

Appendix 2: Feedback from Committee and Officer Surveys

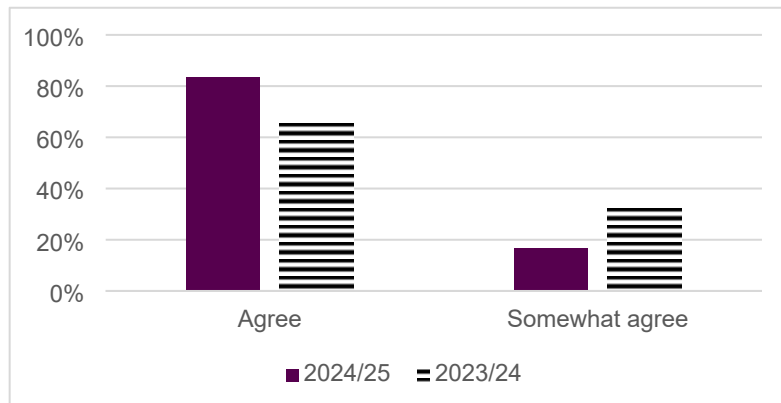
Committee Survey

In April 2025, a self-evaluation questionnaire was circulated to all members of the Audit & Governance Committee. The questionnaire consisted of 18 structured questions, together with opportunities for free-text responses. Its purpose was to gather members' reflections, input, and assessments of the committee's performance during the 2024/25 municipal year.

A summary of the responses received is provided below and includes a comparison with responses from the previous year (2023/24), where questions were repeated

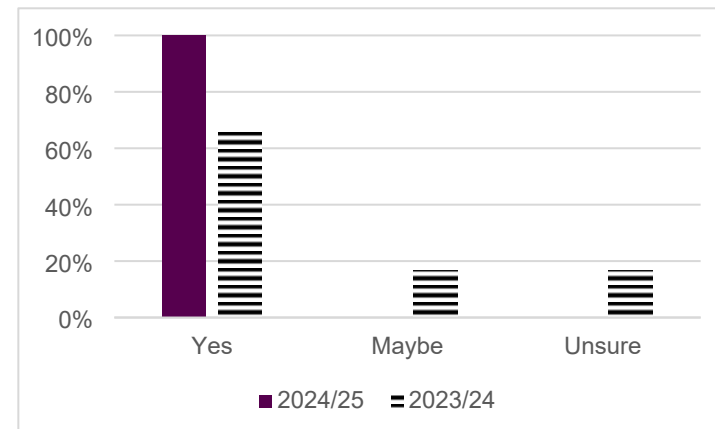
Q1 I understand the role and purpose of the Audit and Governance Committee

Response	2024/25	2023/24
Agree	83%	67%
Somewhat agree	17%	33%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



Q2 Do you think that the Audit and Governance Committee escalates issues and concerns promptly to those in governance and leadership roles, i.e., Council and/or CMT?

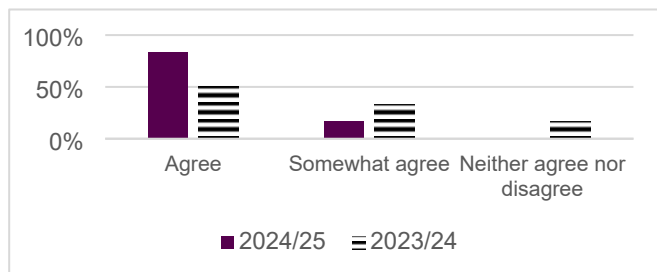
Response	2024/25	2023/24
Yes	100%	67%
Maybe	0%	17%
Unsure	0%	17%
No	0%	0%
Don't know	0%	0%
Other	0%	0%
Total	100%	100%



Q3 Do you think that in the last year, the A&GC has given adequate consideration to all core areas listed below?

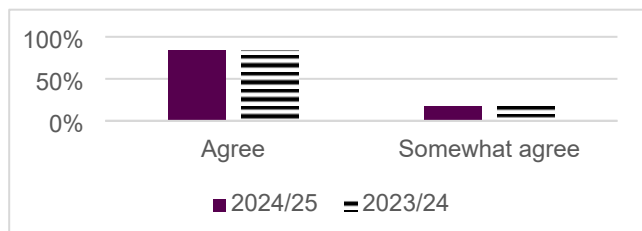
Governance arrangements:

Responses	2024/25	2023/24
Agree	83%	50%
Somewhat agree	17%	33%
Neither agree nor disagree	0%	17%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



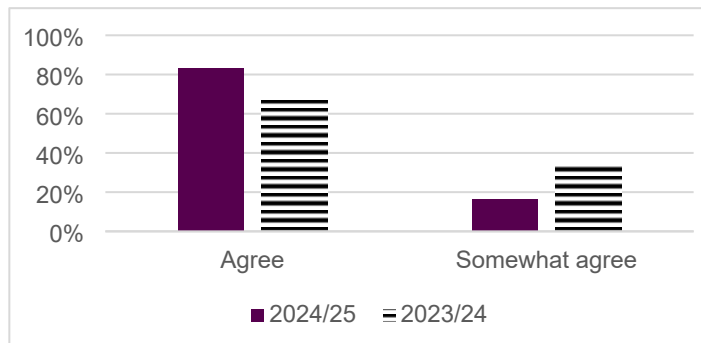
Risk management arrangements:

Responses	2024/25	2023/24
Agree	83%	83%
Somewhat agree	17%	17%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



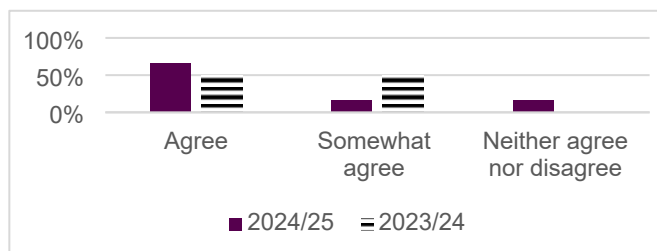
Internal control arrangements:

Responses	2024/25	2023/24
Agree	83%	67%
Somewhat agree	17%	33%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



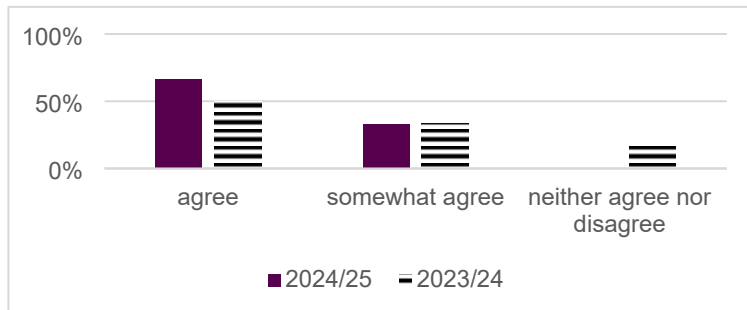
Annual Governance Statement (AGS):

Responses	2024/25	2023/24
Agree	67%	50%
Somewhat agree	17%	50%
Neither agree nor disagree	17%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



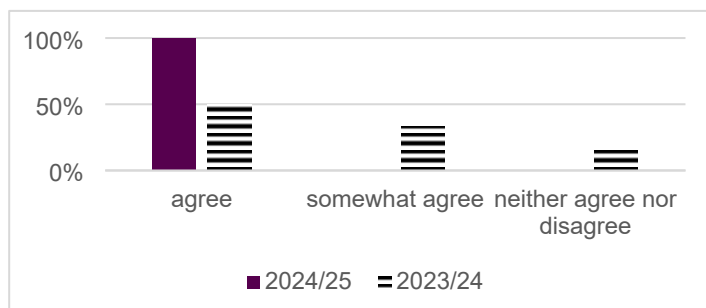
Financial reporting:

Responses	2024/25	2023/24
Agree	67%	50%
Somewhat agree	33%	33%
Neither agree nor disagree	0%	17%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



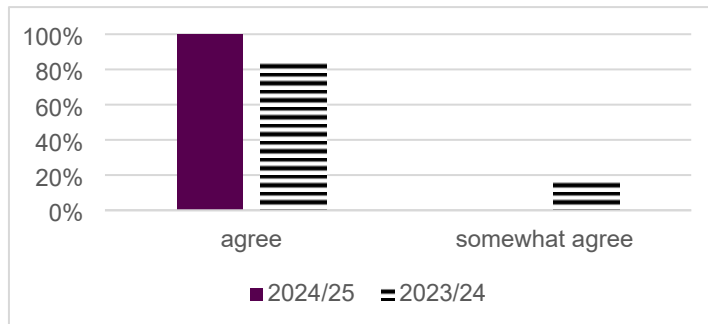
Assurance Framework:

Responses	2024/25	2023/24
Agree	100%	50%
Somewhat agree	0%	33%
Neither agree nor disagree	0%	17%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



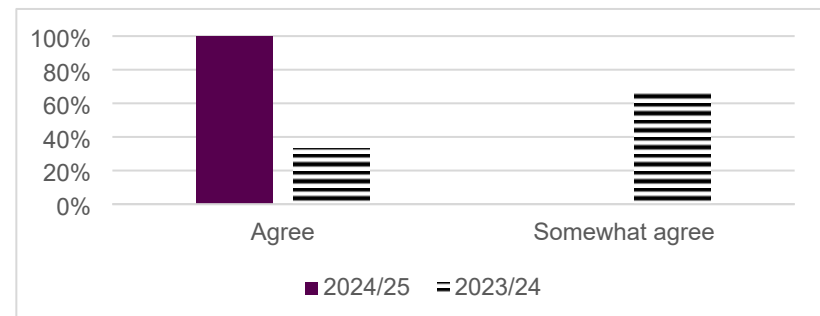
Internal Audit:

Responses	2024/25	2023/24
Agree	100%	83%
Somewhat agree	0%	17%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



External Audit:

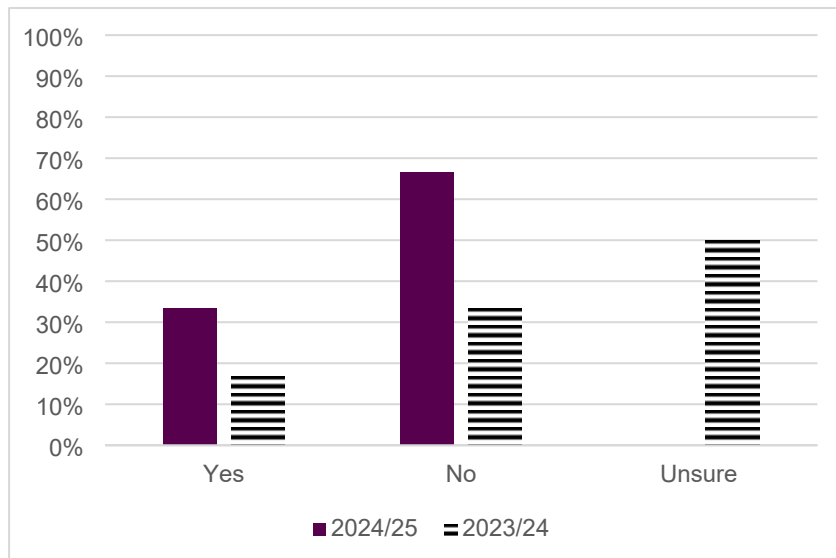
Area	2024/25	2023/24
Agree	100%	33%
Somewhat agree	0%	67%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



