

APPENDIX 3**Internal Audit Plan 2017-18**

Audit Title	Rationale
Customer Experience	This is a strategic goal to 'create timely, relevant and memorable experiences for our customers, exceeding their expectations in everything we do'. It will review arrangements to ensure delivery of the supporting work strands.
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	✓		