	2017-18	2018-19
Major Incident, Security and Safety	✓		
Catering	✓		
Customer Experience	✓		
Car Parking System	✓		
Strategic Planning, Monitoring and Implementation		✓	
IT Projects		✓	
Financial Monitoring and Income Generation (New Retail Outlet)		✓	
Cancellation of Events		✓	
Widening Audiences		✓	
Cash Handling		✓	
Repairs and Maintenance			✓
Progression and Professional Development (Artistic Offering/Supporting Artists)			✓
Target Setting and Performance Monitoring			✓
Sponsorship and Donations			✓