

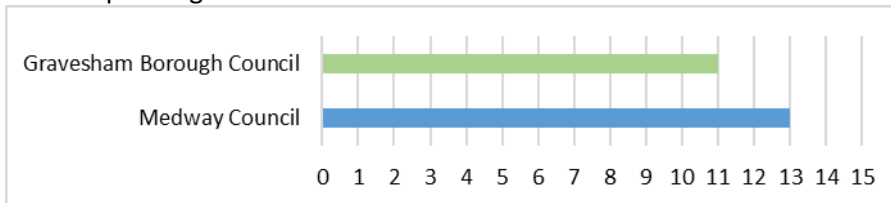
Audit & Counter Fraud Shared Service
Medway Council & Gravesham Borough Council

Combined Results of Satisfaction Survey 2018-19

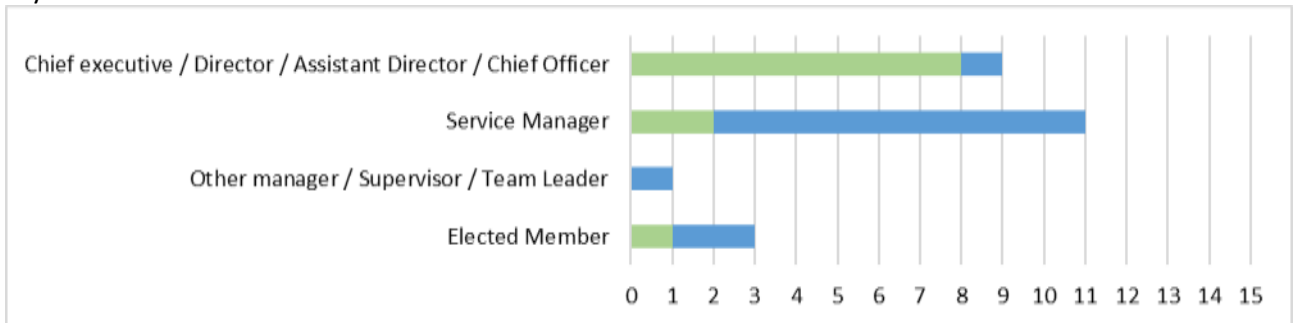
Audit & Counter Fraud Survey

About You

I am Responding for:



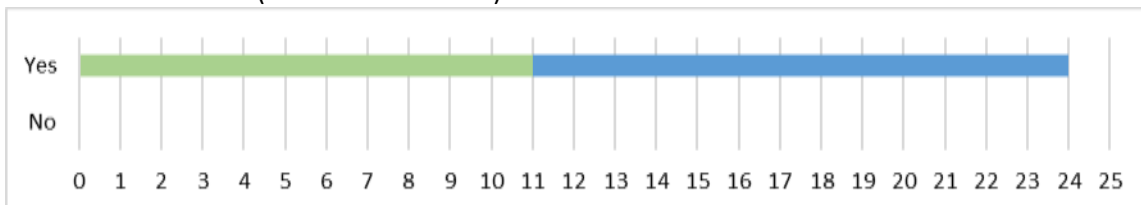
My role is:



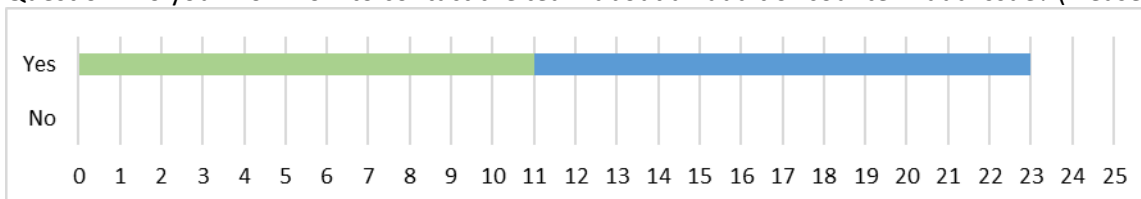
Awareness of the Audit & Counter Fraud Team

There are currently 14 members of the Audit & Counter Fraud team who split their time between the Gravesham Borough Council and Medway Council Offices.

