

Summary of Measures to demonstrate the effectiveness of Internal Audit – 2013-14 Review

Measure	Finding
<p>Review of the Internal Audit team against proper practice, as defined as the <i>Public Sector Internal Audit Standards and the CIPFA Local Government Application Note to the Public Sector Internal Audit Standards</i>.</p>	<p>The Public Sector Internal Audit Standards (PSIAS) and the CIPFA Local Government Application Note to the Public Sector Internal Audit Standards were introduced as proper Practice from 1 April 2013. A self-assessment was conducted in August 2013 and reported to the Audit Committee in October 2013. This assessment identified some areas where minor procedural and administrative amendments were required to meet the new PSIAS and the team worked in the remainder of the 2013-14 year to address these areas.</p> <p>A self-assessment conducted in May 2014 confirmed that the team are considered to be working in compliance with the PSIAS. One action remains; Internal Audit teams are required to be externally assessed against the PSIAS once in a five-year period. Consideration is currently being given to scheduling an assessment in the 2015-16 financial year.</p>
<p>The internal audit planning process, demonstrating that audit planning is risk-based and reflects the business objectives of the Council.</p>	<p>The annual audit planning exercise for the coming financial year uses a risk-based methodology to ensure the most effective use of Internal Audit resource. This exercise reflects the business objectives of the Council.</p>
<p>Customer Satisfaction survey results.</p>	<p>The bi-annual client satisfaction survey conducted in April 2013 assessed the Internal Audit Team as providing a good internal audit service. The service was rated at 3.86 against a maximum rating of 4.0.</p> <p>Customer satisfaction surveys are sent to all client managers on publication of a final internal audit report. The results of surveys returned during 2013-14 gave an overall satisfaction measure of 100% against a target of 80%.</p>
<p>Key performance indicator outturns.</p>	<p>A set of seven performance measures have been developed to assess the effectiveness of the Internal Audit team in achieving a quality Internal Audit Service. As reported in the Annual Internal Audit Report 2013-14, during the year the team met all of the seven performance measures.</p>

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The extent to which reliance can be placed on the work of internal audit by the external auditor.	In the Audit Plan for Tonbridge & Malling Borough Council for the year ended 31 March 2014 Grant Thornton stated: <i>Overall we have concluded that the internal audit service continues to provide an independent and satisfactory service to the Council and that internal audit work contributes to an effective internal control environment at the Council.</i> <i>Our review of internal audit work to date has not identified any weaknesses which impact on our audit approach.</i>