

APPENDIX 3

Internal Audit Plan 2017-18

Audit Title	Rationale
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.
Equality and Diversity	Examination of key controls related to equality and diversity objectives to include arrangements for review of strategy and associated delivery plans, training and data collection processes.
Retail and Bars	Examination of key controls over income collection, stock management, and associated management information.
Cash Handling	Examination of key controls to ensure that all cash income is identified and accounted for at the point of receipt, handled securely, banked on a timely and complete basis and reconciled in full to source data.

Internal Audit 3 Year Strategy

Audit Title	2017-18	2018-19	2019-20
Strategic Planning, Monitoring and Implementation		✓	
Customer Experience	✓		
IT Projects (CRM, Agile Working, Ticketing System)		✓	
Event Contracts (including cancellation arrangements)		✓	
Equality and Diversity	✓		
Financial Monitoring and Income Generation		✓	
Cash Handling	✓		
Repairs and Maintenance			✓
Progression and Professional Development (Artistic Offering/Supporting Artists)			✓
Target Setting and Performance Monitoring			✓
Sponsorship and Donations			✓
Retail and Bars	✓		