



ANNUAL SERVICE PLAN 2019/20 - 2021/22

GOAL 1 - PROVIDE LOCAL GOVERNMENTS WITH OBJECTIVE, HELPFUL ADVICE

We provide local governments with objective information and relevant advice to assist them in their accountability to their communities for the stewardship of public assets and the achievement of value-for-money in their operations.

STRATEGIC OBJECTIVE 1

We prepare and release quality audit reports and AGLG Perspectives booklets on a timely basis, consistent with our legislated mandate and service plan.

These publications meet the needs and expectations of local governments in helping them improve their operations.

STRATEGIC OBJECTIVE 2

Our office completes its work in accordance with audit standards and practices and is a licensed practice firm regulated under the Chartered Professional Accountants of B.C.

MEASURES	2019/20 TARGET	2020/21 TARGET	2021/22 TARGET
Local governments' rating of their awareness of our work (1-5 scale)	4.00	4.00	4.00
Local governments' rating of the value of our work (1-5 scale)	3.75	3.75	3.75
Auditees' average rating of satisfaction with audit reports (1-5 scale)	3.75	3.75	3.75
Auditees' average rating of professional conduct of AGLG audit staff (1-5 scale)	4.00	4.00	4.00
Percentage of recommendations accepted by auditees	90%	90%	90%
Positive assessment of our audit policy and practices (carried out every three years)	-	YES	-

GOAL 2 - ENGAGE & CONSULT WITH LOCAL GOVERNMENTS & OTHER STAKEHOLDERS

In all of our work, we will be collaborative, share information and seek constructive input from auditees, other local governments and other stakeholders.

STRATEGIC OBJECTIVE 3

We appropriately consult with local governments and other stakeholders in the development of our audit plans and keep stakeholders informed about our work, including any emerging issues.

In our efforts to keep stakeholders informed about our work, we will continue to participate in events where we can share our learnings with local governments and First Nation governments.

MEASURES	2019/20 TARGET	2020/21 TARGET	2021/22 TARGET
Number of formal audit planning sessions (carried out every three years)	1	-	-
Number of engagement sessions held with stakeholders	12	12	12
Number of local government conferences and/or trade shows attended by AGLG representatives	4	5	6

GOAL 3 - SUPPORT A PROFESSIONAL WORK ENVIRONMENT

We recognize that our most valued asset is our staff and are committed to supporting and enabling them in the work that we do.

STRATEGIC OBJECTIVE 4

AGLG staff is committed to the office's work and consider the office of the AGLG a desirable place to work where they can apply and further develop their professional skills.

MEASURES	2019/20 TARGET	2020/21 TARGET	2021/22 TARGET
Overall rating of the AGLG office by our employees in an employee survey: satisfaction with their role and with the organization	75%	-	75%
Training hours on average per employee	40	40	40