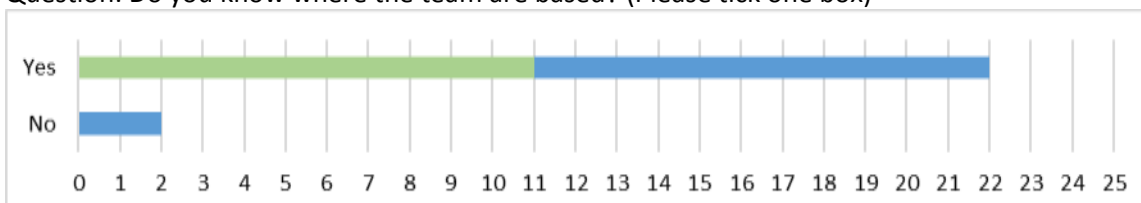
Question: Over the last two years have you had contact with or met anyone in the team regarding an audit or counter fraud issue? (Please tick one box)



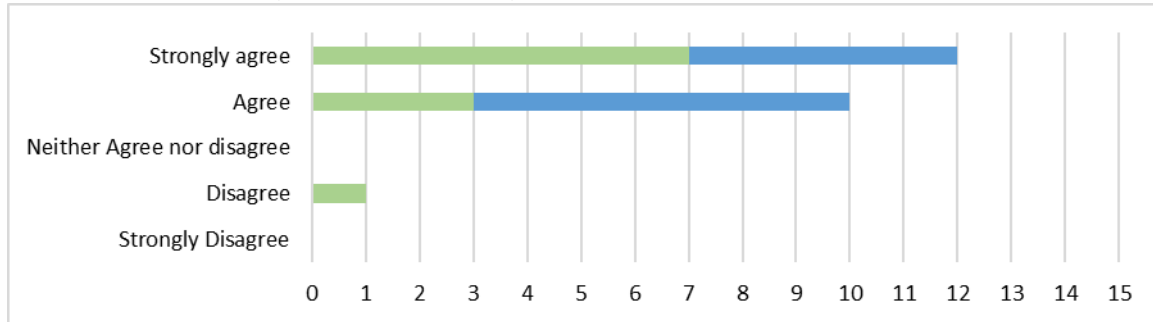
Question: Do you know how to contact the team about an audit or counter fraud issue? (Please tick one box)



Question: Do you know where the team are based? (Please tick one box)



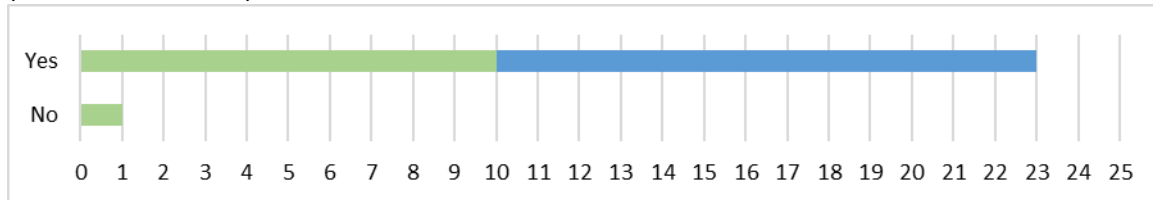
Question: How much do you agree or disagree that, you have a good understanding of the role of the Audit & Counter Fraud Team? (Please tick one box)



The Audit & Counter Fraud Annual Workplan

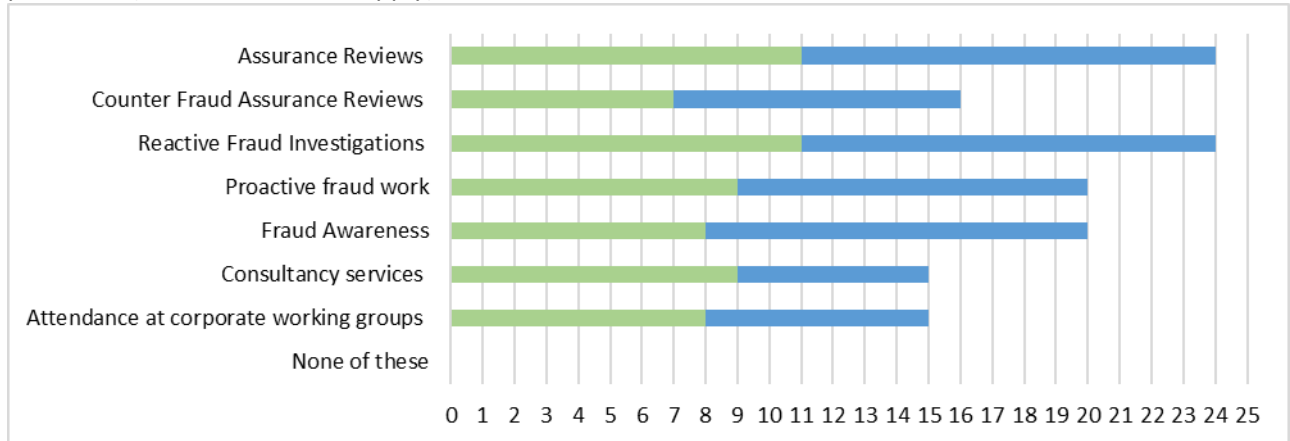
The work of the Audit & Counter Fraud team is largely directed by the annual Audit & Counter Fraud Plan.

