

**ICLD** Internationellt Centrum  
för Lokal Demokrati

# Transparency, Trust and Internal Control

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# Workshop Overview

This workshop aims at giving you a space to think about and discuss transparency and trust, and how internal control can be used to improve your services.

# Why work with internal control?

In municipalities and regions, we work on behalf of citizens and in their interests.

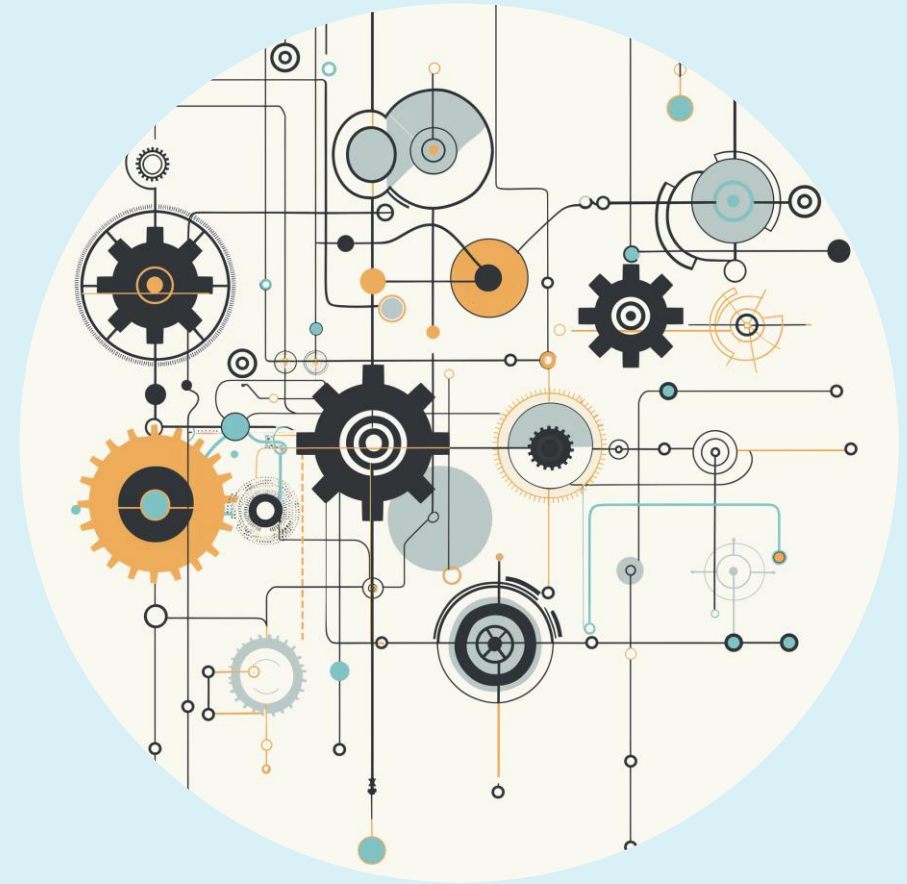


# Internal control and governance

Internal control are the structures, systems, and processes that makes sure an organisation is working effectively, safely, and in accordance with its goals.

Examples:

- Citizen complaint mechanisms
- Documentation of decisions
- Requiring two signatures on large payments
- Anonymous whistleblowing functions
- Inventory counts and audits




# Transparency

- Openness builds trust
- Openness also contributes to certainty and equal treatment of citizens.
- Transparent culture leads to continuous learning



**2-3 min self-reflection**

**10 min group discussion**



What makes you trust  
someone you needed  
a public service from?

# Challenges?

Take 10 minutes and discuss in your groups

**What makes transparency and internal control difficult in practice?**



# Risk situations and risk areas

In the public sector, we make decisions and carry out various tasks that often have a significant impact on individuals or businesses. We also work in many areas where we are exposed to various risks.



# **Final question: What is one practical thing your municipality could improve tomorrow to strengthen transparency or internal control?**

Share some good examples from your own work or from the discussions you've had today!