

**Summary of Measures to demonstrate the effectiveness of Internal Audit – 2021-22 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 (amended April 2017). The PSIAS require a periodic Internal Assessment and a five-yearly independent External Assessment</p> <p>An External Quality Assessment was commissioned in February 2021 and was undertaken by 'Business Risk Solutions'. The outcome of the assessment was: 'Tonbridge and Malling Borough Council Internal Audit service is delivering to a standard that generally conforms with the Public Sector Internal Audit Standards'</p> <p>The assessment raised 13 recommendations for improvement and 5 enhancements for consideration. During 2021/22 the actions identified against the improvements have all been implemented.</p> <p>The annual Internal Self-Assessment against the PSIAS will be undertaken in December 2022 as per the Internal Audit Quality and Improvement Programme (QAIP)</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 2021/22 financial year used a risk-based methodology to ensure the most effective use of Internal Audit resource. Review of the 2021/22 Plan and subsequent changes during the year established that there was a good level of alignment to Council strategies and key risks. The same approach has been taken to the annual planning for 2022/23.</p> <p>The approach for 2022/23 has been amended slightly to include time in the plan to respond flexibly to emerging risks for TMBC during the year</p>

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Customer Satisfaction survey results.	<p>Customer satisfaction surveys are sent to client managers on publication of a final internal audit report. The results of surveys returned in 2021-22 to date gave an overall satisfaction measure of 100% (based on 4 surveys received at time of reporting). This is an improvement on 2020-21 where satisfaction was 98%. All surveys received had additional comments from the business lead. Where comments are received, they are reviewed to identify any key themes and actions to address.</p>
Key performance indicator outturns.	<p>A set of six performance measures was used to assess the effectiveness of the Internal Audit team in achieving a quality Internal Audit Service for 2021-22. As reported in the Annual Internal Audit and Counter Fraud Report 2021-22, during the year the team met four of the six Internal audit performance measures.</p> <p><b><i>Client satisfaction surveys (Audit) - % positive responses: (Target 90%, Performance 100%)</i></b></p> <p><b><i>Audit Plan completion - % completion: (Target 90%, Performance 91%)</i></b></p> <p><b><i>Days training received – no of days per staff member: (Target 5 days, Performance 5 days)</i></b></p> <p><b><i>Maintenance of Continual Professional Development for relevant staff: (Target 100%, Performance 100%)</i></b></p> <p>For the remaining two:</p> <p><b><i>Implementation of Improvement actions from quality assessments (Target 90%, Performance 85%):</i></b></p> <p>Although 100% of actions from the 2020/21 External Quality Assessment have now been implemented, 2 of the 13 recommendations made were not completed by the agreed implementation date. This was due to delays in getting responses</p>

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	<p>from other local authorities in the comparison work undertaken on risk priority and assurance opinions.</p> <p><b><i>Time from end of fieldwork to Draft Report – % within 10 working days</i></b>  <i>(Target 85%, Performance 67%):</i></p> <p>This stands at 67% for the year. Performance has remained the same as last year. 3 audits missed the 10-day target by 5 days. Only one audit missed the target by a significant margin and this was due to the auditor ending their employment during the completion of the audit engagement. Turnover of staff has impacted the performance on this metric.</p>
<p>The extent to which reliance can be placed on the work of internal audit by the external auditor.</p>	<p>Communication with Internal Audit occurred in planning for the 2021/22 audit, and we provide external audit with summaries of key internal audit reports, however, nationally External Audit no longer place reliance on the work of Internal Audit.</p>