



Adding Value through Efficient Service Delivery

The efficiency of our processes is measured through our performance indicators, which are reviewed regularly by the SWAP Management Team, as well as being reported to our Board and the Audit Committees of each Partner Council as part of our quarterly update reports. Our framework can help identify areas for improving efficiency, such as the length of time between the close out meetings and issuing the draft report.

By putting some members of the SWAP team through a rigorous training programme we have developed a high level of knowledge about the functionality of MKInsight (our audit software). This has enabled us to configure the system and exploit and manipulate its functionality to ensure our audit processes are as efficient as possible (and the software does what we want it to). In this way the system guides auditors into recording the right information (essential for quality purposes), in the right place (essential for reporting purposes) at the right time (essential for approval and review purposes), all of which results in an efficient audit.

The use of audit software improves audit efficiency by reducing the possibility of duplication, allowing easy access and review, instigates and enforces consistency of approach, allows performance to be measured and monitored, improves the ease of reporting and extraction of information, as well as improving data security.

Client managers are accustomed to requesting and receiving input and information from their fellow partner councils. SWAP facilitates efficiencies through collating benchmarking information, sharing good practice (for example, perhaps one partner has written a policy that can be shared with the other to avoid replication), and putting managers in touch with their 'opposite numbers' at other Councils in the partnership.