Q4 Are you aware if the committee met privately with the External

External Audit:

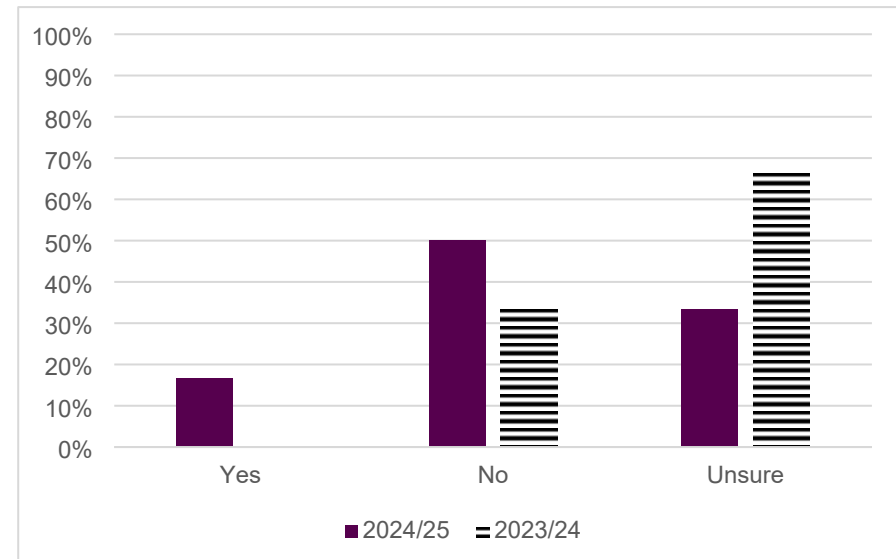
Response	2024/25	2023/24
Yes	33%	17%
No	67%	33%
Unsure	0%	50%
Total	100%	100%



Auditors and Internal Audit within the last year?

Chief Auditor (Internal Audit):

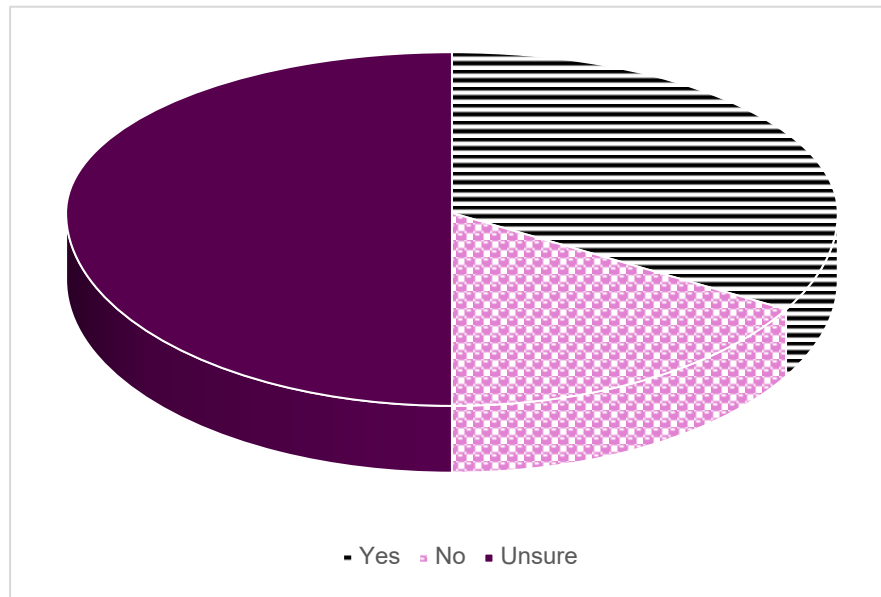
Response	2024/25	2023/24
Yes	17%	0%
No	50%	33%
Unsure	33%	67%
Total	100%	100%



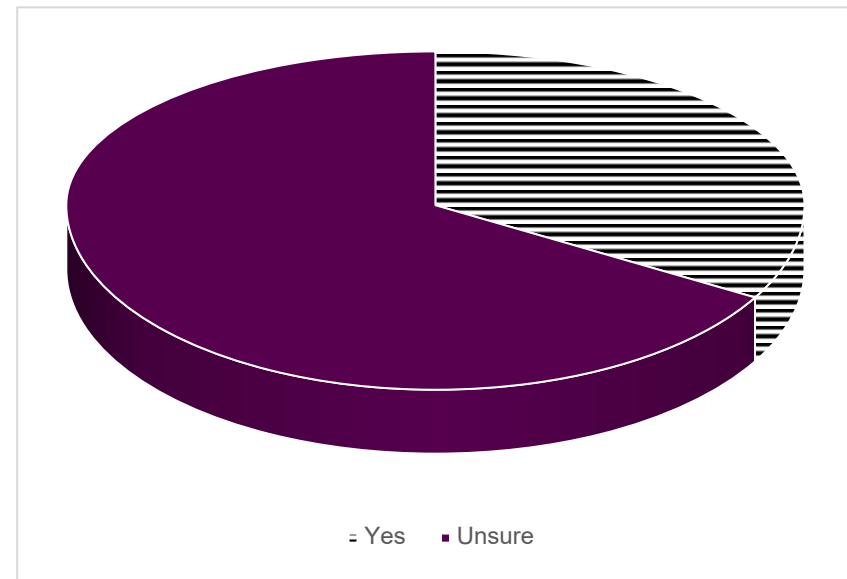
Q5 Are you aware if the committee chair met privately with the external auditors and the Chief Auditor (Internal Audit) within the last year? (Note this question was not asked in 2023/24)

Response	External Audit 2024/25	Internal Audit 2024/25
Yes	33%	33%
No	17%	0%
Unsure	50%	67%
Total	100%	100%

External Audit:



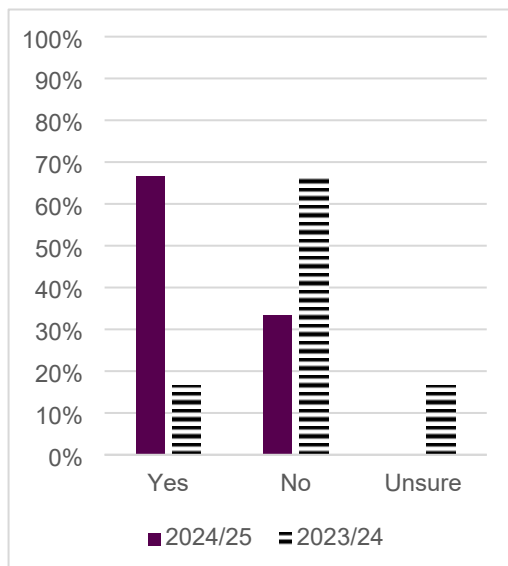
Internal Audit:



Q6 Have you had an evaluation of your knowledge, skills, and training needs carried out since you joined the committee or within the last two years (whichever is most recent)?

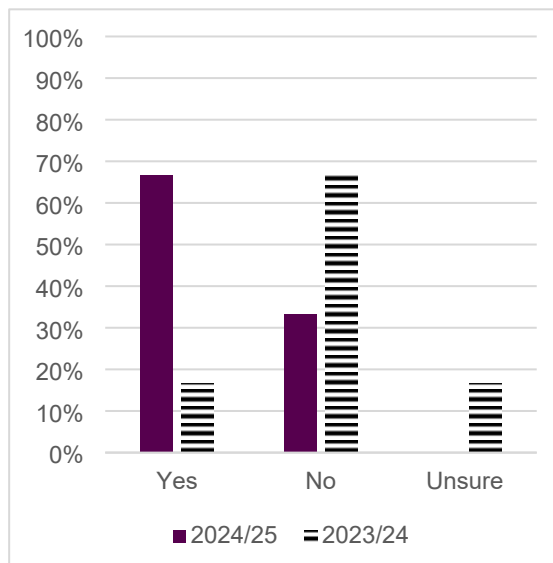
Knowledge:

Responses	2024/25	2023/24
Yes	67%	17%
No	33%	67%
Unsure	0%	17%
Total	100%	100%



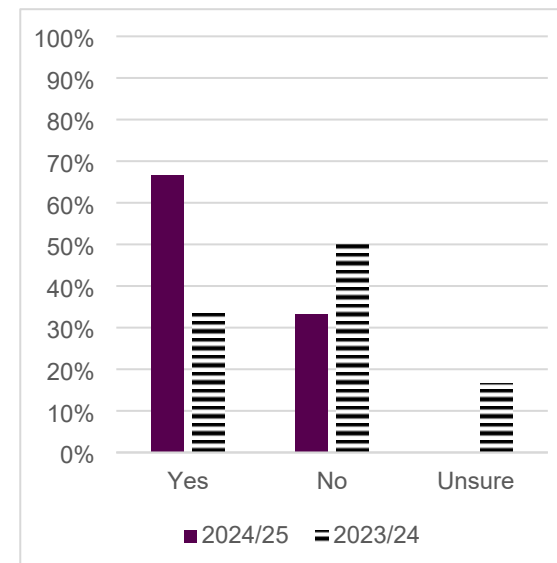
Skills:

Responses	2024/25	2023/24
Yes	67%	17%
No	33%	67%
Unsure	0%	17%
Total	100%	100%



Training needs:

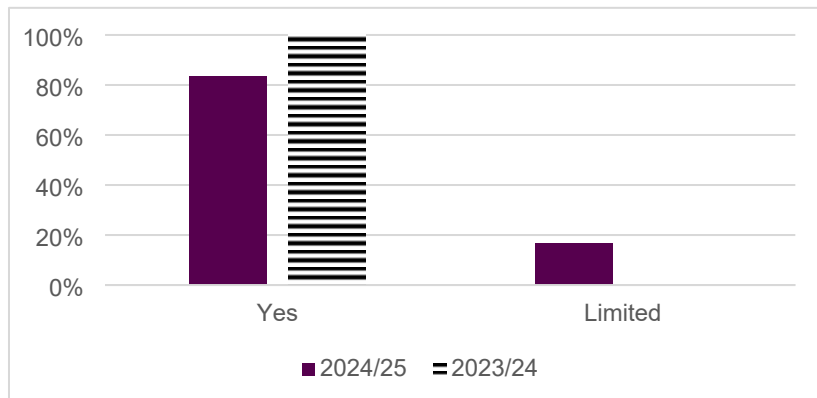
Responses	2024/25	2023/24
Yes	67%	33%
No	33%	50%
Unsure	0%	17%
Total	100%	100%



Q7 Has useful and effective training and support been provided?

