

Schedule of Barbican Centre Overdue High Priority Recommendations as at mid-October 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	31/03/2021	<u>Internal Audit Comment</u> : Revised target date amended from 31/07/20.
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	31/03/2021	<u>Barbican Management Update</u> : These recommendations are linked to the overall Business Plan, update of which has been delayed due to a focus on the long-term financial plan. The Business Plan is going to the November meeting of the Board.
3. <u>Visitor Experience (MK 2705)</u> : Business Plan content update to reflect SMART objectives supporting delivery of strategic goals.	Amber	Overdue	30/11/18	31/03/2021	The team has not been in a position to focus on this in the last 8 months as they have been instrumental in ensuring that the Barbican was COVID safe and ready to open.
4. <u>Visitor Experience (MK2706)</u> : 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	31/03/2021	Revised target timescale of 31/03/21 supplied.
5. <u>Visitor Experience (MK2708)</u> : Data measurement, analysis and dissemination to interested parties to facilitate monitoring of delivery against the Strategic Goal.	Amber	Overdue	31/05/19	31/03/2021	

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6. <u>Strategic Planning</u> (MK 2968): Development of SMART KPIs	Amber	Overdue	30/09/19	30/11/20	<p><u>Internal Audit Comment:</u> Revised target date amended from 31/03/20.</p> <p><u>Barbican Management Update:</u> The Business Plan has been delayed to November 2020. Revised target timescale of 30/11/20 supplied.</p>
7. <u>Barbican IT Projects</u> (MK 3150): Project Initiation Forms for Non-Strategic Projects	Amber	Overdue	31/01/20	31/12/20	<p><u>Internal Audit Comment:</u> Partial implementation has been confirmed and further clarification has been sought to enable closure of the recommendation.</p> <p><u>Barbican Management Update:</u> Revised target timescale of December 2020 supplied.</p>