Question: Do you feel that you are sufficiently involved in the preparation of the team’s annual workplan? (Please tick one box)

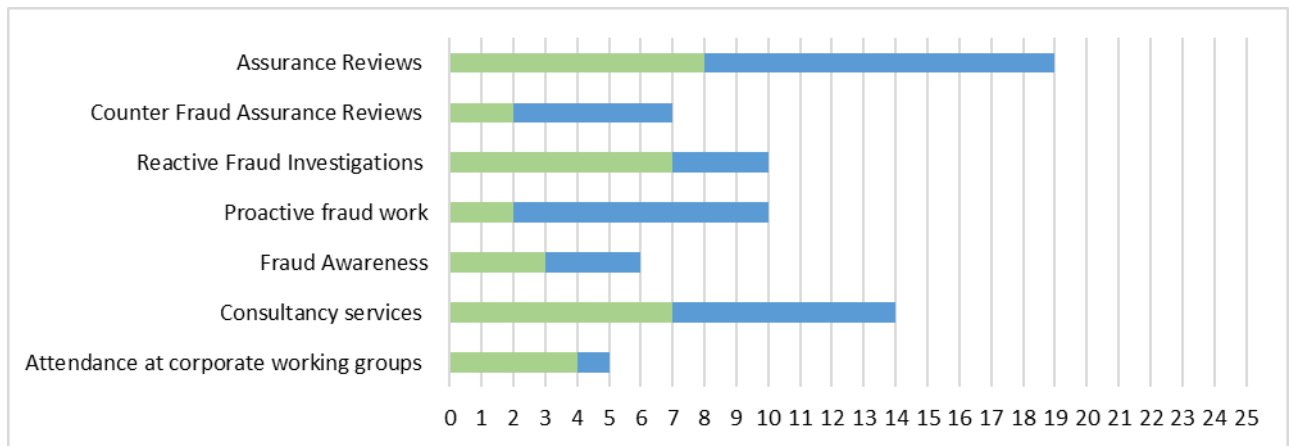


Audit & Counter Fraud Services

Question: Which, if any, of the following services were you aware that the Audit & Counter Fraud team provides? (Please tick all that apply)

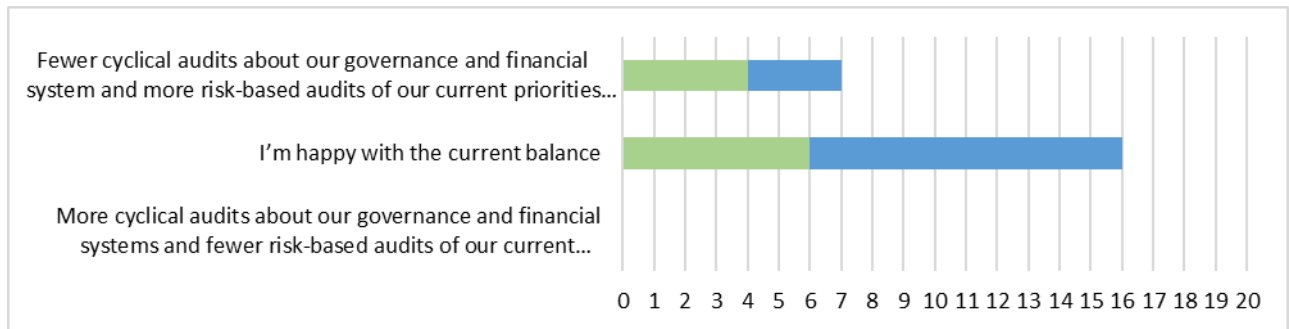


Question: Of the services below, which THREE do you feel add (or have the potential to add) the most value to the work you do? (Please tick up to THREE boxes)