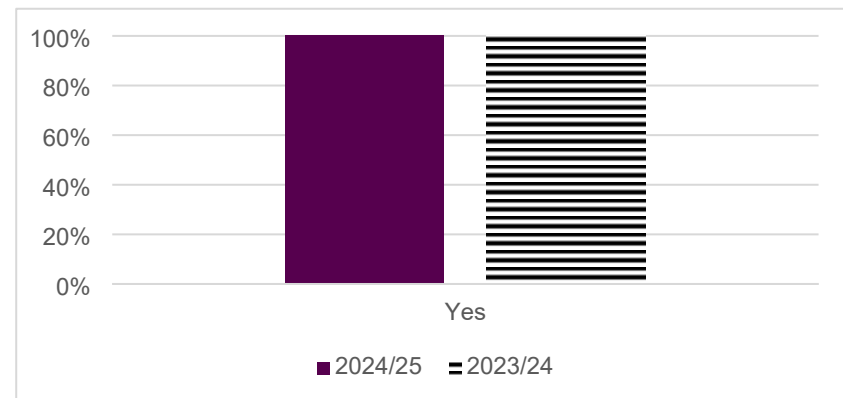
Useful training:

Responses	2024/25	2023/24
Yes	83%	100%
Limited	17%	0%
Total	100%	100%



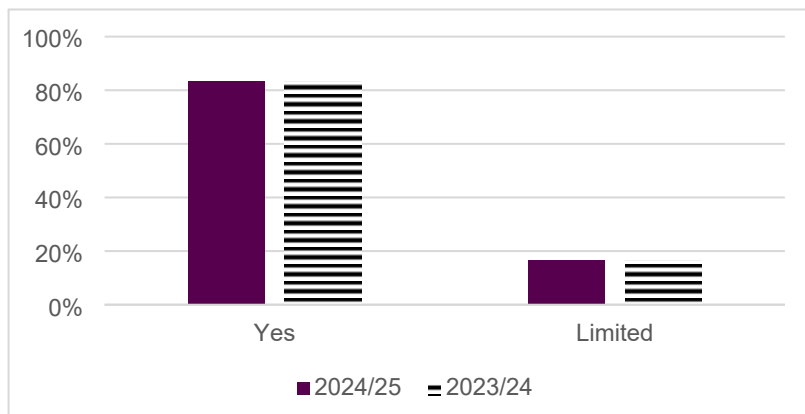
Useful support:

Responses	2024/25	2023/24
Yes	100%	100%
Limited		
Total	100%	100%



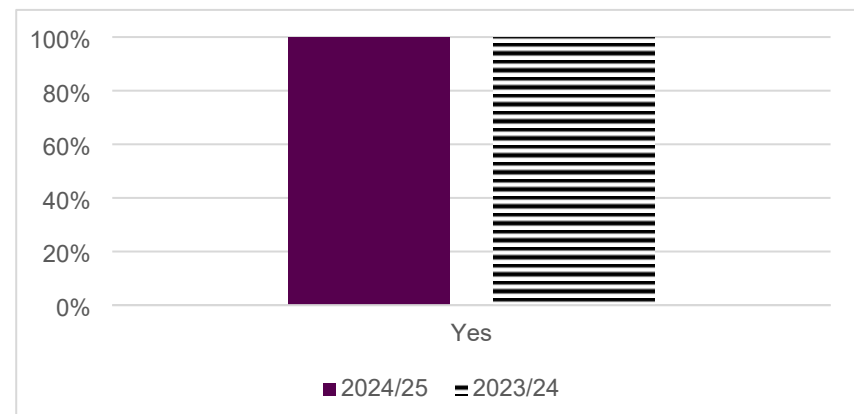
Effective training:

Responses	2024/25	2023/24
Yes	83%	83%
Limited	17%	17%
Total	100%	100%



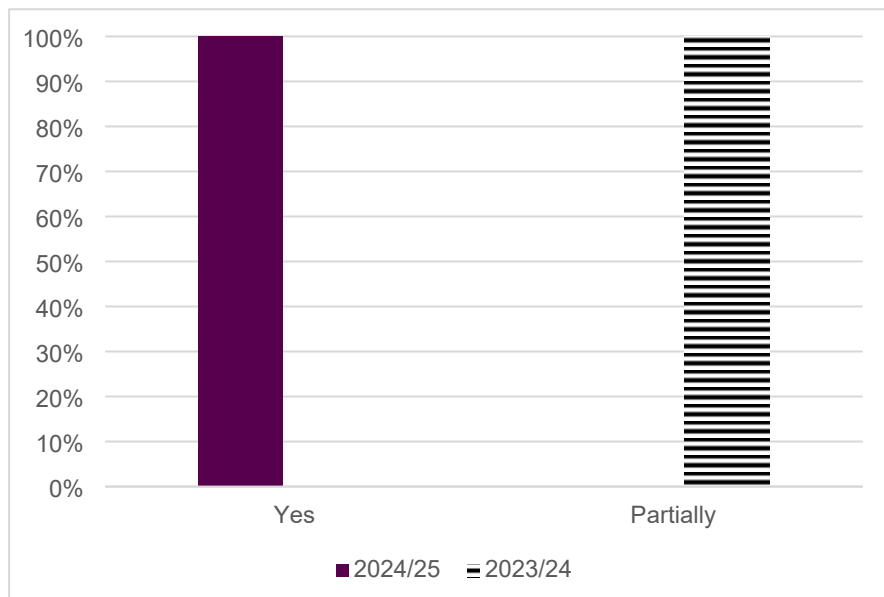
Effective support:

Responses	2024/25	2023/24
Yes	100%	100%
Limited		
Total	100%	100%



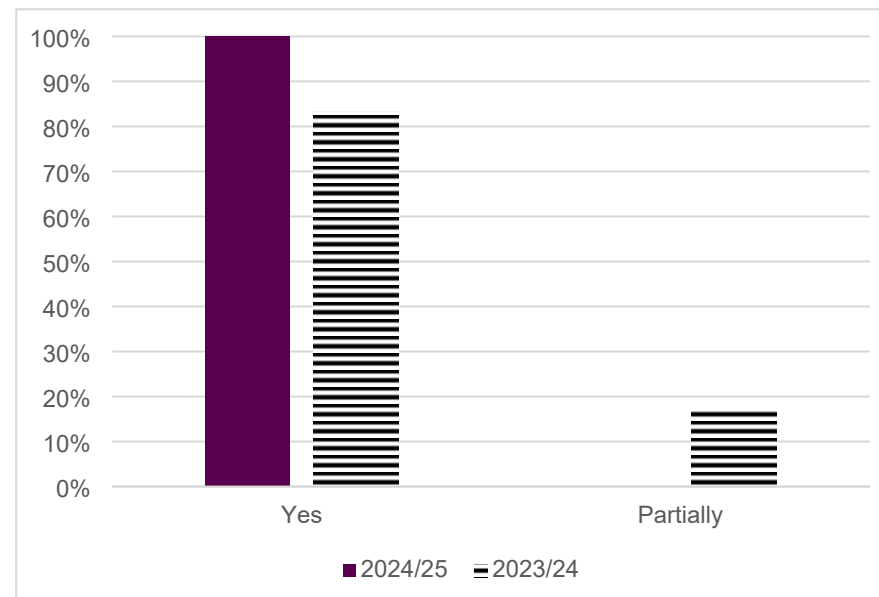
Q8 Do you feel that there is an appropriate level of knowledge and skills on the committee?

Responses	2024/25	2023/24
Yes	100%	0%
No	0%	0%
Partially	0%	100%
Total	100%	100%



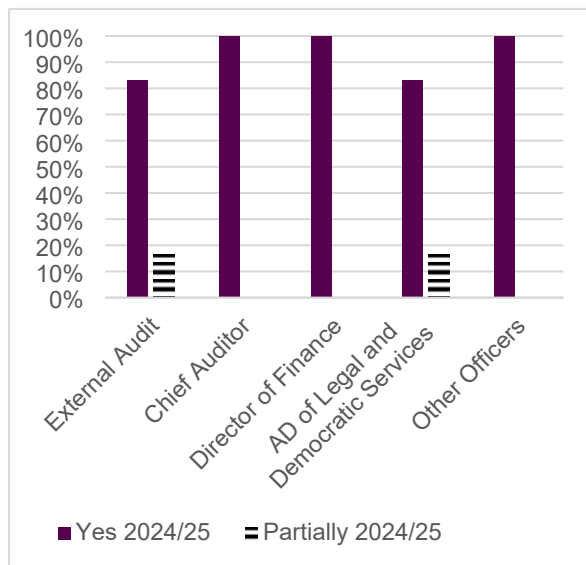
Q9 Does the committee have adequate secretarial and administrative support?

Responses	2024/25	2023/24
Yes	100%	83%
No	0%	0%
Partially	0%	17%
Total	100%	100%



¹Q10 Do you think that the committee has good working relations with the key people detailed below (2024/25 only)?

Area	Yes	Partially	Unsure
External Audit	83%	17%	0%
Chief Auditor	100%	0%	0%
Director of Finance	100%	0%	0%
AD of Legal and Democratic Services	83%	17%	0%
Other Officers	100%	0%	0%



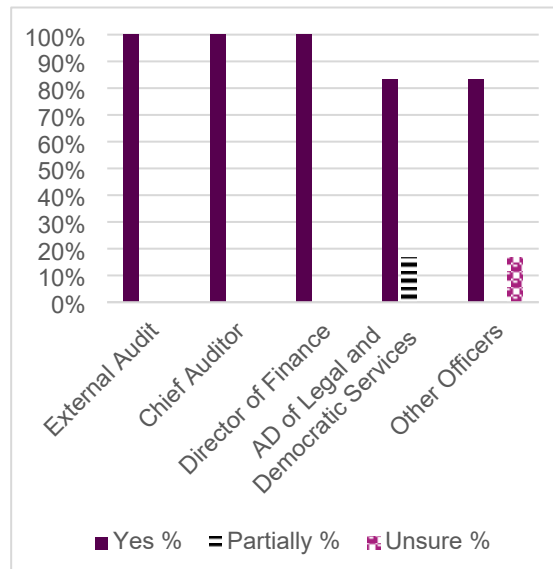
¹ Note for questions 10-12 there is no direct comparison available with the 2023/24 municipal year as this was asked as one question

Other Officers:

- Variety of Officers periodically attending the committee meetings

Q11 Do you think that the committee has good access to the key people detailed below (2024/25 only)?

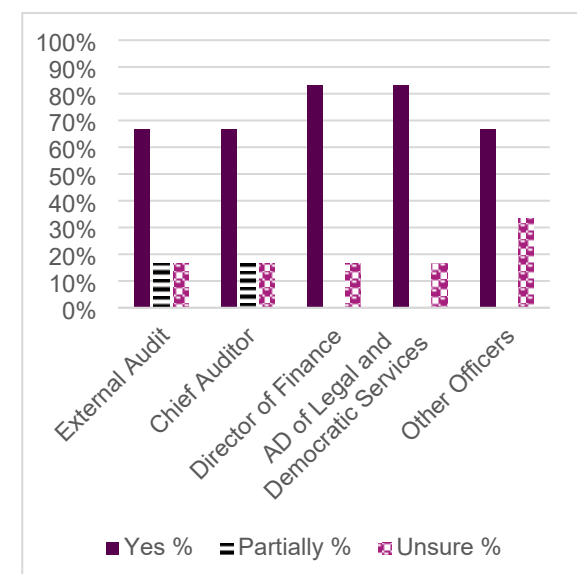
Area	Yes	Partially	Unsure
External Audit	100%	0%	0%
Chief Auditor	100%	0%	0%
Director of Finance	100%	0%	0%
AD of Legal and Democratic Services	83%	17%	0%
Other Officers	83%	0%	17%



- Risk Management Team and Director of Resources

Q12 Do you think that the committee has good visibility with the key people detailed below (2024/25 only)?

