

OUR PERFORMANCE SNAPSHOT

Our outputs



68

value for money reports published



84

Freedom of Information requests responded to

1,027

pieces of correspondence processed

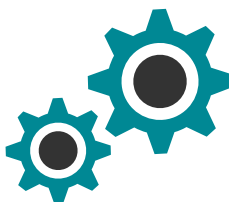


62

Committee of Public Accounts evidence sessions supported



20



studies on local service delivery and user experience published



18 investigations completed



Our impact

Our work leads to beneficial change – read our 15 case studies.

Since 2010, we have saved the taxpayer £7.5 billion, or £16 for every £1 spent.

A reduction of 21% in our resource costs since 2010.

Of all recommendations discussed with departments, 94% have been accepted.

£7.5bn

saved since 2010



88%

of the Committee of Public Accounts' recommendations accepted

Our influence

The quality and expertise of the NAO is widely recognised.

Our client feedback research in 2016 includes scores from interviews with 236 respondents, across 152 audited bodies.



91%

of respondents rated our financial audit work as fairly good or very good

46%

would like the NAO to do more to help public services improve by sharing good practice and guidance

71%

of those involved in a value-for-money study rated the quality of their most recent study as fairly good or very good

86%

of the respondents agreed that we place the right emphasis on holding government to account and providing high-quality audits

Our people

80%

of people feel committed to the NAO's purpose

87% understand how their work contributes to the NAO's purpose, and 80% feel committed to the NAO's purpose.

77%

of NAO people proud to work for NAO

Staff satisfaction: In 2016-17, our staff satisfaction score was 17% higher than the civil service average, with 77% of staff proud to tell others they work for the NAO.

91%

advanced stage NAO pass rate in 2016

The NAO is career-enhancing: In 2016, we had a 91% pass rate on the advanced stage of the professional accountancy qualification, compared with 85% nationally.