Audit feedback

The table below shows the ratings we received from the organisations we audited between 1 July 2011 and 31 July 2012 that provided feedback on our audit services.

### ICO audit survey feedback

<table>
<thead>
<tr>
<th>Area</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope relevant / appropriate</td>
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<tr>
<td>Report completed timely &amp; addressed key risk areas</td>
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<tr>
<td>Recommendations constructive &amp; appropriate</td>
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<tr>
<td>Data protection awareness raised within organisation</td>
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<tr>
<td>Audit resulted in improved data governance</td>
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<tr>
<td>ICO staff professional and helpful</td>
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<tr>
<td>Audit ran to schedule with minimum disruption</td>
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</table>

### Value of the audit

- 100% agreed that the scope of the audit was relevant and appropriate, with 54% strongly agreeing that this was the case.
- 100% agreed that the audit report we provided them with was completed in a timely fashion and addressed key risk areas, with 65% strongly agreeing that this was the case.
- 100% agreed that our recommendations were constructive and appropriate, with 42% strongly agreeing that this was the case.
- 96% agreed or strongly agreed that data protection awareness was raised within the organisation, whilst the rest were undecided.
- 92% agreed or strongly agreed that the audit resulted in improved data governance, whilst the rest were undecided.
Example comments we received

- The audit has raised the profile of data protection and awareness of good data protection practices and has flagged issues requiring attention, particularly in respect of management of third parties delivering services on behalf of the department.

- The audit has had a positive impact on the departments/teams immediately involved...the fact that the audit has made recommendations in certain areas will certainly add weight to their importance and assist with getting our message across in future.

- We did raise a concern that some of the recommendations will be difficult to implement within a working environment but they remained as recommendations.

- The audit has raised awareness of information governance good practice, risk management and potential impacts of breaches upon clients and the organisation. It has also raised the priority of the implementation of Government Connect Initiatives and associated projects.

- The audit heightened awareness of data protection compliance. We refer to this audit within our mandatory information governance refresher training to keep minds focused.

- The second draft of the report was much easier to read than the first draft. The first receipt was confusing as columns hadn't been lined up so was difficult to interpret. Our draft findings report went backwards and forwards a number of times.

- The audit has provided a driver for management to address the key issues raised, in particular in approving training uptake, and managing information security risk.

- The scope and process were clearly defined well in advance, which enabled us to manage the interview process efficiently, given the number of staff involved.

- It would be helpful during the setting up of the audit to be made aware of the specialisms of the auditors who would be attending. This would enable the organisation to match the interviewees, the auditor and the subject matter in order to ensure that maximum benefit was gained.

- The audit has given us valuable insight into our good practices against the view of our regulator and provided areas for improvement which will benefit the business as a whole.
The service we provided

- 100% agreed that ICO staff were professional and helpful throughout the audit process, with 80% strongly agreeing that this was the case.

- 100% agreed that the audit ran to schedule with the minimum of disruption to day to day operations, with 62% strongly agreeing that this was the case.

Example comments we received

- The audit was run in a timely professional manner by people who understood their field of expertise and were able to apply it to a business sector they had not encountered previously.

- The flexibility shown in agreeing the scope of the audit was really helpful in gaining the buy-in of the Executive management for an audit to be carried out.

- All participants were happy with the audit process, and no adverse comments were received. Subsequent informal discussions with the Lead Auditor were extremely useful and it is useful to have a contact for advice that has specific knowledge of the organisation.

Other research

We have also published the results of the qualitative research we commissioned to establish whether we are providing the best service we can to our customers in audit and advisory visits.