Area	Yes	Partially	Unsure
External Audit	67%	17%	17%
Chief Auditor	67%	17%	17%
Director of Finance	83%	0%	17%
AD of Legal and Democratic Services	83%	0%	17%
Other Officers	67%	0%	33%

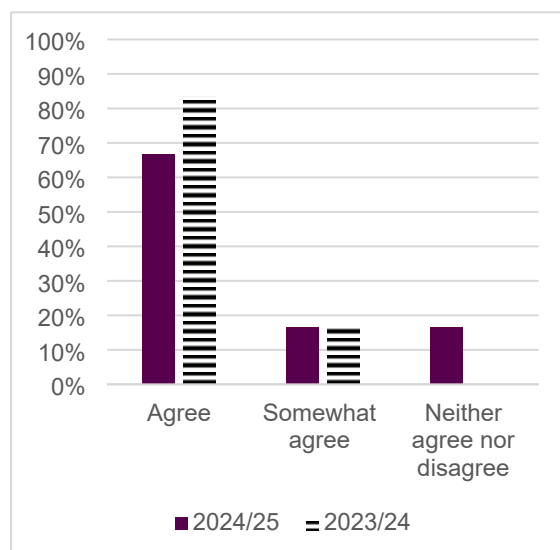


- Senior Education and Housing Officers

Q13 Please rate the following in terms of meetings in the last year:

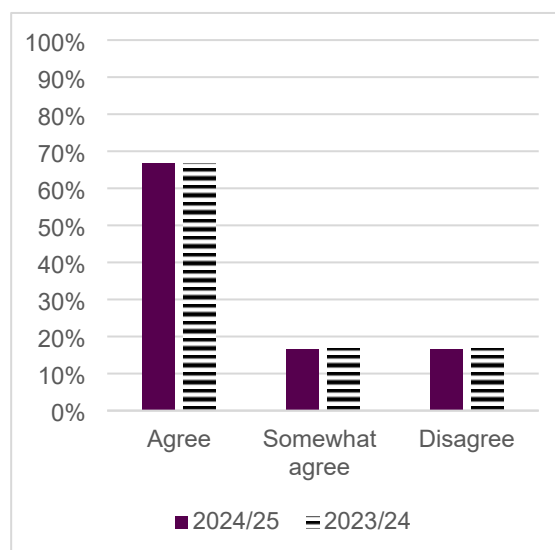
- **The Committee is well chaired**

Responses	2024/25	2023/24
Agree	67%	83%
Somewhat agree	17%	17%
Neither agree nor disagree	17%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



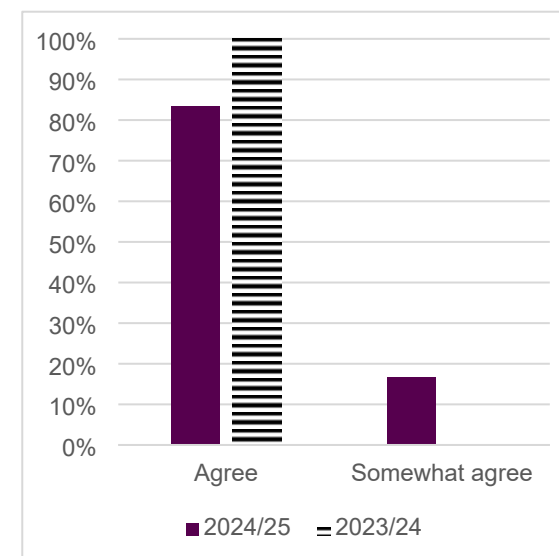
- **The committee operates in an apolitical manner**

Responses	2024/25	2023/24
Agree	67%	67%
Somewhat agree	17%	17%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	17%	17%
Total	100%	100%



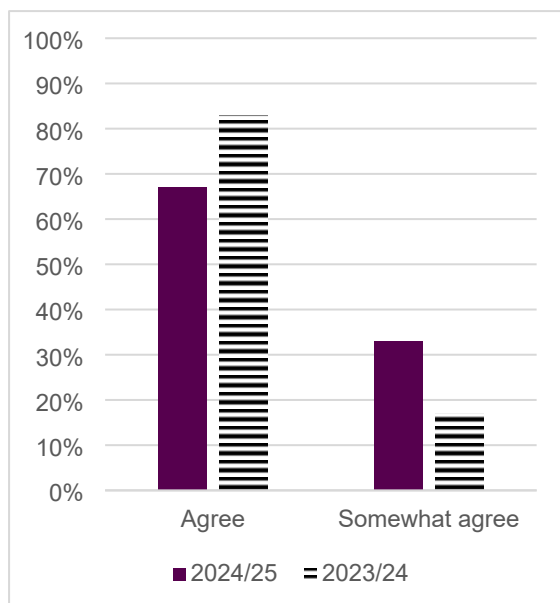
- **Key agenda items are addressed**

Responses	2024/25	2023/24
Agree	83%	100%
Somewhat agree	17%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%

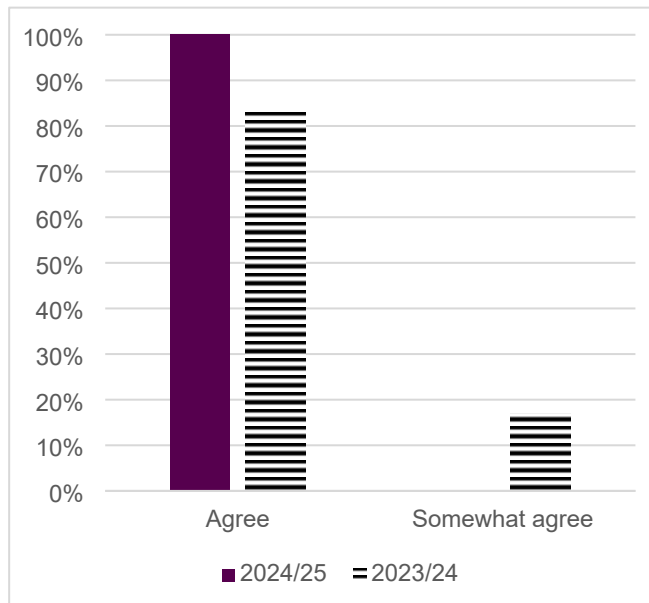


- **There is a focus on improvement**

Responses	2024/25	2023/24
Agree	67%	83%
Somewhat agree	33%	17%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



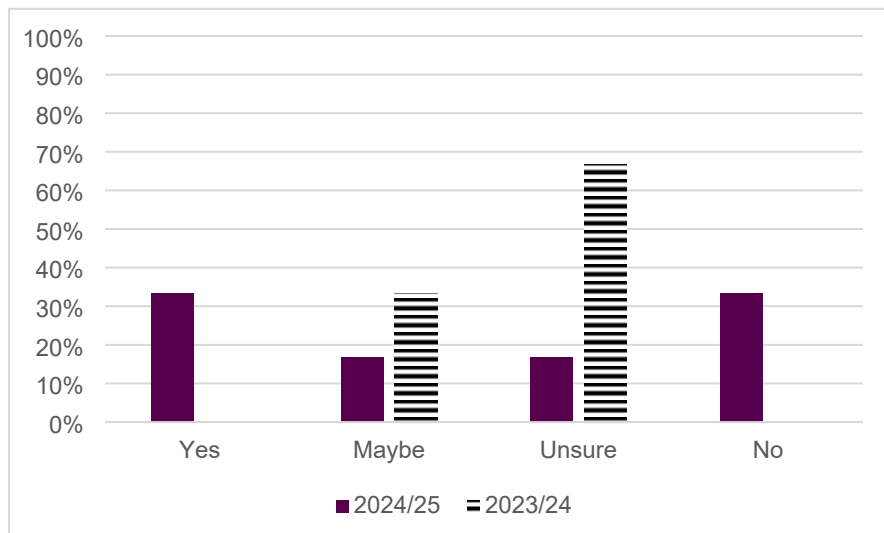
Responses	2024/25	2023/24
Agree	100%	83%
Somewhat agree	0%	17%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Disagree	0%	0%
Total	100%	100%



- **All members are encouraged to engage in discussions**

Q14 Has the committee obtained feedback on its performance from those interacting with or relying on its work (for example, key officers, committees, etc)?

Responses	2024/25	2023/24
Yes	33%	0%
Maybe	17%	33%
Unsure	17%	67%
No	33%	0%
Total	100%	100%

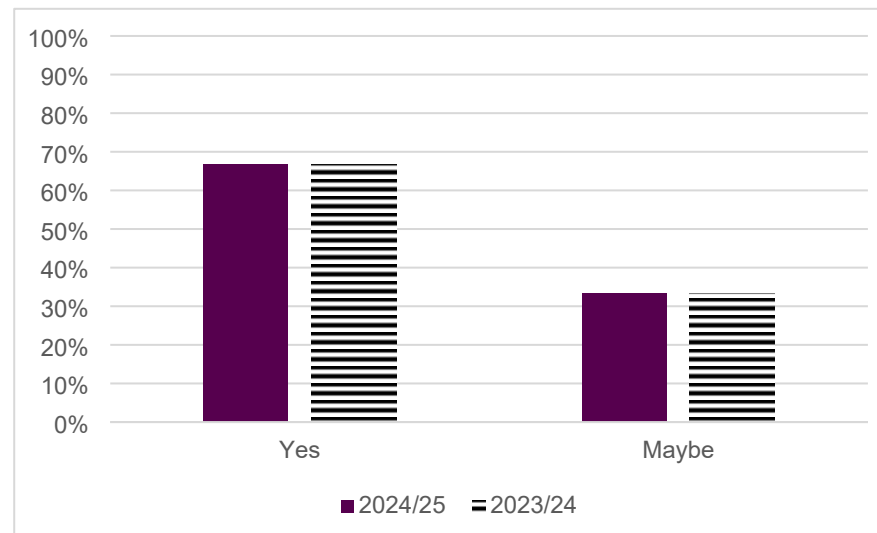


Comments:

- Not aware that feedback has been sought
- I have not been aware that this has taken place
- Informally

Q15 Does the committee make recommendations for improving governance, risk, and control arrangements?