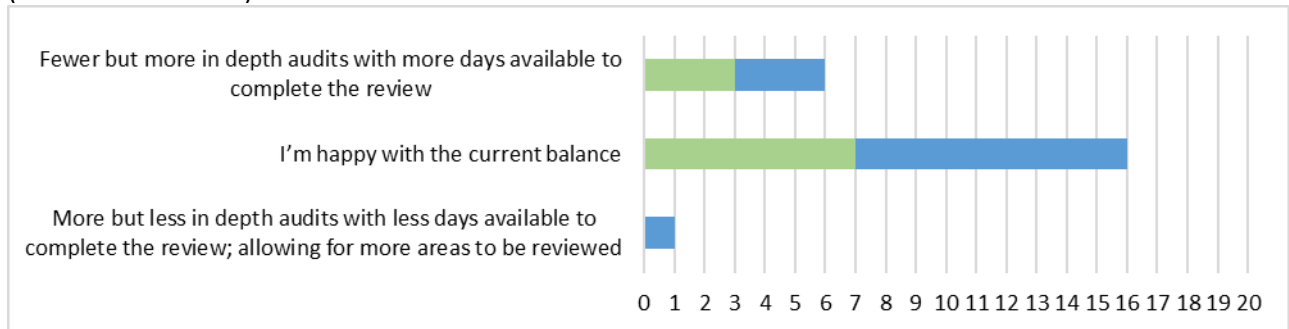


Audits (Assurance reviews) make up the bulk of the work that we do. The assurance reviews included in the Annual Audit & Counter Fraud Plan are split into two categories - 'core governance and financial systems reviews' which are scheduled based on the cyclical programme provided at Appendix A to the Plan and 'corporate risks and assurance reviews' which are based on an annual assessment of the council's current priorities and risks.

Question: Thinking about the 2018-19 Audit & Counter Fraud Plan, do you feel the council would benefit from: (Please tick one box)



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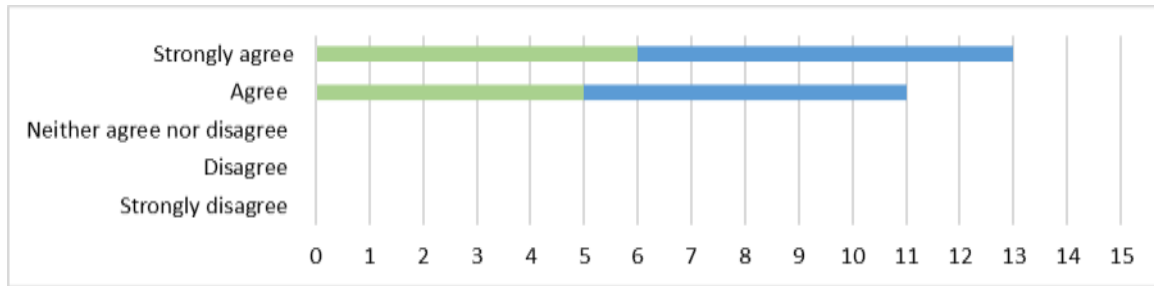


Compliance with the IIA Core Principles

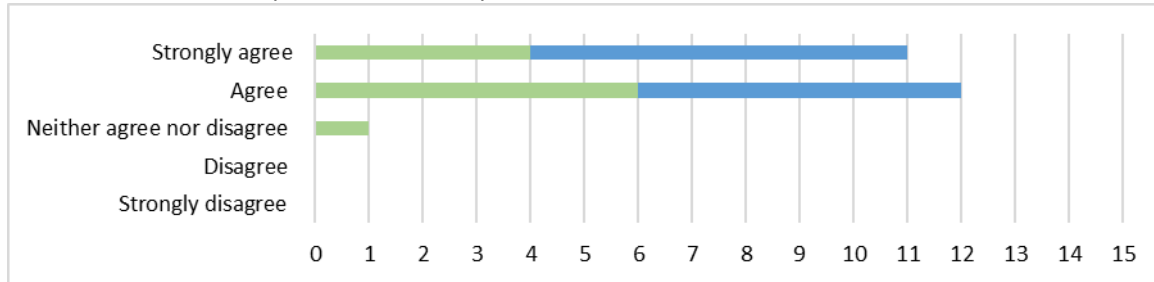
As a team we have committed to working in line with the Institute of Internal Auditor's core principles.

Thinking about the following statements, to what extent do you agree or disagree that the team:

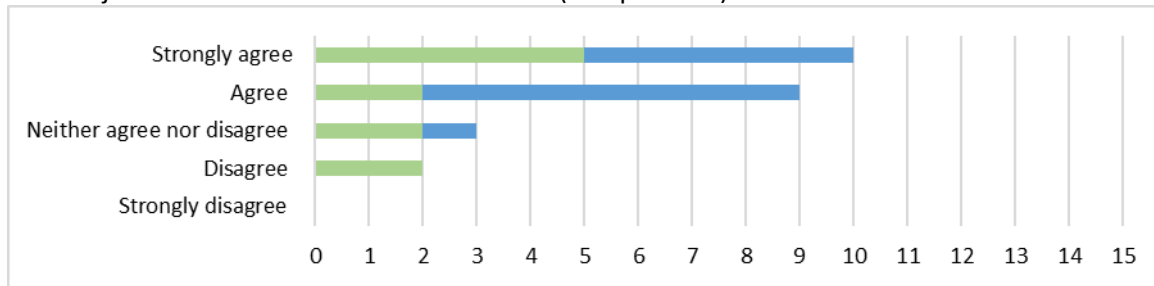
- Demonstrates integrity in their work



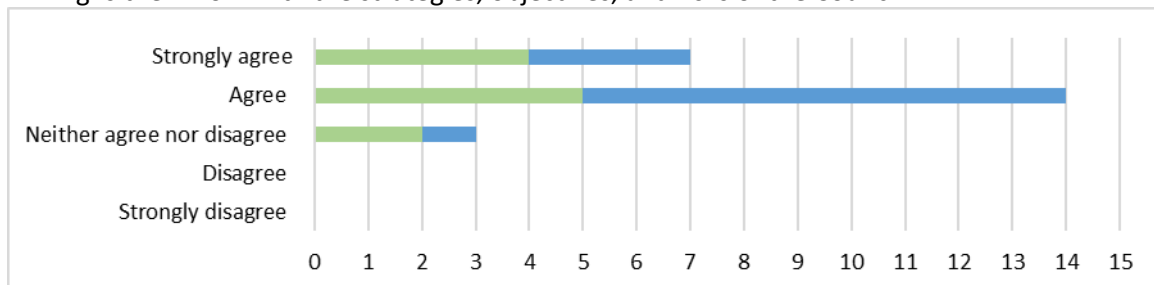
- Demonstrates competence and due professional care in their work



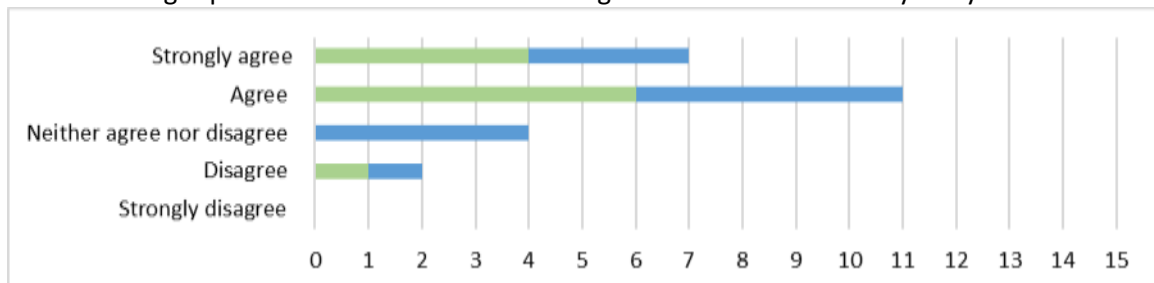
- Is objective and free from undue influence (independent)



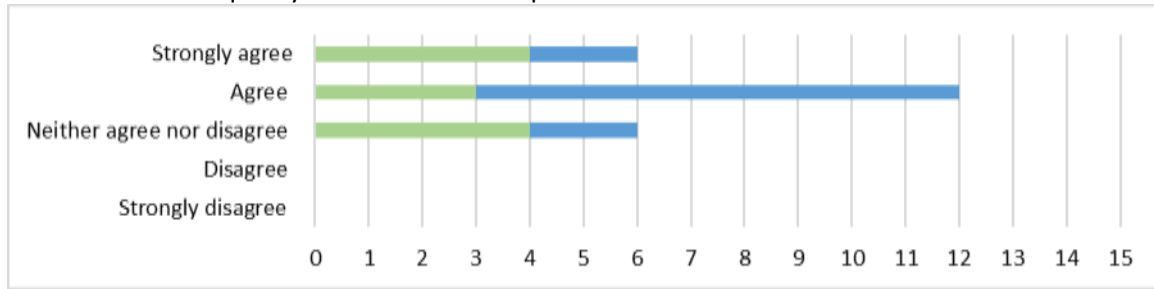
- Aligns their work with the strategies, objectives, and risks of the Council



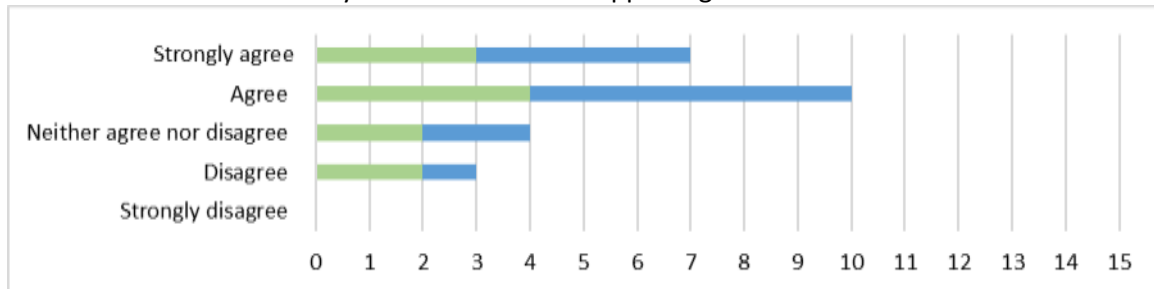
- Is in the right part of the Council and has enough resources to effectively carry out its role



