

Schedule of Barbican Centre Live Red and Amber Priority Recommendations as at January 2020

Recommendation Area	Priority	Status	Original Target Date	Revised Target Date	Comment
1. <u>Visitor Experience (MK 2702):</u> Common understanding of 'visitor experience'.	Amber	Overdue	31/08/18	31/12/19	<p><u>Management Comment:</u> We have recently conducted an audience segmentation exercise and associated review which has led to a closer definition of the different types of visitors. The following phase is to roll out training to departments. This has in progress. This is joined up with the wider audience experience training which will ensure a further one team approach to our customer experience and understanding.</p> <p><u>Internal Audit Comment:</u> Partial implementation has been confirmed. A revised target timescale of 31/07/2020 has been supplied for rollout of the training to promote consistency.</p>
2. <u>Visitor Experience (MK 2704)</u> Improved 'Line of sight' between strategic aims and operational activities to embed 'visitor experience' within the organisational culture.	Amber	Overdue	31/01/19	31/12/19	<p><u>Management Comment:</u> The new Strategic Plan and business plan aid this. These are on the work plan for both the Board and MT to gain regular updates.</p> <p><u>Internal Audit Comment:</u> Evidence of implementation is awaited. A revised target timescale of 31/07/2020 has been supplied for demonstration of implementation.</p>

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3. <u>Visitor Experience</u> (MK 2705) Business Plan content update to reflect SMART objectives supporting delivery of strategic goals.	Amber	Overdue	30/11/18	31/12/19	<u>Management Comment:</u> Draft KPI areas went to the Board in November 2019. As work develops on the business plan these will be fleshed out and finalised in the new year – Revised date – 31/05/2020.
4. <u>Visitor Experience</u> (MK2708): Data measurement, analysis and dissemination to interested parties to facilitate monitoring of delivery against the Strategic Goal.	Amber	Overdue	31/05/19	31/12/19	<u>Management Comment:</u> This is linked to recommendation 2702. A revised target timescale of 31/07/2020 has been supplied for demonstration of full implementation.
5. <u>Visitor Experience</u> (MK2706): Business Plan progress monitoring to obtain assurance that all the projects / activities relating to the Visitor Experience Strategic Goal are being delivered.	Amber	Overdue	30/11/18	31/12/19	<u>Management Comment:</u> Updates are on the work plan for both the Board and Management Team. <u>Internal Audit Comment:</u> A revised target timescale of 31/07/2020 has been supplied for demonstration of full implementation.
6. <u>Barbican Retail and Bars</u> (MK 2582) Retail stock ordering – increased automation.	Amber	Overdue (Partially Implemented)	31/07/18	31/12/19	<u>Management Comment:</u> The tender is being published after the Christmas period. Depending on the implementation period we would have a new system in place at the earliest of March 20 and the latest July 20. A revised target timescale of 31/07/2020 has been supplied for demonstration of full implementation of these recommendations.
7. <u>Barbican Retail and Bars</u> (MK 2585) Retail - online sale system interface with the EPOS system.	Amber	Overdue (Partially Implemented)	31/07/18	31/12/19	

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8. <u>Barbican Retail and Bars</u> (MK 2588): Retail – streamlining of stocktake arrangements.	Amber	Overdue (Partially Implemented)	31/07/18	31/12/19	
9. <u>Barbican Retail and Bars</u> (MK 2591): Retail – information capture in respect of internal sales.	Amber	Overdue	31/07/18	31/12/19	
10. <u>Barbican Retail and Bars</u> (MK 2587): Bars – inclusion of till points within CCTV coverage.	Amber	Overdue	31/05/18	31/12/19	<p><u>Management Comment:</u> The larger Barbican wide CCTV project which has been procured centrally for all City departments has seen further delay to 2020. This is due to planning and procurement.</p> <p><u>Internal Audit Comment:</u> A revised target timescale of 31/07/2020 has been supplied.</p>
11. <u>Barbican Retail and Bars</u> (MK 2584): Bars – accurate capture of stock cost information on the EPOS system.	Amber	Overdue (Partially Implemented)	30/04/18	31/12/19	<p><u>Internal Audit Comment:</u> Barbican Management have advised that this control is in operation and are liaising with Internal Audit to complete follow-up testing.</p>
12. <u>Strategic Planning</u> (MK 2968): Development of SMART KPIs	Amber	Not Yet Due	30/09/19	31/03/20	<p><u>Internal Audit Comment:</u> Recommendation is already partially implemented.</p>

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13. Strategic Planning (MK 2967): Completeness of Project Initiation Forms	Amber	Not Yet Due	30/09/19	31/03/20	
14. Fraud Risk Management (MK 3174): Engineering Stock Procedures	Amber	Not Yet Due	31/08/19	31/01/20	
15. Fraud Risk Management (MK 3168): Fraud Awareness Training	Amber	Not Yet Due	20/03/20	-	
16. Fraud Risk Management (MK 3169): Approval for Use of Consultants	Amber	Overdue	31/07/19	31/12/19	Internal Audit Comment: Revised target date for demonstration of full implementation to be confirmed.
17. Barbican IT Projects (MK 3111): Strategic Project Definition	Amber	Not Yet Due	31/12/20	-	
18. Barbican IT Projects (MK 3150): Project Initiation Forms for Non-Strategic Projects	Amber	Not Yet Due	31/01/20	-	

Recommendation Status		Partially Implemented	Not Implemented	Revised Target Date To Be Confirmed	Target Date Revised Since November 2019 Committee
Live red priority recommendations	0	0	0	0	0
Live amber priority recommendations	16	6	10	1	10
TOTAL	18	6	12	1	10