Responses	2024/25	2023/24
Yes	67%	67%
Maybe	33%	33%
Unsure	0%	0%
No	0%	0%
Total	100%	100%

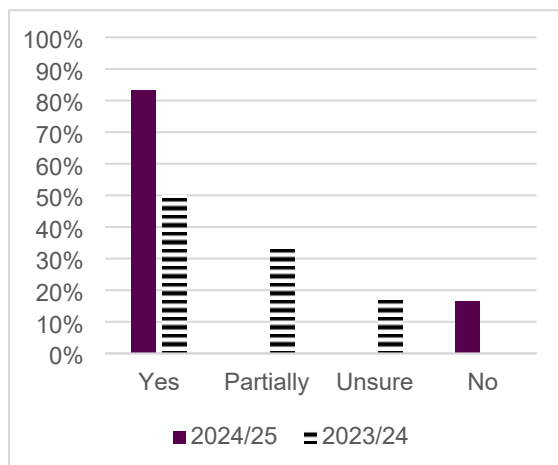


Comments:

- Recommendations are sometimes made
- It has the facility to do so, and so can and will if the occasion requires it, but relies on officer reports and usually notes and comments on recommendations made by officers
- Housing repairs
- Yes, we monitor our performance and liaise with officers

Q16 Do Audit and Governance Committee recommendations have traction with those in leadership roles?

Responses	2024/25	2023/24
Yes	83%	50%
Partially	0%	33%
Unsure	0%	17%
No	17%	0%
Total	100%	100%

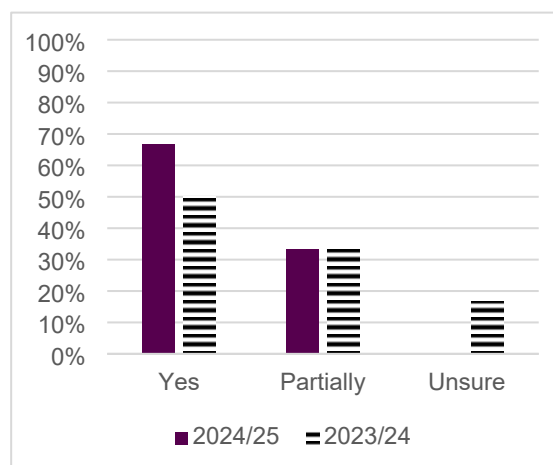


Comments:

- Recommendations are often dismissed, even if they came from external bodies like APSE.
- Committee recommendations and/or officer reports which have been discussed, noted, and recommendations commented on appear to have been acted on by officers, as evidenced by repeated returning reports and the Audit Tracker
- The leadership often attends meeting, as do relevant lead councillors.
- Housing repairs

Q17 Do you think the Audit and Governance Committee is adding value?

Responses	2024/25	2023/24
Yes	67%	50%
Partially	33%	33%
Unsure	0%	17%
No	0%	0%
Total	100%	100%

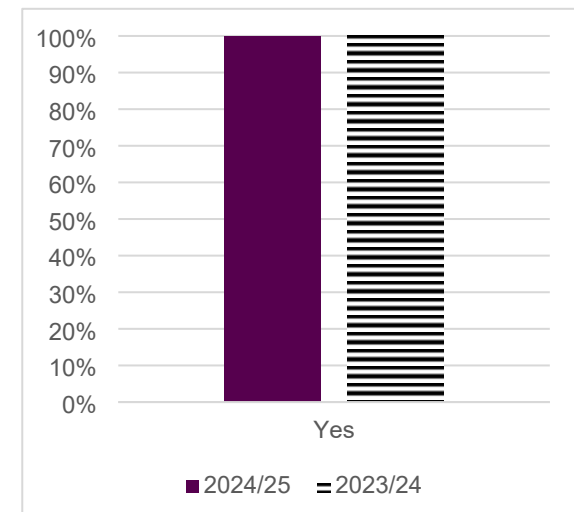


Comments:

- It adds a public forum for the discussion of Audit recommendations, with the hope that those recommendations will be carried out.
- The audit function highlights failures and keeps focus on processes of the council, e.g., FOI, Housing Repairs, Housing Fraud, etc.
- Senior officers attend and listen to the committee.
- We monitor key areas of the council's performance and make recommendations

Q18 Does the committee engage with a wide range of leaders and managers, including discussing audit findings, risks, and action plans with responsible officers?

Responses	2024/25	2023/24
Yes	100%	100%
Partially	0%	0%
Unsure	0%	0%
No	0%	0%
Total	100%	100%

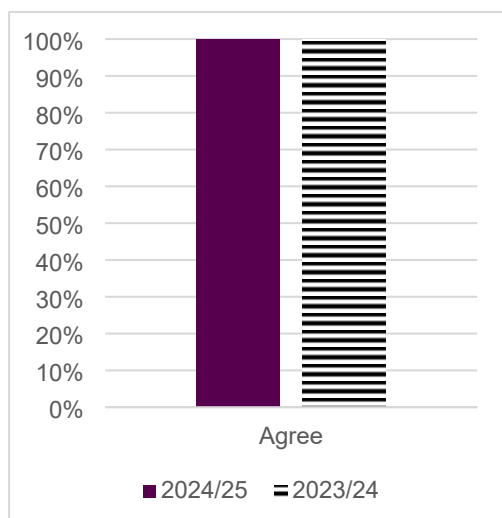


Officers survey

A slightly different questionnaire was given to key Officers, consisting of 15 questions, plus some associated free-text options. A summary of the responses received is provided below and includes a comparison with responses from the previous year (2023/24), where questions were repeated.

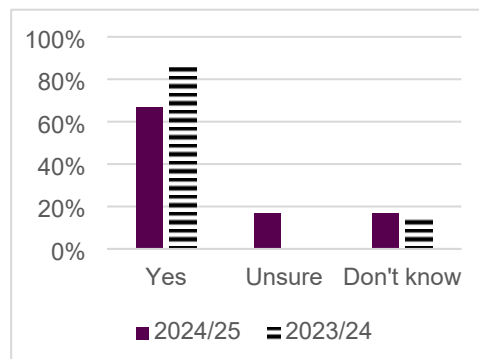
Q1 I understand the role and purpose of the Audit and Governance Committee.

Response	2024/25	2023/24
Agree	100%	100%
Total	100%	100%



Q2 Do you think that the Audit and Governance Committee (A&GC) escalates issues and concerns promptly to those in governance and leadership roles, i.e., Council and/or CMT?

Response	2024/25	2023/24
Yes	67%	86%
Maybe	0%	0%
Unsure	17%	0%
No	0%	0%
Don't know	17%	14%
Total	100%	100%

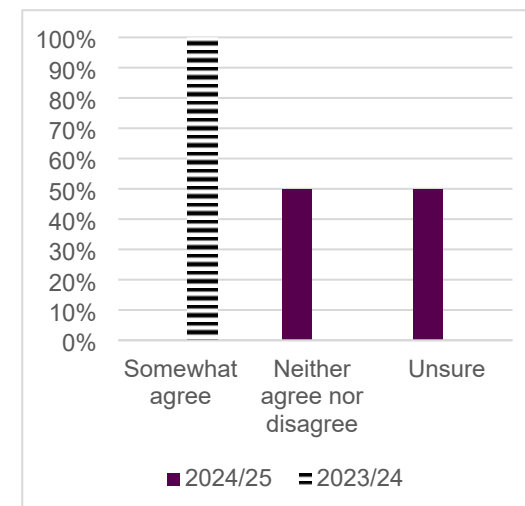


Comments:

- Do not see this interaction so cannot comment
- I'm unaware of any instances of the A&G Committee escalating concerns to Council, but there has certainly been issues escalated to A&G for monitoring and scrutiny, such as implementation of the TRO action plan.

Q3 Where A&GC have escalated issues and/or made recommendations, they have been noted, consideration has been given to the appropriate action to take, and this has been implemented.

Response	2024/25	2023/24
Somewhat agree		100%
Neither agree nor disagree	50%	0%
Unsure	50%	0%
Total	100%	100%



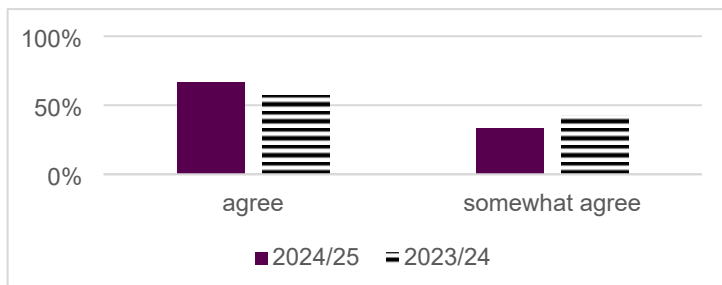
Comments:

- No visibility of this step.
- I'm unaware of the A&G committee escalating issues; however, issues have come to them from Council, such as the TRO's.

Q4 Do you think that in the last year, the A&GC has given adequate consideration to all core areas listed below?

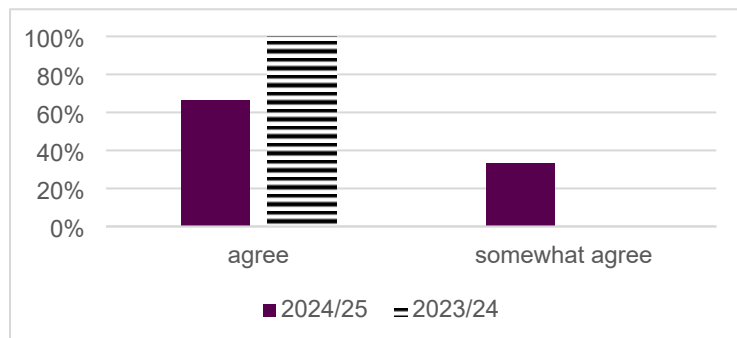
Governance arrangements:

Responses	2024/25	2023/24
Agree	67%	57%
Somewhat agree	33%	43%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



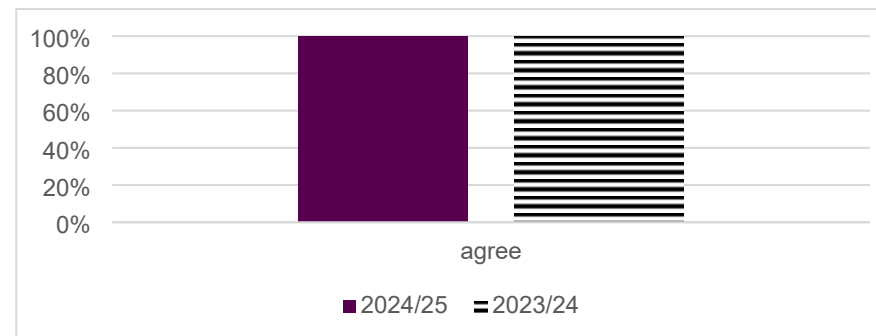
Risk management arrangements:

Responses	2024/25	2023/24
Agree	67%	100%
Somewhat agree	33%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



