

## Schedule of Barbican Centre Live Red and Amber Priority Recommendations - July 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	March 2019	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	N/A	
<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	N/A	Barbican management: system developed to be confirmed as possible by 31 <sup>st</sup> July 2018.
<u>Barbican Retail and Bars</u> : Retail - online sale system interface with the EPOS system.	Amber	Not Yet Due	31/07/18	N/A	As above.
<u>Barbican Retail and Bars</u> : Retail – streamlining of stocktake arrangements.	Amber	Not Yet Due	31/07/18	N/A	As above.
<u>Barbican Retail and Bars</u> : Retail – information capture in respect of internal sales.	Amber	Not Yet Due	31/07/18	N/A	As above.

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<u>Barbican Retail and Bars</u> : Bars – enforcement of a separation of duties between key aspects of stock management.	Red	Agreed by Management	01/05/18	N/A	Internal Audit: part of the agreed management actions includes bi-monthly spot checks in respect of Bars stock deliveries. Internal Audit will evaluate implementation after at least one check cycle.
<u>Barbican Retail and Bars</u> : Bars – accurate capture of stock cost information on the EPOS system.	Amber	Agreed by Management	30/04/18	N/A	Internal Audit: part of the agreed management actions includes update of cost price information in April and September each year. Internal Audit will evaluate implementation after a full check cycle.
<u>Barbican Retail and Bars</u> : Bars – inclusion of till points within CCTV coverage.	Amber	In Progress	31/05/18	TBC	Internal Audit: follow-up in progress.
<u>Barbican Retail and Bars</u> : Bars – recording of action taken in respect of significant Bars operation variances.	Amber	Agreed by Management	14/05/18	N/A	Internal Audit: evidence to be obtained when significant variances arise.
<u>Barbican Retail and Bars</u> : Bars – consideration of the potential for reconciliation of independent stocktake information (adjustments and allowances) to EPOS system data.	Amber	Agreed by Management	31/05/18	N/A	Internal Audit: follow-up in progress.
<u>Baxter Storey</u> : Retention of Contract Documentation	Red	Not Yet Due	03/09/18	N/A	Barbican management: This contract is part of a CoL-wide catering re-tender that has been in progress for 18 months and due to be awarded end of May 2018. All the recommendations in this audit have been considered as best practice by City

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					Procurement and City Legal departments and are being addressed in the new contract commencing 03/09/18.
<u>Baxter Storey</u> : Contractual KPI Monitoring and Reporting	Amber	Not Yet Due	03/09/18	N/A	
<u>Baxter Storey</u> : Formalisation of Service Subsidy and Profit Share Arrangements	Amber	Not Yet Due	03/09/18	N/A	
<u>Baxter Storey</u> : Introduction of Sanctions for Poor Contractual Performance	Amber	Not Yet Due	03/09/18	N/A	
<u>Baxter Storey</u> : Management of External Health & Safety Inspection Reports	Red	Agreed by Management	22/05/18	N/A	Internal Audit: evidence to be obtained when any 'Priority 1' issues are raised by the Health and Safety consultant.

Live red priority recommendations	3
Live amber priority recommendations	17
TOTAL live high priority recommendations	20