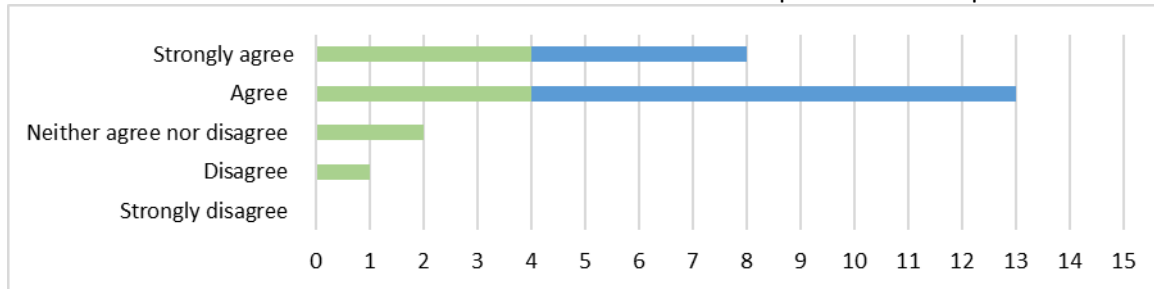
- Demonstrates quality and continuous improvement in their work



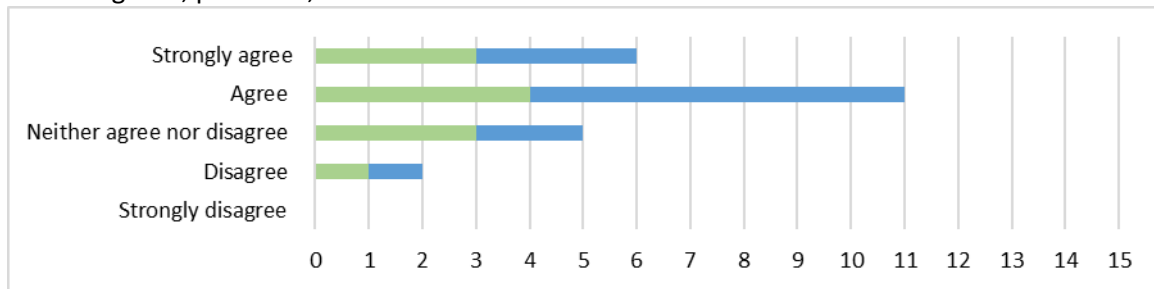
- Communicates effectively about their role in supporting the Council



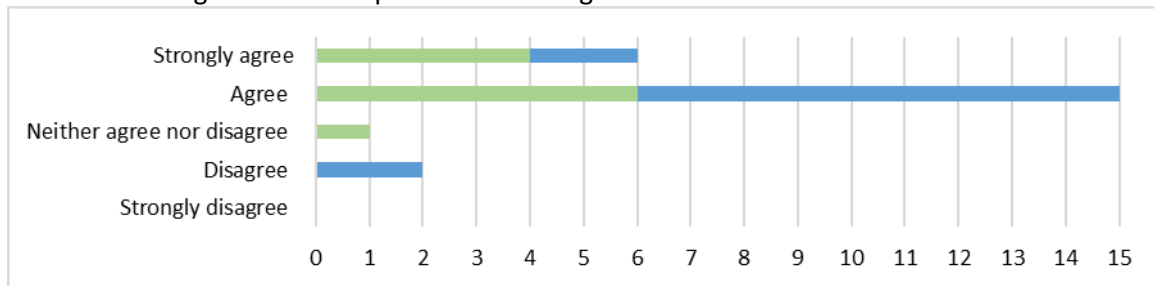
- Provides risk-based assurance on the effectiveness of council processes to help it achieve its objectives