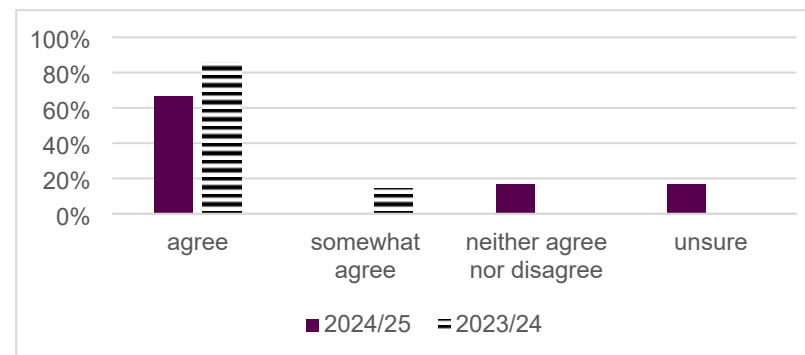
Internal control arrangements:

Area	2024/25	2023/24
Agree	100%	100%
Somewhat agree	0%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



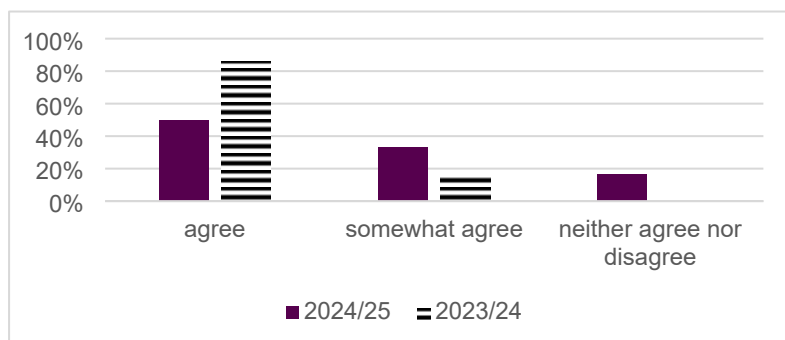
Annual Governance Statement:

Area	2024/25	2023/24
Agree	67%	86%
Somewhat agree	0%	14%
Neither agree nor disagree	17%	0%
Somewhat disagree	0%	0%
Unsure	17%	0%
Total	100%	100%



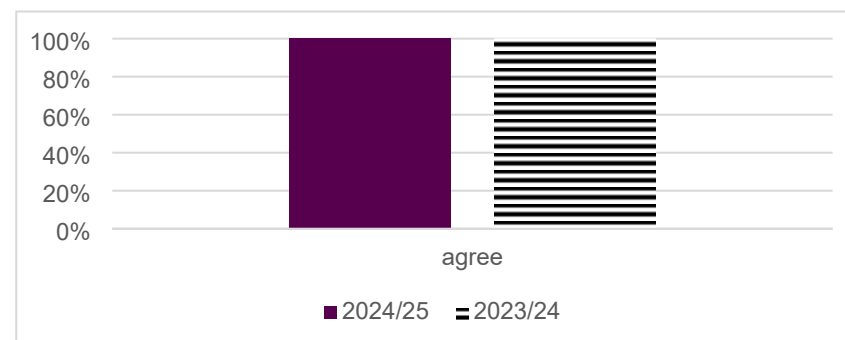
Financial Reporting:

Area	2024/25	2023/24
Agree	50%	86%
Somewhat agree	33%	14%
Neither agree nor disagree	17%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



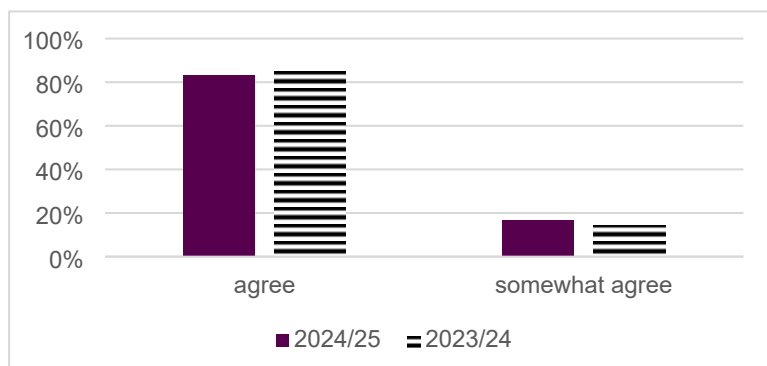
Internal Audit:

Area	2024/25	2023/24
Agree	100%	100%
Somewhat agree	0%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



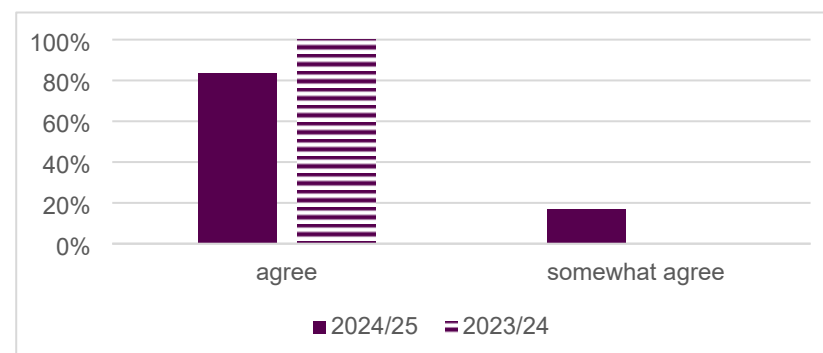
Assurance Framework:

Area	2024/25	2023/24
Agree	83%	86%
Somewhat agree	17%	14%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



External Audit:

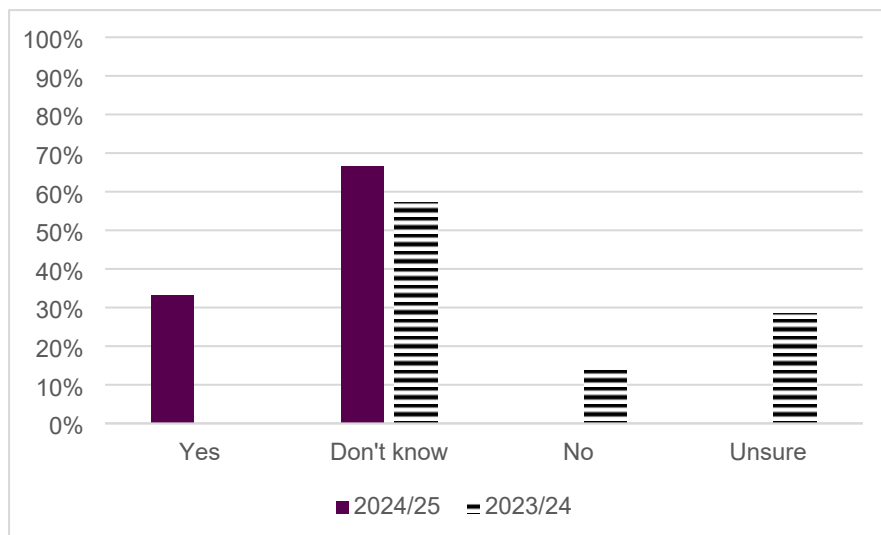
Area	2024/25	2023/24
Agree	83%	100%
Somewhat agree	17%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



Q5 Are you aware if the committee has met privately with the External Auditors and Chief Auditor (Internal Audit) within the last year?

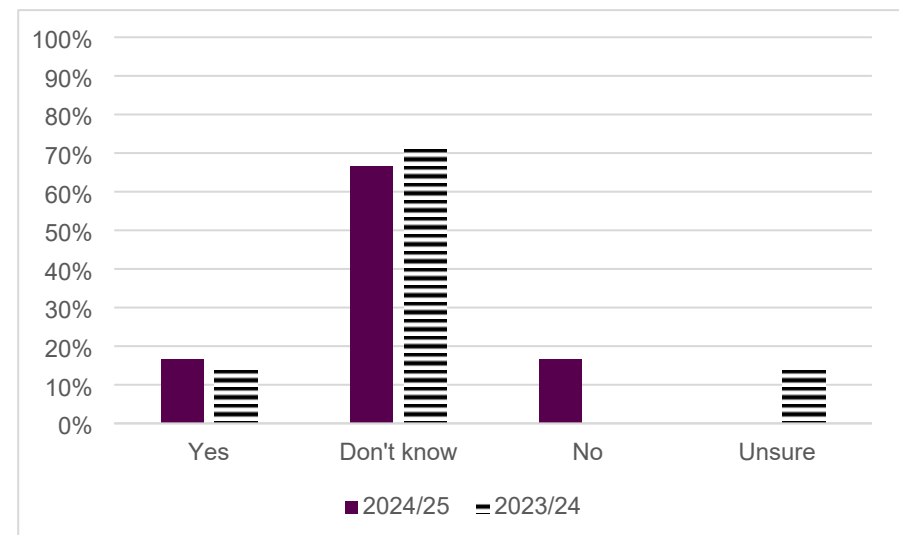
External Audit:

Response	2024/25	2023/24
Yes	33%	0%
Don't know	67%	57%
No	0%	14%
Unsure	0%	29%
Total	100%	100%



Internal Audit:

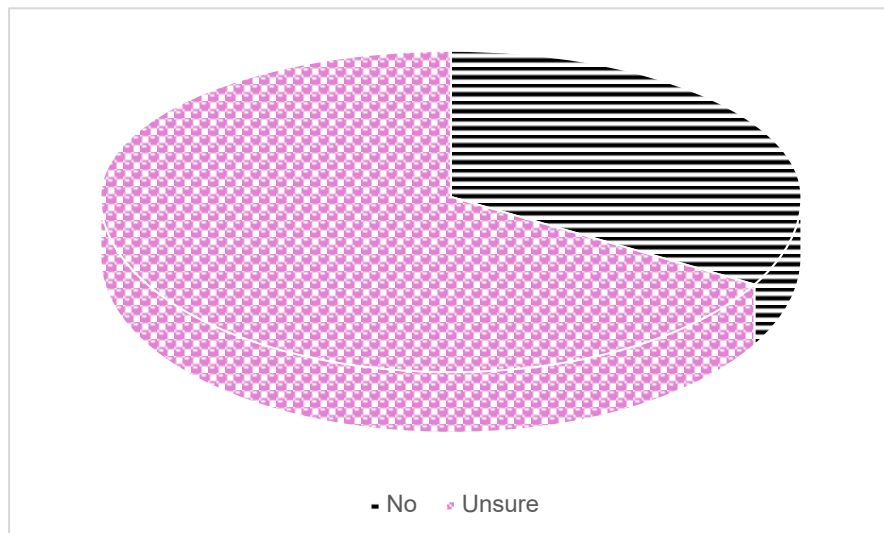
Response	2024/25	2023/24
Yes	17%	14%
Don't know	67%	71%
No	17%	0%
Unsure	0%	14%
Total	100%	100%



