

Schedule of Barbican Centre Live Issues & Associated High Priority Recommendations as at early October 2023

Recommendation Area	Priority	Original Target Date	Revised Target Date	Status & Comments
Facilities Management & Maintenance – finalised March 2021				
<i>Internal Audit Comment: a third follow-up exercise in September 2022 confirmed implementation slippage, with 5 issues outstanding. Status updates have been provided to Internal Audit by Barbican management, advising of progress made as at early October, and confirmation is required of revised target timescales for demonstrating issues identified during the original audit in 2020-21 have been resolved i.e. processes have been developed but evidence is not yet available of their implementation</i>				
<p><u>1. Facilities Management & Maintenance</u> The Head of Engineering Projects should determine appropriate productivity targets and wider performance measures for the Engineering Team and implement a framework for monitoring performance accordingly, in order to drive the necessary improvements in performance.</p>	Amber	30/09/2021	Awaited from Management	<p><u>Management Update:</u> This year, unfortunately, we as a department were behind on our appraisals. All appraisals have now been done, but the process will be done differently next year. We have planned for 2024 that meetings with individuals will happen more regularly, with the first round of face-to-face appraisals taking place in April. These objectives include onboarding an additional Engineering Services Manager to be able to have 2 office-based managers for the engineering team to allow the department to run more smoothly.</p>
<p><u>2. Facilities Management & Maintenance</u> The Head of Engineering and Projects should ensure that the accuracy and completeness of Programmed Maintenance tasks within the Micad and Agility systems are periodically verified.</p>	Amber	31/05/2021		<p><u>Management Update:</u> Micad has been replaced by an alternative CAFM software called Concerto. The new IFM contractor, Atalian Servest, is undertaking an asset verification exercise. The contractor has 6 months from the start of the contract in April to complete the verification exercise so the information should be provided imminently.</p>

Recommendation Area	Priority	Original Target Date	Revised Target Date	Status & Comments
				<p>The Head of Eng & Project and the Engineering Services Manager are meeting with the City Surveyor (Property Facilities Management Team) to verify whether the responsibility for maintaining each type of assets lies in house or with the service provider. When this is complete, we will confirm each asset is accounted for on Concerto (service provide) or on Agility (in-house). We are waiting for the completed asset lists to finish the exercise.</p> <p>We have developed a process for when existing assets are removed/replace or new assets are installed. This ensures that all assets information is current on Concerto and that we have a maintenance regime for each asset. We have also programmed annual review at the end of the contract year to check the PPM list is accurate against the list of assets.</p>
<p><u>3. Facilities Management & Maintenance</u> The Head of Engineering and Projects should implement an appropriate action plan to ensure that all outstanding all Gas Safety, Electrical Safety and Water Management tasks are completed.</p>	Amber	15/07/2021		<p><u>Management Update:</u> In addition to the above, a compliance spreadsheet has been developed which will turn Green then Amber as the appropriate PPM is due and Red if the due date is passed. Now monthly compliance meetings can resume because the new Engineering Services Manager is in post. Actions will be recorded and checked at the monthly compliance meeting.</p>

Recommendation Area	Priority	Original Target Date	Revised Target Date	Status & Comments
				Compliance Certs are stored electronically on Concerto and copies are on the Barbican network.
<p><u>4. Facilities Management & Maintenance</u> The Head of Engineering and Projects should ensure that the skills analysis exercise is completed in an appropriate timeframe.</p>	Amber	30/09/2021		<p><u>Management Update:</u> We have been compiling all of our technician's training within a single spreadsheet so that we can clearly see who holds what and when it is due to expire. Having this document should provide us an easy overview as well as being able to see who needs what training.</p> <p>The technicians have all been invited to 1-1s with the Head of Engineering and Projects (4 people remaining due to annual leave and sickness) over the past couple of months after filling in a training sheet. The spreadsheet is still a work in progress.</p>
<p><u>5. Facilities Management & Maintenance</u> The Head of Engineering and Projects should implement arrangements for verifying the accuracy of reactive maintenance tasks recorded as 'completed' in Micad.</p>	Amber	31/05/2021		<p><u>Management Update:</u> The Engineering Services Manager who is new in post will check or arrange for checks to be carried out when PPMs are updated as complete on Agility and Concerto. These will be random checks based on PPM reports from either system. This process will also be completed for reactive works on both Concerto and Agility. A record of checks will be kept.</p>

Recommendation Area	Priority	Original Target Date	Revised Target Date	Status & Comments
<u>P-Card Compliance Checks – December 2022 and September 2023</u>				
<i>Internal Audit Comment: an annual compliance check in September 2023 has confirmed that issues flagged during the previous year's audit have not been fully resolved; some non-compliant practices persist.</i>				
<p>6. <u>Management Actions to Ensure Compliance</u> Barbican Centre Management should promote compliant P-Card practice by ensuring that:</p> <ul style="list-style-type: none"> • Approval of submitted transactions incorporates robust check and challenge. • Cardholder transactions are submitted in good time to facilitate effective review and approval. • Cardholders are consistently held to account in respect of any non-compliance with the Scheme. • Appropriate use is made of the three strikes rule. 	Amber	31/03/2023	Ongoing	<p><u>Internal Audit Update:</u> Evidence has been provided of a range of action taken to drive up compliance rates and whilst this has had some impact in individual cases, overall performance is not at the required level. Audit examination of recently published internal P Card data (Q1 2023-24) indicates that further, ongoing action is required to promote consistent compliant practice.</p> <p>A further check will be carried out in early 2024-25 to analyse performance and evaluate the effectiveness of management actions.</p>