- Is insightful, proactive, and future focused in their work



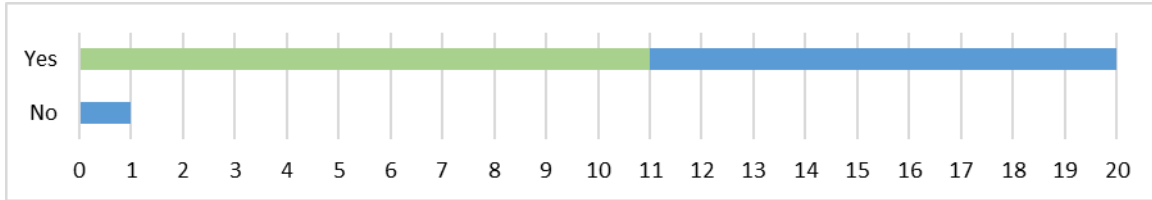
- Promotes organisational improvement through their work



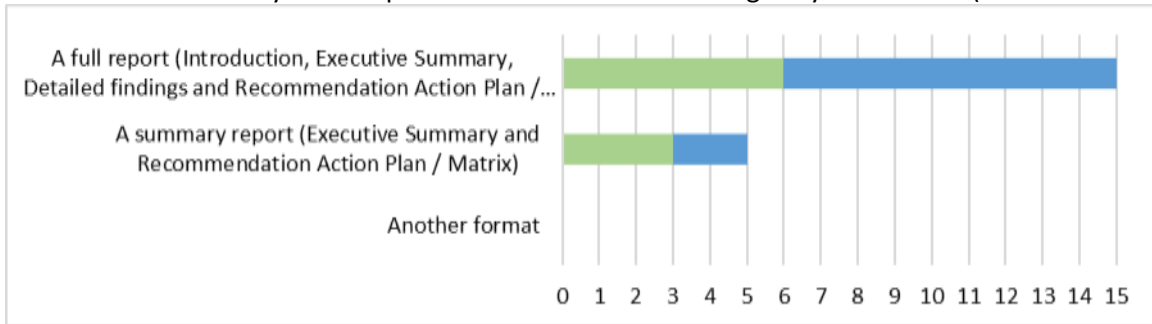
Audit & Counter Fraud Reports

The end product for most of the Audit and Counter Fraud team services is a report summarising the work that has been carried out.

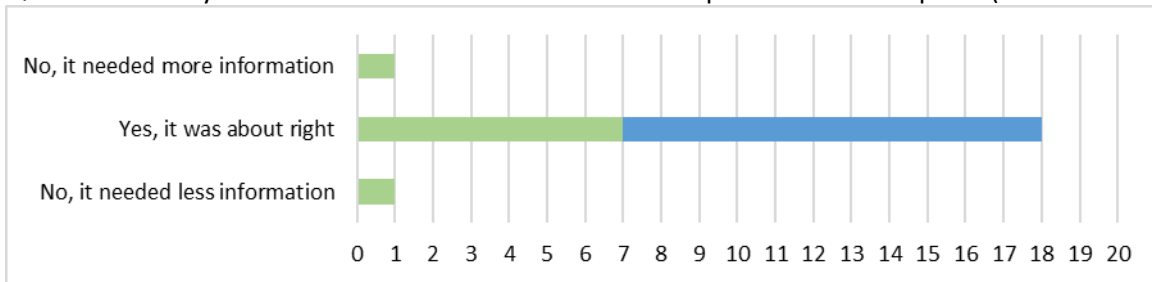
Question: In the last two years have you received a summary report from the Audit & Counter Fraud Team? (Please tick one box)



Question: How would you have preferred to receive the findings of your review? (Please tick one box)

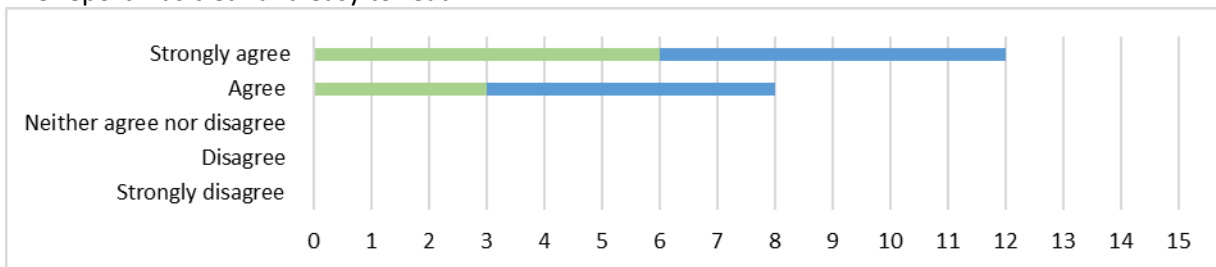


Question: Were you satisfied with the level of information provided in the report? (Please tick one box)