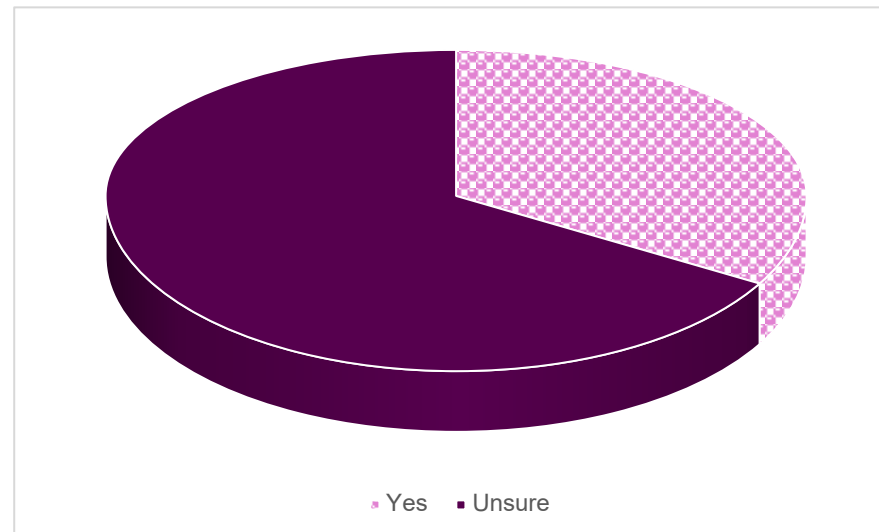
Q6 Are you aware if the chair has met privately with the external auditors and Chief Auditor (Internal Audit) within the last year?
(note this question was not asked last year)

Response	External Audit 2024/25	Internal Audit 2024/25
Yes	0%	33%
No	33%	0%
Unsure	67%	67%
Total	100%	100%

External Audit:

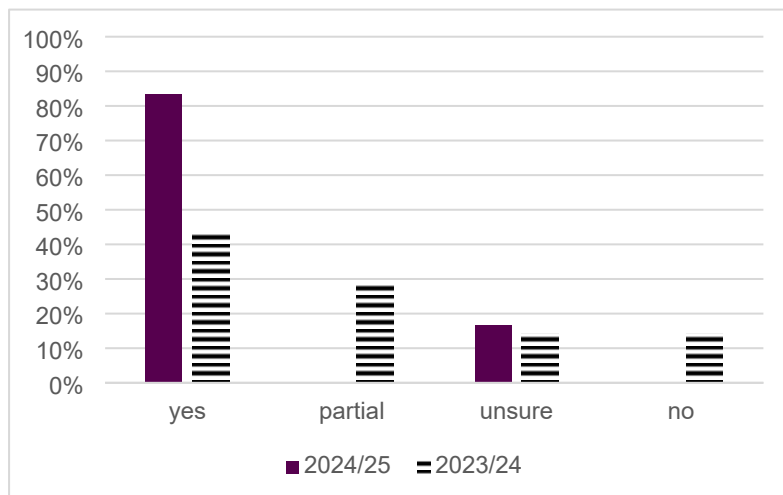


Internal Audit:



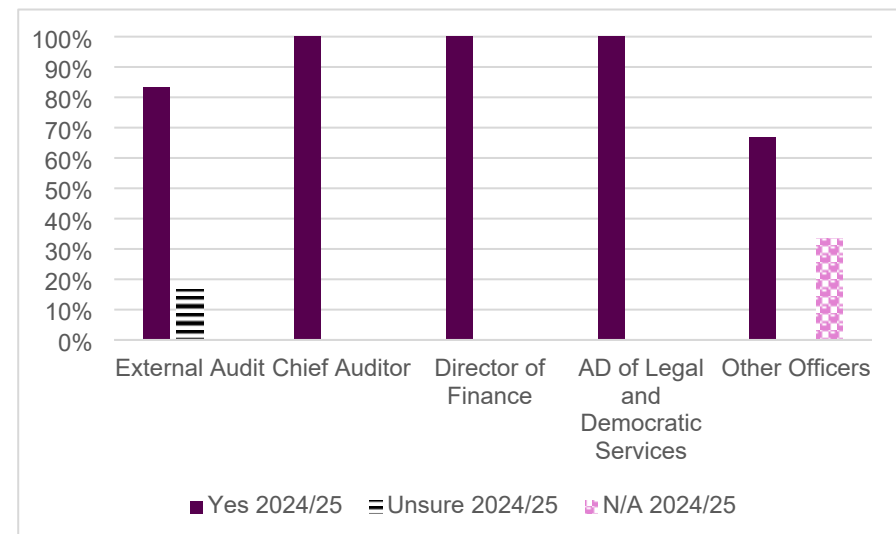
Q7 Do you feel that there is an appropriate level of knowledge and skills on the committee?

Response	2024/25	2023/24
Yes	83%	43%
Partial	0%	29%
Unsure	17%	14%
No	0%	14%
Other	0%	0%
Total	100%	100%



Q8 Do you think that the committee has good working relations with the key people detailed below? NB 2023/24 had Qs 8, 9 and 10 all included in 1 question therefore no direct comparison able to be made.

Area	Yes 2024/25	Partially 2024/25	Unsure 2024/25	N/A 2024/25	Total 2024/25
External Audit	83%	0%	17%	0%	100%
Chief Auditor	100%	0%	0%	0%	100%
Director of Finance	100%	0%	0%	0%	100%
AD of Legal and Democratic Services	100%	0%	0%	0%	100%
Other Officers	67%	0%	0%	33%	100%

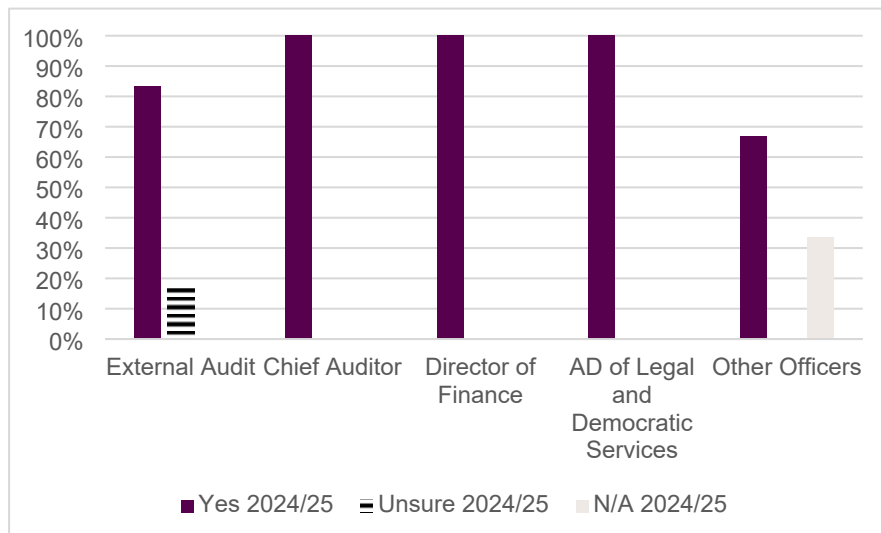


Comments:

- All other officers who present reports and attend A&G Committee
- Risk Management
- Executive Directors, Chief Executive

Q9 Do you think that the committee has good access to the key people detailed below?

Area	Yes 2024/25	Partially 2024/25	Unsure 2024/25	N/A 2024/25	Total 2024/25
External Audit	83%	0%	17%	0%	100%
Chief Auditor	100%	0%	0%	0%	100%
Director of Finance	100%	0%	0%	0%	100%
AD of Legal and Democratic Services	100%	0%	0%	0%	100%
Other Officers	67%	0%	0%	33%	100%

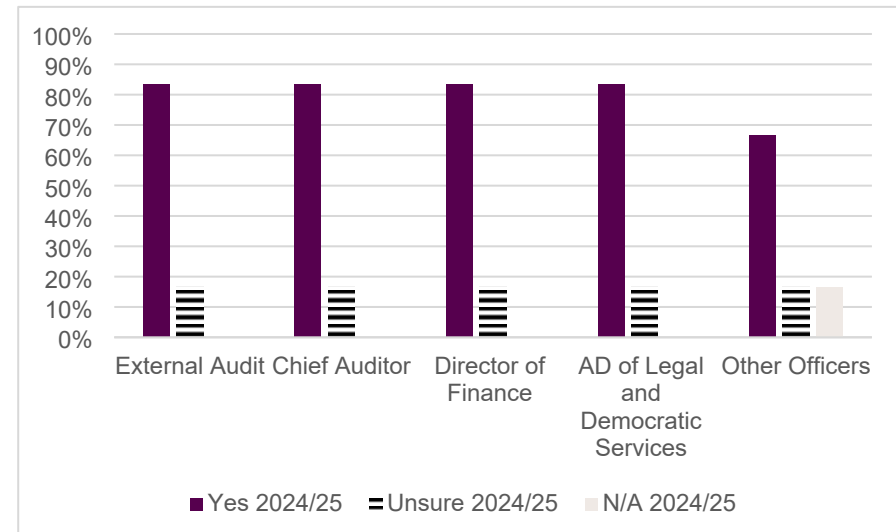


Comments:

- All other officers who present reports and attend A&G Committee
- Risk Management

Q10 Do you think that the committee has good visibility with the key people detailed below?

Area	Yes 2024/25	Partially 2024/25	Unsure 2024/25	N/A 2024/25	Total 2024/25
External Audit	83%	0%	17%	0%	100%
Chief Auditor	83%	0%	17%	0%	100%
Director of Finance	83%	0%	17%	0%	100%
AD of Legal and Democratic Services	83%	0%	17%	0%	100%
Other Officers	67%	0%	17%	17%	100%



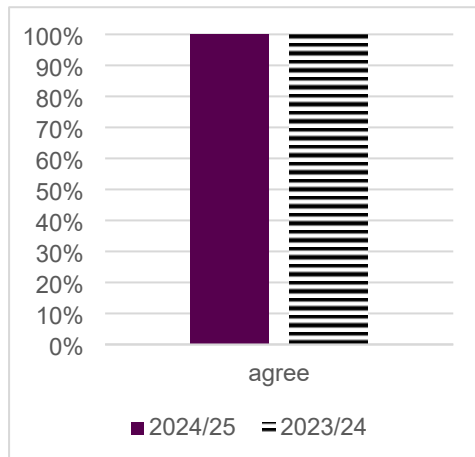
Comments:

- All other officers who present reports and attend A&G Committee
- Risk Management

Q11 Please rate the following in terms of the meetings in the last year:

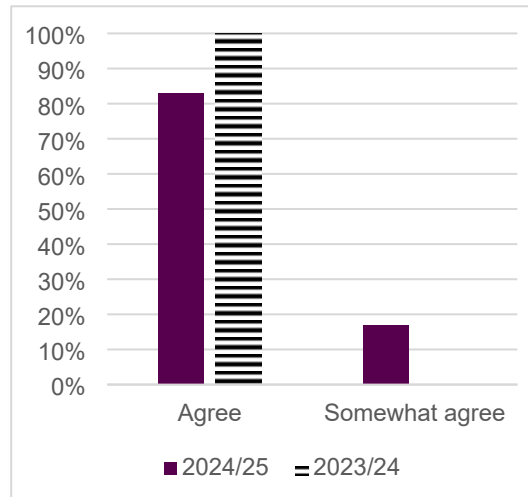
The Committee is well chaired

Responses	2024/25	2023/24
Agree	100%	100%
Somewhat agree	0%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



