This project is financed by
the European Union

Kingdom of the Netherlands

Principle 16	The supreme audit institution applies standards in a neutral and objective manner to ensure high-quality audits, which positively impact on the functioning of the public sector
Principle approach	The monitoring approach to this principle is to measure the extent to which SAIs' external communication allows for better information and engagement of all interested stakeholders outside of the parliament in monitoring government performance and accountability.
INDICATOR 1	**Supreme Audit Institution's communication and cooperation with the public pertaining to its work**
Indicator focus and general methodological remarks	The indicator considers following elements of external communication and cooperation of SAIs: existence of strategic approach, allocation of job positions, means of communication used, citizen-friendliness, use of data visualisation, existence of channels for reporting on issues identified by external stakeholders, and consultations with civil society. Combination of expert analysis, analysis of websites, and interviews is used for measuring elements of this indicator. Researchers perform interview(s) with selected SAI staff to collect additional information (one or more interview depending on information gathered in each country) and collect documents not available online.

INDICATOR ELEMENTS			
Element #	Element formulation	Weight	Element data source
E.1	SAI develops a communication strategy for reaching out to the public	2	• Analysis of SAI websites • Analysis of SAI annual reports
	Element methodology		Point allocation
	Researchers determine if SAIs have developed strategic documents for specifically communicating their work/results/goals etc. towards the public (or specific target audiences). This strategic document can be developed solely for the purposes of outreach towards the public, or external communication aspects can be incorporated into more comprehensive strategic document, such as development strategy or similar, however, to awards points in this case communication aspect needs to have at least one clearly defined goal with measures/activities, and indicators clearly stated.		0 if no communication strategy is developed 1 if communication is part of broader strategic document, with at least one clearly defined goal, with measures/activities, and indicators 2 if stand-alone communication strategy is developed, or there are more than one clearly defined communication goals

	Official websites of SAIs are analysed to determine if documents are published online. In addition, and if not published, annual activity reports of SAIs are analysed to determine if such communication strategic documents exist and are implemented. To awards points, strategic document needs to be **valid and currently implemented** (expired documents are not considered).	(with measures/activities, and indicators) in a broader strategic document *Maximum points: 4*
Element #	Element formulation	Weight	Element data source
E.2	SAI has dedicated at least one job position for proactive communication and provision of feedback towards the public	2	• Analysis of SAI websites • Analysis of SAI job systematisation acts/statutes
	Element methodology		Point allocation

	Job position for proactive information and provision of feedback refers to a position specifically designed for these matters, or to a more general position, such as public relations or affairs, provided that this position includes one or more of the following tasks:
	
	    1. Preparation of information, documents and other materials designed for proactive communication towards the public;
	    2. Answering citizens' questions and queries related to the SAI scope of work;
	    3. Handling and forwarding citizens' complaints, tips, and inputs regarding the utilisation of public funds.
	Researchers analyse SAIs' job systematisation acts (statutes) to determine whether there is a job position in charge of these tasks. Positions tasked only with handling of requests for free access of information are not considered.
	
	To awards points, there needs to be at least one job position filled at the time of measurement, performing at least one of listed tasks.
			0 if no job position is dedicated
			
			1 if a job position is dedicated and performs one task listed in the methodology
			
			2 if a job position(s) is dedicated and performs two or more tasks listed in the methodology
			
			Maximum points: 4

Element #	Element formulation	Weight	Element data source
E.3	SAI utilises various means of communication with the public	1	• Analysis of SAI websites • Analysis of SAI annual activity reports
	Element methodology		Point allocation

	Additional means of communication with the public are interpreted to mean:
	
	    1. Holding of at least two press conferences;
	    2. Existence of at least one active SAI social network account (Facebook, Twitter, or LinkedIn);
	    3. Production and online publication of information brochures, leaflets, videos, multimedia presentations or similar promo materials (other than audit reports);
	    4. Organisation of or participation in at least one public campaign or event aimed at promoting SAI's work and
			0 if no additional means of communication are utilised
			
			1 if one or two additional means of communication are utilised
			
			2 if three of more additional means of communication are utilised

government accountability culture (such as fairs, street actions, promo stands, etc.)

5. use of online interactive data presentations and visualisations.

Period of twelve months preceding the measurement is covered, and SAI websites and most recent annual activity reports are analysed.

Maximum points: 2

To award points minimum one additional mean of communication needs to be used.

Element #	Element formulation	Weight	Element data source
E.4	SAI produces citizen-friendly summaries of audit reports	2	• Analysis of SAI websites • Analysis of SAI audit reports
	Element methodology		**Point allocation**
	Citizen-friendly summaries of audit reports are interpreted to mean shortened and concise explanation of the main findings, results and conclusions of conducted audits, **free of highly technical language**. Citizen-friendly summaries can be produced either separately or as part of actual audit reports. All audit reports published in the period of twelve months preceding the measurement are analysed and only finalised audits are considered.		0 if less 30% of audit reports contains citizen-friendly summaries 1 if between 30 and 50% reports contain citizen-friendly summaries 2 if more than 50% audit reports contain citizen-friendly summaries *Maximum points: 4*

Element #	Element formulation	Weight	Element data source
E.5	Official channels for submitting complaints or initiatives to SAI by external stakeholders are developed (wider public, CSOs)	1	• Analysis of SAI websites
	Element methodology		**Point allocation**
	Channels for submitting complaints or initiatives on issues identified by external stakeholders are interpreted to mean any system for receiving, filing, processing and reporting on complaints, tips, and inputs regarding the utilisation of public funds made by CSOs or citizens. SAI websites are analysed to determine whether such channels exist and if they are functional (by sending test input/call etc.). To awards points, existence and functionality of such channels need to be confirmed.		0 if no channels developed 1 if a channel is developed , but not available online 2 if it is developed and clearly visible at the homepage *Maximum points: 2*

TOTAL POINTS	0-3	4-5	6-7	8-9	10-11	12-14

FINAL INDICATOR VALUE	0	1	2	3	4	5