

## **AUDIT COMMITTEE**

**27 JUNE 2019**

### **INTERNAL AUDIT AND COUNTER FRAUD SERVICE – RESULTS OF SATISFACTION SURVEY**

Report from: Phil Watts, Chief Finance Officer

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Shared Service (Chief Audit Executive)

#### **Summary**

This report informs Members of the results of a survey aimed at identifying the level of satisfaction with the services provided by the Audit and Counter Fraud Team.

#### **1. Budget and Policy Framework**

- 1.1 Council delegates responsibility for the oversight and monitoring the effectiveness of the Audit and Counter Fraud Shared Service to the Audit Committee.

#### **2. Background**

- 2.1 The Public Sector Internal Audit Standards (Standards) require that: *“The chief audit executive must develop and maintain a quality assurance and improvement programme that covers all aspects of the internal audit activity.”*
- 2.2 On 8 January 2019, the Audit Committee approved the Quality Assurance and Improvement Programme (QAIP) prepared to meet this requirement, which included a target for ‘customer satisfaction with overall service’.
- 2.3 A survey was issued to Officers and Members within the organisation to determine client satisfaction with the service.

#### **3. Update report**

- 3.1 The Audit and Counter Fraud Shared Service with Gravesham Borough Council has been in operation since March 2016, with 2018-19 being the third full year of operation. This was felt to be an appropriate time to issue a survey to Officers and Members of both organisations to receive feedback on the satisfaction with services provided by the Audit and Counter Fraud Team.
- 3.2 The report at Appendix 1 provides the detailed results of the responses received from respondents within Medway Council.

3.3 Appendix 2 provides the summary of the combined responses from both Medway Council and Gravesham Borough Council to provide Members with an overall picture of the views across both organisations.

#### **4. Risk management**

4.1. The work of the Audit and Counter Fraud team, provides a key source of assurance for the council on the adequacy and effectiveness of its internal control arrangements.

#### **5. Financial implications**

5.1. An adequate and effective Audit and Counter Fraud function provides the council with assurance on the proper, economic, efficient and effective use of council resources in delivery of services, as well as helping to identify fraud and error that could have an adverse effect on the financial statements of the council.

#### **6. Legal implications**

6.1. The Accounts and Audit Regulations 2015 require local authorities to: undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal auditing standards or guidance. The Section 151 Officer of a local authority is responsible for establishing the internal audit service; Gravesham Borough Council has delegated this responsibility to the Section 151 Officer of Medway Council.

#### **7. Recommendation**

7.1 Members are requested to note the results of the Audit and Counter Fraud satisfaction survey.

#### **Lead officer contact**

James Larkin, Head of Audit and Counter Fraud Shared Service

#### **Appendices**

Appendix 1- Satisfaction Survey 2018-19 Results.

Appendix 2 - Combined Results of Satisfaction Survey 2018-19

#### **Background papers**

None.