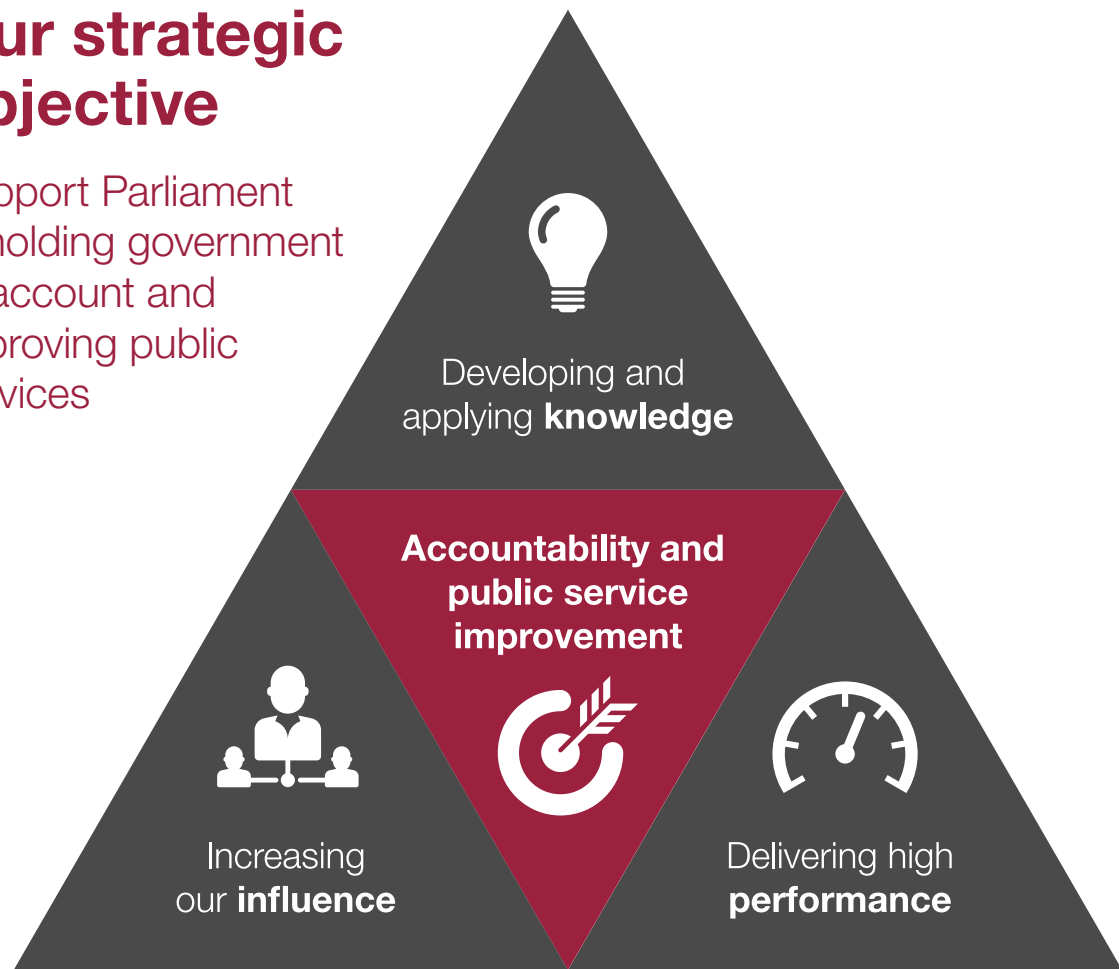


## Our strategic objective

Support Parliament in holding government to account and improving public services

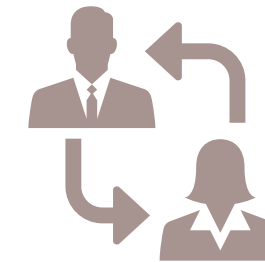


## Our strategy reacts to the challenges that face the public sector:



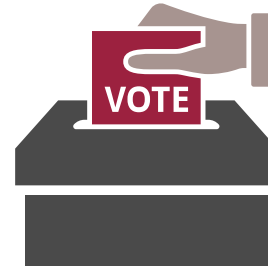
### Resource constraint

Government must meet public service needs with limited resources



### Accountability

Clear lines of accountability must be maintained in new commercial delivery models, and as localism and devolution continue



### Brexit

A large and uncertain impact to government and the work of the NAO



### Digital transformation

Government must be able to use data and technology to deliver services better

## To meet the challenges we will:

- develop our digital capability;
- produce more reports on local service delivery;
- deepen our expertise in the strategic issues that departments and local bodies face;
- build our expertise to comment on commercial delivery models;
- invest in our investigative capacity; and
- deepen and widen our influence.

## Our work:

- Financial audit: our work provides assurance on public spending, helps strengthen financial management, and adds value by delivering our broader insights from our cross-government perspective.
- VFM: we are adding value through our insights and leveraging our cross-government perspective.
- Local work: we use our powers under the Local Audit and Accountability Act 2014 to provide an end-to-end view of policy implementation, informed by user experience and insight.
- Investigations: we produce timely and targeted reports to address priority issues.
- Supporting Parliament: we engage with PAC and Parliament more widely.



### Our new work:

- BBC Financial Audit and VFM: Charter to take effect 1 January 2017.
- Bank of England: new VFM responsibilities.
- UK Asset Resolution Limited.
- Brexit & Machinery of Government Changes.

## Our ability to influence is critical to our success



We are:

- increasing our types of outputs, tailored to the target audience;
- using digital communication, including social media, as a powerful tool;
- engaging more through external networks; and
- ensuring that we give a consistent message on the important issues.

## We are organised to be effective



- We are organised in clusters that group our people around departments facing similar strategic issues.
- This is crucial to our strategy and maximises the use of shared knowledge and expertise.
- By focusing our resources on the strategic issues shared between departments, we maximise our impact.
- This way of working also has the advantage that it provides autonomy at the right level of our business.

## Our people remain our most valuable and important assets



Our skill-development priorities over the next three years are to:

- enhance the digital skills and expertise of NAO people;
- develop and extend the NAO's data analytic capability;
- widen our people's operational experience;
- deepen our expertise in the strategic issues that departments and local bodies face;
- enhance NAO people's influencing skills;
- support NAO people's personal development in leadership and management skills; and
- promote greater collaboration and team working through our Business Improvement Programme and 'way we work' training programme.

We are committed to a **diverse and inclusive organisation**.