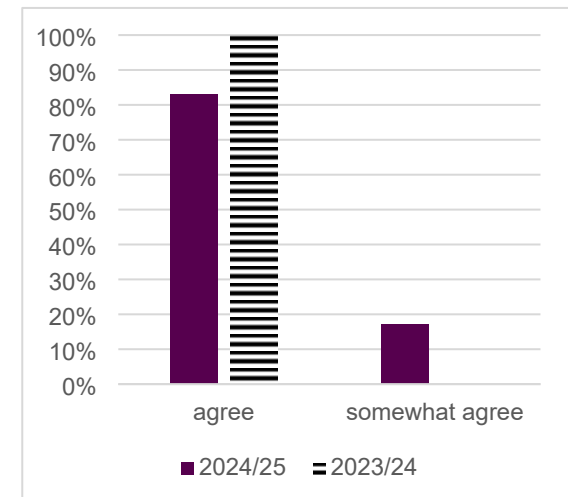
The committee operates in an apolitical manner

Responses	2024/25	2023/24
Agree	83%	100%
Somewhat agree	17%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



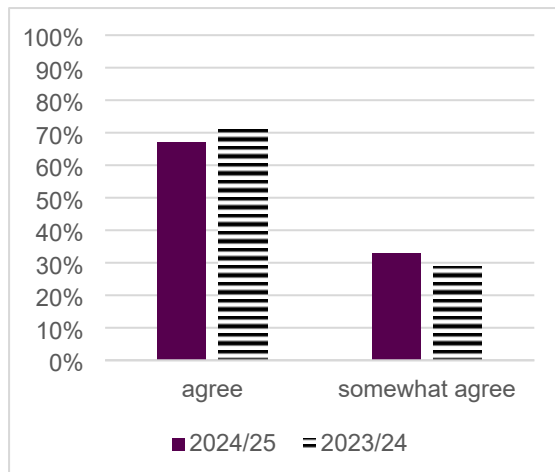
Key agenda items are addressed

Responses	2024/25	2023/24
Agree	83%	100%
Somewhat agree	17%	0%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



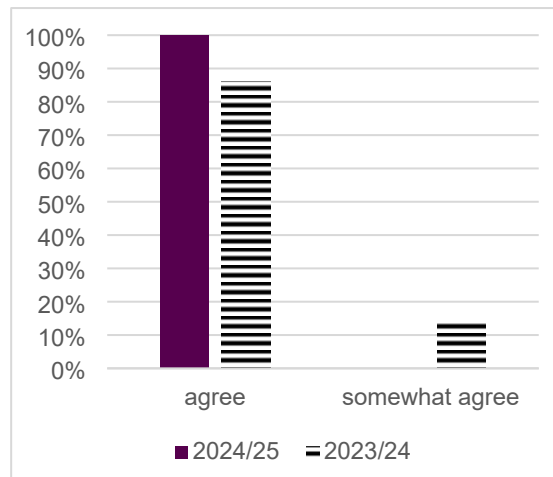
There is a focus on improvement

Responses	2024/25	2023/24
Agree	67%	71%
Somewhat agree	33%	29%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



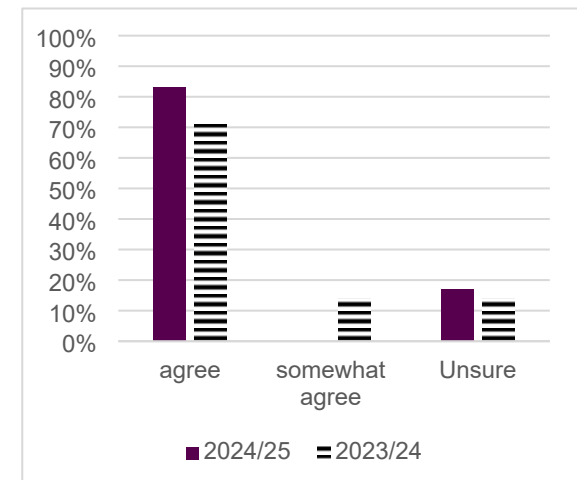
All members are encouraged to engage in discussions

Responses	2024/25	2023/24
Agree	100%	86%
Somewhat agree	0%	14%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	0%	0%
Total	100%	100%



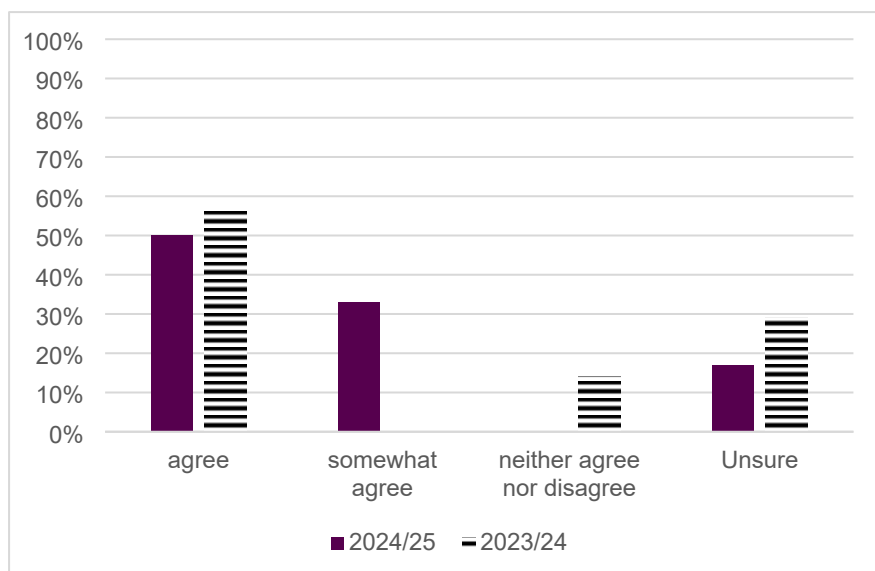
There is regular dialogue with the Chair as to how the committee is working

Responses	2024/25	2023/24
Agree	83%	71%
Somewhat agree	0%	14%
Neither agree nor disagree	0%	0%
Somewhat disagree	0%	0%
Unsure	17%	14%
Total	100%	100%



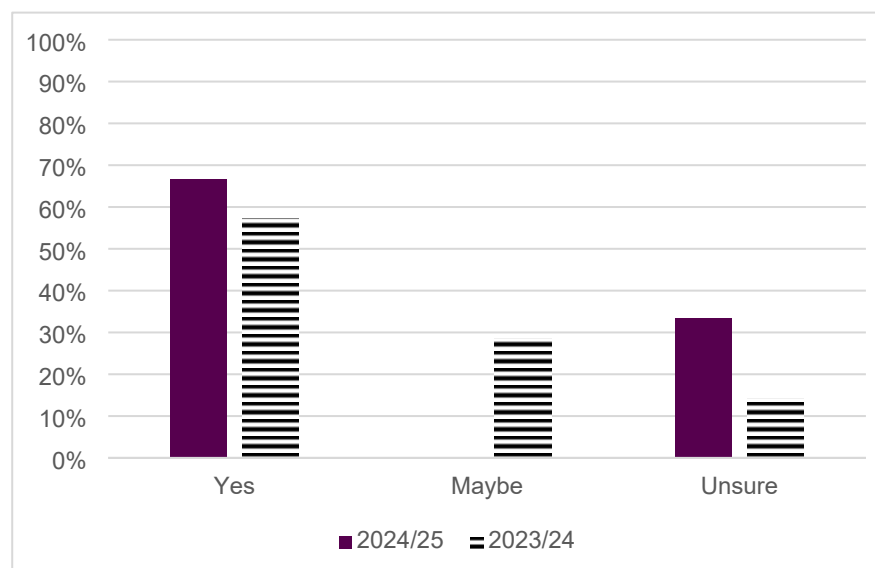
Feedback is provided to the committee

Responses	2024/25	2023/24
Agree	50%	57%
Somewhat agree	33%	0%
Neither agree nor disagree	0%	14%
Somewhat disagree	0%	0%
Unsure	17%	29%
Total	100%	100%



Q12 Does the committee make recommendations for improving governance, risk and control arrangements?

Responses	2024/25	2023/24
Yes	67%	57%
Maybe	0%	29%
Unsure	33%	14%
No	0%	0%
Total	100%	100%

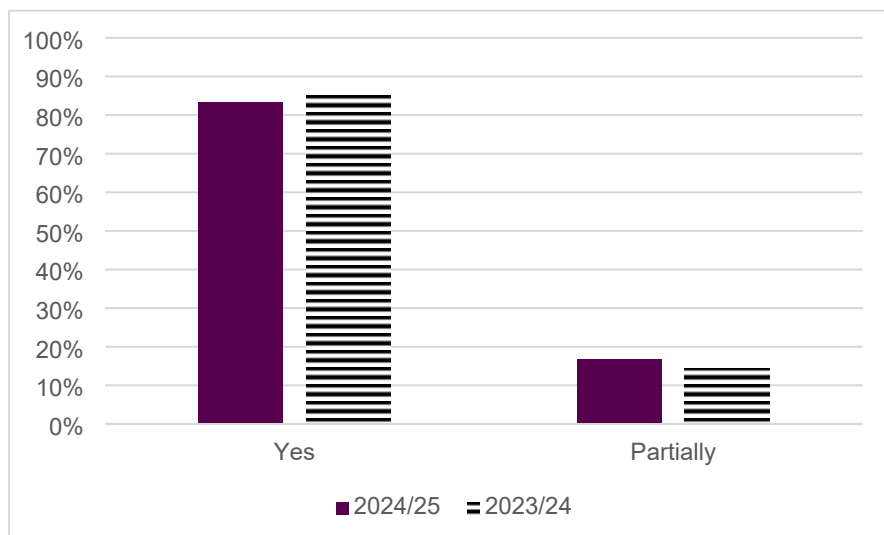


Comments:

- Challenge is offered and recommendations are made for progress reports to come back to the committee
- For risk management, the Committee has made a number of recommendations which have been progressed
- Good discussion re backstop arrangements and plans to get back on track in future with external audit.

Q13 Do you think the Audit and Governance Committee is adding value?

Responses	2024/25	2023/24
Yes	83%	86%
Partially	17%	14%
Unsure	0%	0%
No	0%	0%
Total	100%	100%



Comments on how it is adding value:

- The Committee adds a level of independent scrutiny, bringing in different skills and knowledge.
- The committee adds value by obtaining assurance that the Council has appropriate systems of internal control, governance and risk management processes in place.
- It is a necessary assurance function.

Q14 What, if anything, do you think has changed as a result of the actions of the A&G Committee?

- Improvements in the management of strategic risks
- More scrutiny and focus on improvement
- Officers face more challenge and scrutiny, especially if weaknesses are identified.
- Agreement to evolve how the audit tracker recommendations are reported (including frequency) which is more pragmatic and less repetitive.

Q15 Responsible Officers attend A&GC meetings when appropriate to answer questions, advise on actions being taken to address areas of concern, and listen to comments and concerns of the committee on key matters such as the Annual Governance Statement, Annual Assurance Report

Responses	2024/25	2023/24
Agree	67%	100%
Somewhat agree	33%	0%
Total	100%	100%