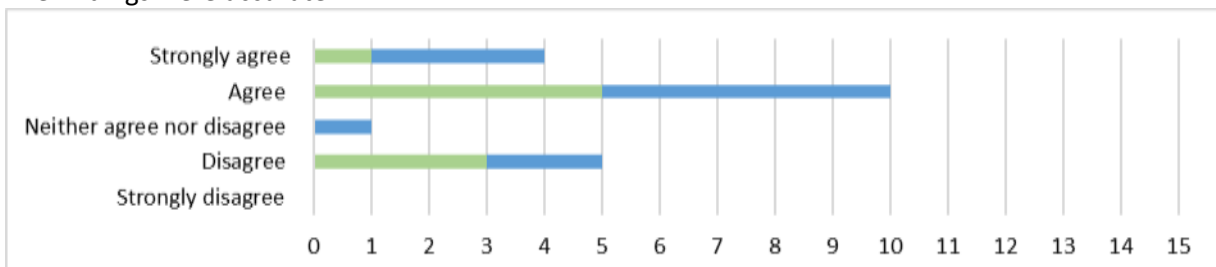


Question: Thinking about the report to what extent do you agree or disagree with the following statements;

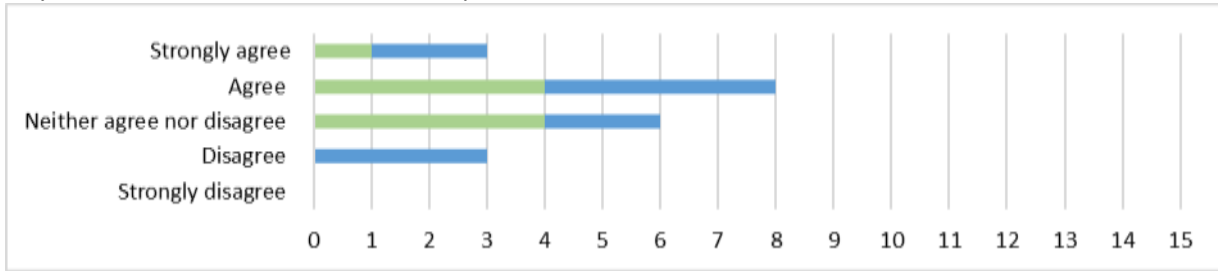
The report was clear and easy to read



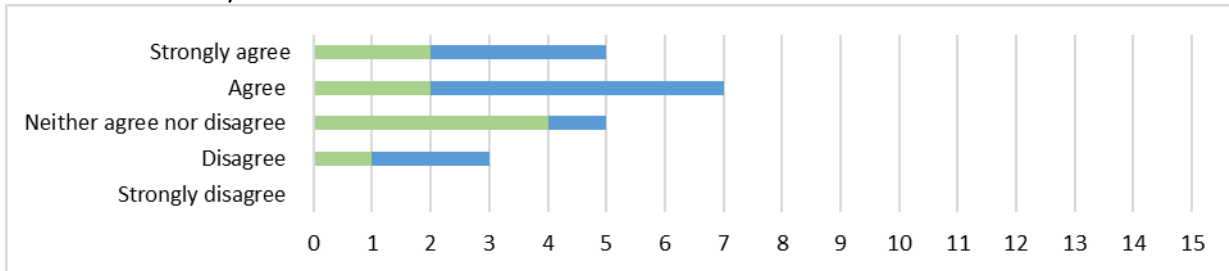
The findings were accurate



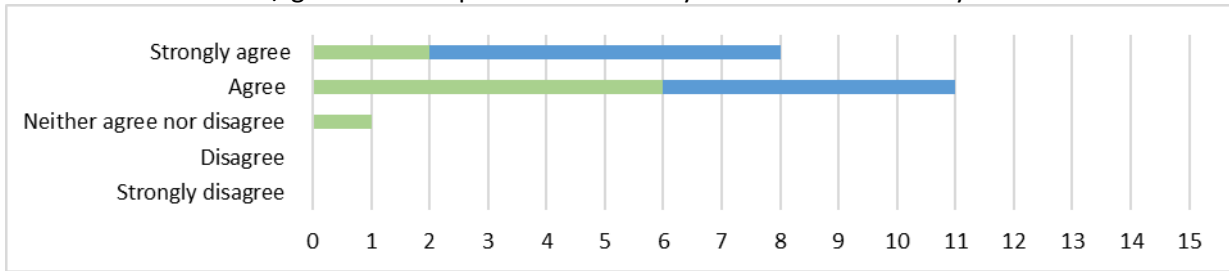
Any recommendations were relevant, practical and realistic



The review and any recommendations added value to the service



Sufficient information / guidance was provided to identify actions to address any recommendations made



Overall Satisfaction with Audit & Counter Fraud

Question: Overall how satisfied or dissatisfied are you with support available from the Audit & Counter Fraud Team?

